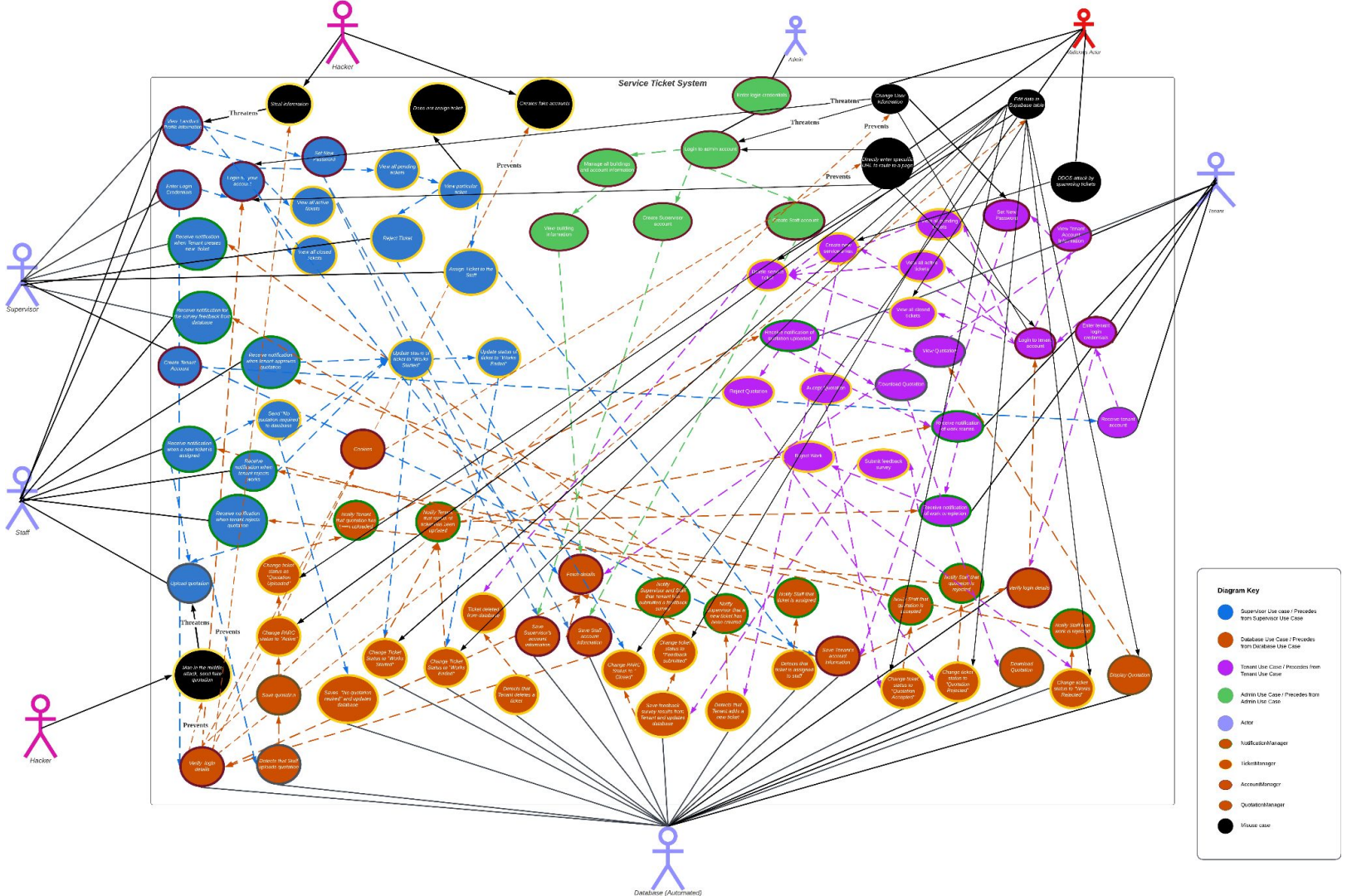
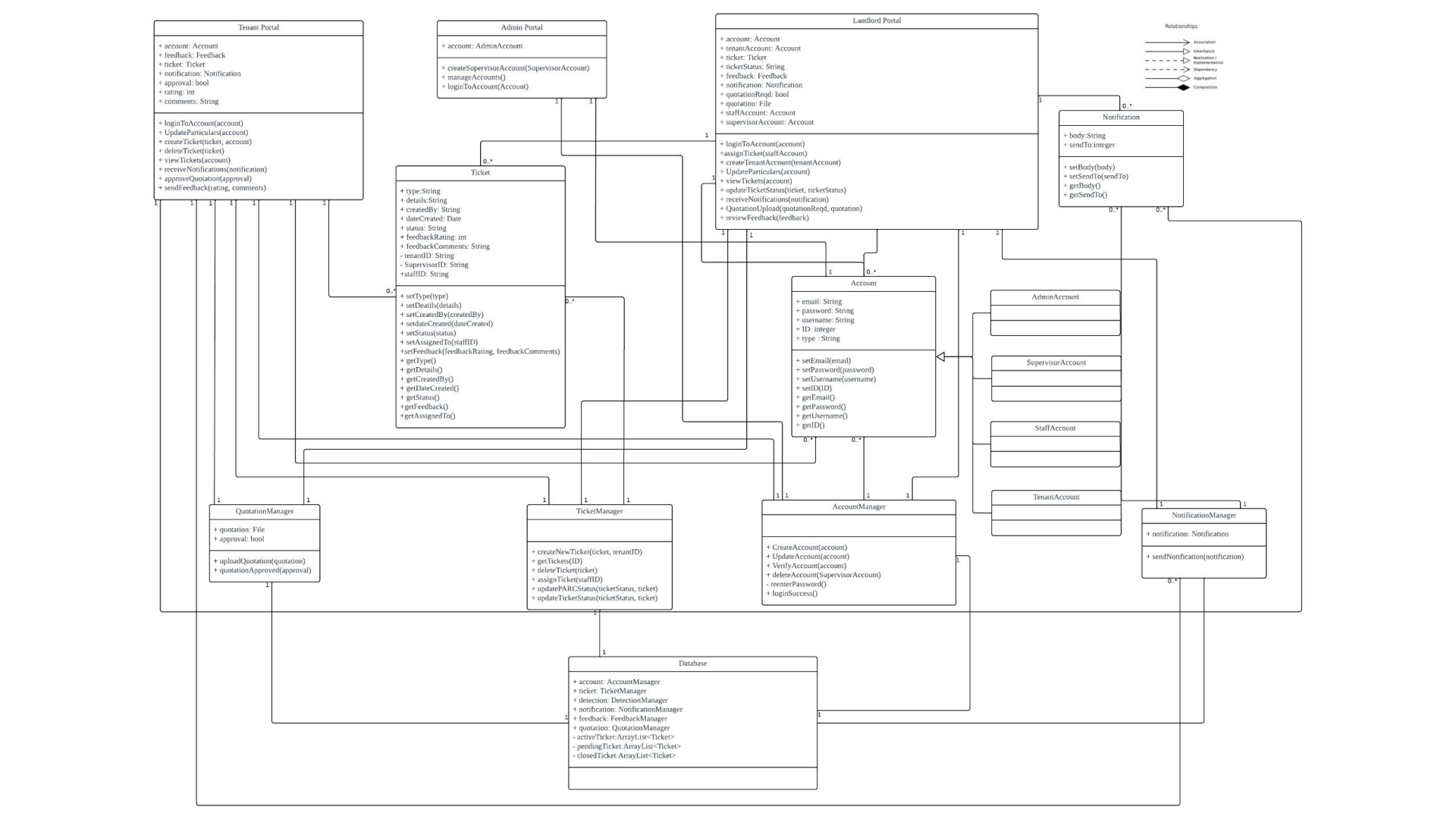
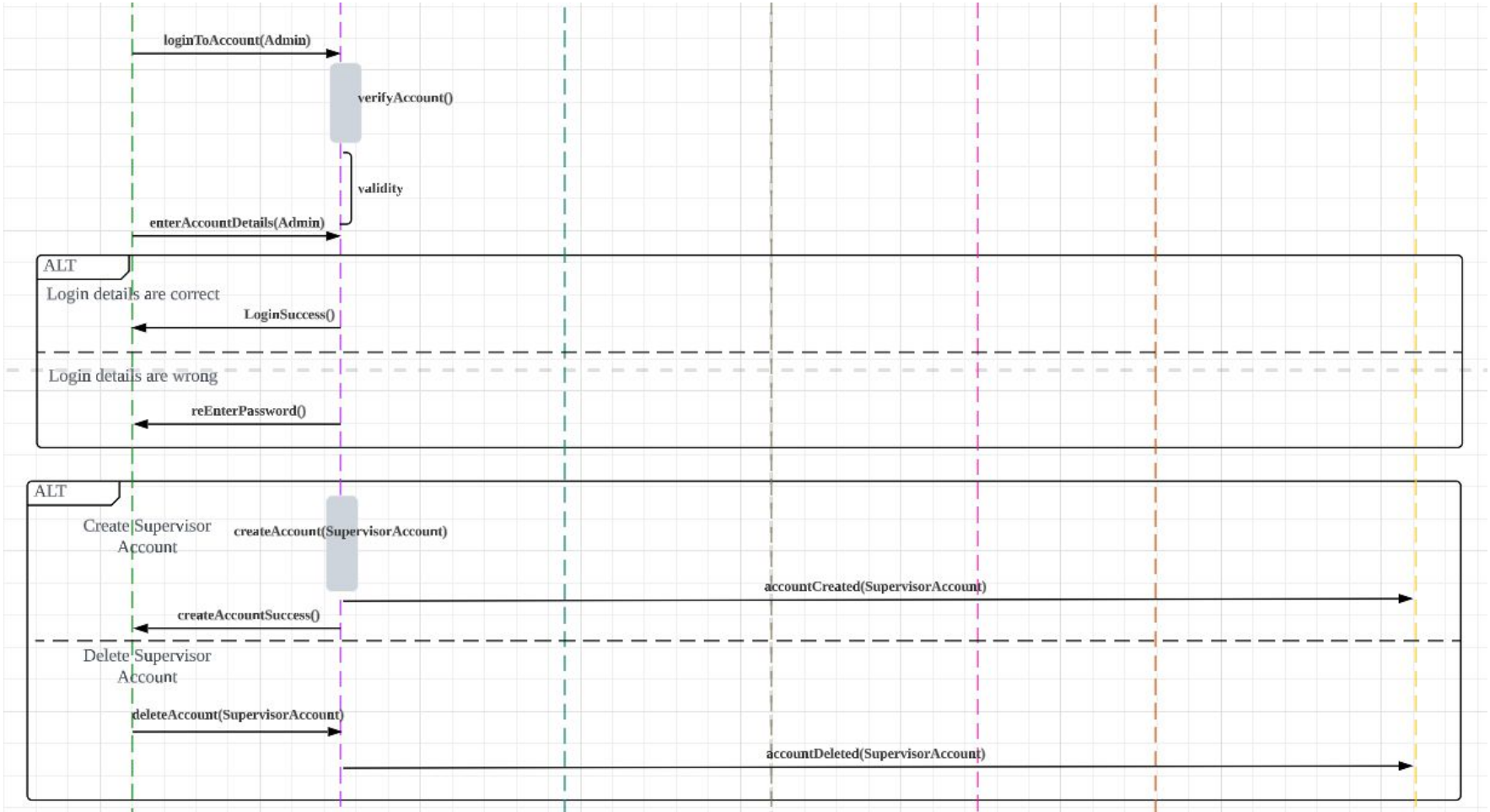
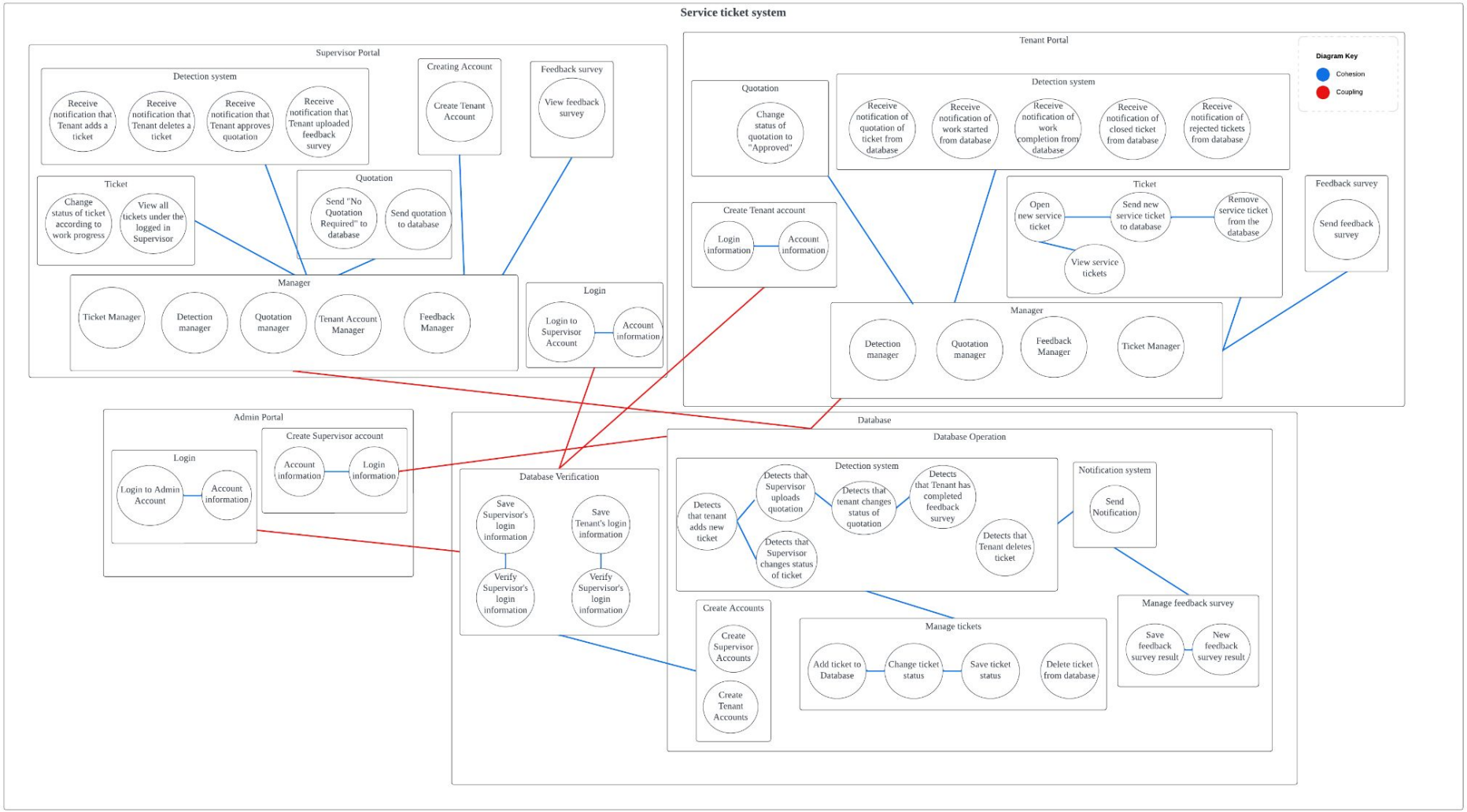

Service Ticket System
Hacker
Admin
Malicious Actor
Supervisor
Staff
Hacker
Tenant
Database (Automated)
Steal information
Does not assign ticket
Creates fake accounts
Enter login credentials
Change User Information
Edit data in database table
Directly enter specific url to route to a page
DDOS attack by spamming tickets
Login to admin account
Manage all buildings and account information
Threatens
Prevents
Diagram Key
Supervisor Use case / Precedes from Supervisor Use Case
Database Use Case / Precedes from Database Use Case
Tenant Use Case / Precedes from Tenant Use Case
Admin Use Case / Precedes from Admin Use Case
Actor
NotificationManager
TicketManager
AccountManager
QuotationManager
Misuse case


Tenant Portal
+ account: Account
+ feedback: Feedback
+ ticket: Ticket
+ notification: Notification
+ approval: bool
+ rating: int
+ comments: String
+ loginToAccount(account)
+ UpdateParticulars(account)
+ createTicket(ticket, account)
+ deleteTicket(ticket)
+ viewTickets(account)
+ receiveNotifications(notification)
+ approveQuotation(approval)
+ sendFeedback(rating, comments)
Admin Portal
+ account: AdminAccount
+ createSupervisorAccount(SupervisorAccount)
+ manageAccounts()
+ loginToAccount(Account)
Landlord Portal
+ account: Account
+ tenantAccount: Account
+ ticket: Ticket
+ ticketStatus: String
+ feedback: Feedback
+ notification: Notification
+ quotationReqd: bool
+ quotation: File
+ staffAccount: Account
+ supervisorAccount: Account
+ loginToAccount(account)
+assignTicket(staffAccount)
+ createTenantAccount(tenantAccount)
+ UpdateParticulars(account)
+ viewTickets(account)
+ updateTicketStatus(ticket, ticketStatus)
+ receiveNotifications(notification)
+ QuotationUpload(quotationReqd, quotation)
+ reviewFeedback(feedback)
Relationships
Association
Inheritance
Realization / Implementation
Dependency
Aggregation
Composition
Notification
+ body:String
+ sendTo:integer
+ setBody(body)
+ setSendTo(sendTo)
+ getBody()
+ getSendTo()
Ticket
+ type:String
+ details:String
+ createdBy: String
+ dateCreated: Date
+ status: String
+ feedbackRating: int
+ feedbackComments: String
- tenantID: String
- SupervisorID: String
+staffID: String
+ setType(type)
+ setDeatils(details)
+ setCreatedBy(createdBy)
+ setdateCreated(dateCreated)
+ setStatus(status)
+ setAssignedTo(staffID)
+setFeedback(feedbackRating, feedbackComments)
+ getType()
+ getDetails()
+ getCreatedBy()
+ getDateCreated()
+ getStatus()
+getFeedback()
+getAssignedTo()
Account
+ email: String
+ password: String
+ username: String
+ ID: integer
+ type : String
+ setEmail(email)
+ setPassword(password)
+ setUsername(username)
+ setID(ID)
+ getEmail()
+ getPassword()
+ getUsername()
+ getID()
AdminAccount
SupervisorAccount
StaffAccount
TenantAccount
QuotationManager
+ quotation: File
+ approval: bool
+ uploadQuotation(quotation)
+ quotationApproved(approval)
TicketManager
+ createNewTicket(ticket, tenantID)
+ getTickets(ID)
+ deleteTicket(ticket)
+ assignTicket(staffID)
+ updatePARCStatus(ticketStatus, ticket)
+ updateTicketStatus(ticketStatus, ticket)
AccountManager
+ CreateAccount(account)
+ UpdateAccount(account)
+ VerifyAccount(account)
+ deleteAccount(SupervisorAccount)
- reenterPassword()
+ loginSuccess()
NotificationManager
+ notification: Notification
+ sendNotification(notification)
Database
+ account: AccountManager
+ ticket: TicketManager
+ detection: DetectionManager
+ notification: NotificationManager
+ feedback: FeedbackManager
+ quotation: QuotationManager
- activeTicket:ArrayList<Ticket>
- pendingTicket:ArrayList<Ticket>
- closedTicket:ArrayList<Ticket>

Part of our sequence diagram



Service ticket system



Housing Portal

Tenant Login

Landlord Login

Admin Login

Tenant Account

LOGIN

Landlord Account

LOGIN

Admin Account

LOGIN

SUPERVISOR

Supervisor Portal

Create Tenant Account

View Tickets

Profile

Create Tenant Account

Pending Tickets

Active Tickets

Closed Tickets

Basic Ticket Details

PARC Status
ACTIVE

Status
Quotation Uploaded

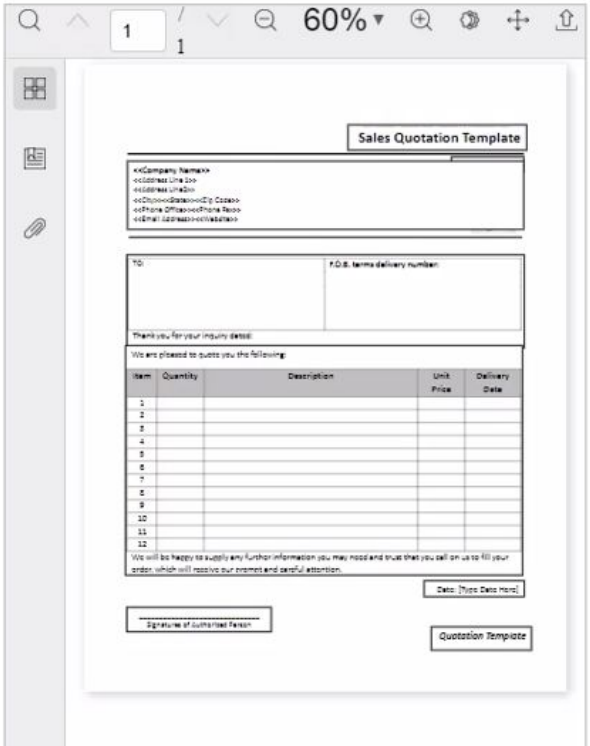
Name
demo_test_ticket

Category
Toilet

Description
123

Submitted
8/7/2023, 03:08:52

Quotation Required
YES



Staff Details

TENANT

Tenant Portal

Create Ticket

View Tickets

Profile

S/N	Request	Category	Unit	Status	Submitted Date	Assigned To	REMOVE FILTERS
1	demo_test_ticket	Toilet	01	Feedback Submitted	8/7/2023	demo_staff@gmail.com	VIEW TICKET