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| **User** | **Use Case Name** | **Description** |
| Super Admin/Sales User/ Operations User/ Site Survey User | Sign in/out | Sign in into the system using their email accounts. |
| Super Admin | Value Setup | Super Admin is able to edit the descriptions provided for drop down list, etc. |
| Super Admin | View reports | Super admin is allowed to view the respective reports requested. |
| Super Admin | Edit documents | Super admin is able to edit the details of the documents and access the delete function. |
| Super Admin/Sales User/ Operations User/ Site Survey User | Create new Ticket | The user can issue a new ticket and assigns any user to resolve the ticket. |
| Super Admin/Sales User/ Operations User/ Site Survey User | View existing tickets | The user will be able to see all unresolved and existing tickets present in the forum according to chronological order. The user can also search for the specific ticket that he/she wants. |
| Super Admin/Sales User/ Operations User/ Site Survey User | View documents | The user can view any past documents sent by any user. The documents will be sorted according to chronological order. |
| Super Admin/Sales User/ Operations User/ Site Survey User | Email | The user can compose, draft and send emails to other users. |
| Super Admin/Sales User/ Operations User/ Site Survey User | Close ticket | The user can view all existing unresolved tickets. If the ticket has already been resolved, only the person assigned to the ticket can change the status of the ticket. |
| Super Admin/Sales User/Site Survey user | Confirm pending transactions | The user can change the status of his own transactions from pending to confirmed. |
| Super Admin/Sales User/ Site Survey User | View past transactions | The user is able to view all past confirmed and completed transactions. |
| Super Admin/Sales User/ Site Survey User | View pending transactions | The user can view all of his pending transactions. |
| Super Admin/Sales User/ Site Survey User | View Site Surveyor schedule | The user can view all the the appointments and the schedules of each site surveyor. Site surveyor can only view his own schedule. |
| Super Admin/Sales User/ Site Survey User | Book pending transactions | The user can book the transaction for the client. |
| Super Admin/Sales User/ Site Survey User | Reject pending transactions | The user can reject the pending transactions. Remarks to reject are required. |
| Super Admin/Sales User/ Site Survey User | Edit Follow Up History | The user can reply to any follow up actions whenever needed. (Dropdown list will be provided) |
| Super Admin/Sales User/ Site Survey User | View Follow Up History | The users can view their follow-up history. As for super admin, he/she will be able to track everyone’s pending transactions using this function. |
| Super Admin/Sales User | Create new leads | The user can input the relevant details of a lead into the database. |
| Super Admin/Sales User/ Operations User/ Site Survey User | View Jobs Schedule | The sales and site survey user can view all jobs schedules to ensure that there won’t be any clashes in the scheduling of moves. |
| Super Admin/Operations user | Create Ad Hoc Jobs | The user can create ad hoc jobs such as sending materials etc (dropdown list  will be provided) |
| Operations user | Manage materials | The user can manage the requested materials and push for jobs to send them. |

\* The above functions are available only after the user is logged in.