**CSE213 CRA Report Template**

| **Topic: Simulating operations of a chain diagnostic center.** | | |
| --- | --- | --- |
| **ID: 2020259** | **Name: Mahmuda Nizam** | **User1: Doctor** |
| **User2: Patient** |
| **ID: 2022606** | **Name: Tonmoy George Chiran** | **User3: Accountant** |
| **User4: Pharmacy Manager** |
| **ID: 2022431** | **Name: Mohammed Rahat Hossain Chowdhury** | **User5: Receptionist** |
| **User6: Lab Technician** |
| **ID: 2031109** | **Name: Samiul Islam Sourav** | **User7: CEO** |
| **User8: Head of Support Service** |

| **Supporting Users** |
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| **ID: 2020259** | **Name: Mahmuda Nizam** | **Intern** |
| --- | --- | --- |
| **ID: 2031109** | **Name: Samiul Islam Sourav** | **Applicant, Delivery Staff, Clean and Laundry Staff,**  **Security Guard** |

**Possible event type:**

* UIE - - user input to trigger event
* UID - - user input to be considered as data
* OP – display content (output)
* PC – prerequisite check
* VL – validation check
* VR – verification check
* DP – fetching data from file system and process it to get some calculated outcome (data processing)

|  | **Login Steps Workflow** | | | | event type |
| --- | --- | --- | --- | --- | --- |
| Workflow: | event-1 | **Select “user type” from the dropdown and then enter ID and password and press log in.** | | | **UIE, UID** |
|  | event-2 | **Validate input** | | | **VL** |
|  | event-3 | **If ID and password don’t match, then the scene reloads with the “Incorrect ID or password” text placed above the login button, else if log in is successful, the dashboard shows up for that particular user type** | | | **OP, VR** |

| **User1 name:** **Doctor** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **User-1, Goal-1** | **Description of Goal-1:** **Check appointment schedule** | | | | event type |
| Workflow: | event-1 | **Login to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **View appointment schedule** | | | **OP** |
|  | | | | | |
| **User-1, Goal-2** | **Description of Goal-2:** **Prescribe diagnosis and medicines** | | | |  |
| Workflow: | event-1 | **Login to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on the patient’s name from the appointment list** | | | **UIE** |
|  | event-4 | **A prescription form appears** | | | **OP** |
|  | event-5 | **Fill up the form** | | | **UI** |
|  | event-6 | **Click on the submit button** | | | **UIE** |
|  | event-7 | **An alert will pop up** | | | **OP** |
|  | event-**8** | **Click on the print button to print the prescription if necessary** | | | **UIE** |
|  | | | | | |
| **User-1, Goal-3** | **Description of Goal-3: Check patient’s previous medical history to diagnose the patient** | | | |  |
| Workflow: | event-1 | **Login to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on the patient’s name in the appointment list** | | | **UIE** |
|  | event-4 | **Patient’s profile scene appears** | | | **OP** |
|  | event-5 | **Click on the medical history button on the patient’s profile** | | | **OP, UIE** |
|  | event-6 | **From the patient history click on the specific history to view the prescription or test reports available** | | | **UIE** |
|  | | | | | |
| **User-1, Goal-4** | **Description of Goal-4:** **View current test/diagnosis report to interpret laboratory results** | | | |  |
| Workflow: | event-1 | **Login to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on the patient’s name in the appointment list** | | | **UIE** |
|  | event-4 | **Patient’s profile scene appears** | | | **OP** |
|  | event-5 | **Click on the test/diagnosis report button to view and give a proper feedback to the patient** | | | **UIE, OP** |
|  | | | | | |
| **User-1, Goal-5** | **Description of Goal-5:** | | | |  |
| Workflow: | event-1 | **Login to the system** | | | **UIE, UID VL OP, VR** |
|  |  | **Dashboard scene appears** | | | **OP** |
|  | event-2 | **Click on the make an application button on the dashboard** | | | **UIE** |
|  | event-3 | **Application form scene appears** | | | **OP** |
|  | event-4 | **Fill up the application form to generate an application** | | | **UID** |
|  | **event-5** | **Click on the submit button to submit the application to CEO** | | | **OP** |
|  | **event-6** | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-1, Goal-6** | **Description of Goal-6:** **Attendance submission of intern** | | | |  |
| Workflow: | event-1 | **Login to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on the attendance submission button on the dashboard available** | | | **UIE** |
|  | event-4 | **Attendance dashboard appears** | | | **OP** |
|  | event-5 | **Select the checkbox beside the intern’s name** | | | **UIE** |
|  | event-6 | **Click on the submit button** | | | **OP** |
|  | event-7 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-1, Goal-7** | **Description of Goal-7:** **Issue Birth/Death certificate** | | | |  |
| Workflow: | event-1 | **Login to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on the issue a certificate button** | | | **UIE** |
|  | event-4 | **Certificate scene appears** | | | **OP** |
|  | event-5 | **Select the type of certificate** | | | **UIE** |
|  | event-6 | **Fill up the form with necessary details** | | | **UID** |
|  | event-7 | **Click on the submit button** | | | **UIE** |
|  | event-8 | **An alert will pop up** | | | **OP** |
|  | Event-9 | **Click on the print button** | | | **UIE** |
|  | | | | | |
| **User-1, Goal-8** | **Description of Goal-8: Evaluate interns** | | | |  |
| Workflow: | event-1 | **Login to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on the order food button** | | | **UIE** |
|  | event-4 | **View the menu** | | | **OP** |
|  | event-5 | **Select the options from the menu and add it to the cart** | | | **UIE** |
|  | event-6 | **View the cart** | | | **OP** |
|  | event-7 | **Click on the checkout button** | | | **UIE** |
|  | event-8 | **An alert will pop up** | | | **OP** |

| **User-2 name:** **Patient** | | | | | |  |
| --- | --- | --- | --- | --- | --- | --- |
| **User-2, Goal-1** | **Description of Goal-1:** **Request a test that the physician prescribed** | | | | event type |  |
| Workflow: | event-1 | **Register/Log in to the system** | | | **UIE, UID VL OP, VR** |  |
|  | event-2 | **Dashboard scene appears** | | | **OP** |  |
|  | event-3 | **Click on the request a test button** | | | **UIE** |  |
|  | event-4 | **Select the area** | | | **UIE** |  |
|  | event-5 | **Select the type of test** | | | **OP** |  |
|  | event-6 | **Fill up the form** | | | **UID** |  |
|  | event-7 | **Click on the submit button** | | | **UIE** |  |
|  | event-8 | **An alert will pop up** | | | **OP** |  |
|  | | | | | |  |
| **User-2, Goal-2** | **Description of Goal-2:** **Book an appointment to see a physician** | | | |  |  |
| Workflow: | event-1 | **Register/Log in to the system** | | | **UIE, UID VL OP, VR** |  |
|  | event-2 | **Dashboard scene appears** | | | **OP** |  |
|  | event-3 | **Click on the request for an appointment button** | | | **UIE** |  |
|  | event-4 | **Choose the doctor** | | | **UIE** |  |
|  | event-5 | **Fill up the form given** | | | **UID** |  |
|  | event-6 | **Click on the submit button** | | | **UIE** |  |
|  | event-7 | **An alert will pop up** | | | **OP** |  |
|  | | | | | |  |
| **User-2, Goal-3** | **Description of Goal-3:** **Request to book a bed or cabin in the hospital** | | | |  |  |
| Workflow: | event-1 | **Register/Log in to the system** | | | **UIE, UID VL OP, VR** |  |
|  | event-2 | **Dashboard scene appears** | | | **OP** |  |
|  | event-3 | **Click on the request for a bed/ cabin option** | | | **UIE** |  |
|  | event-4 | **Select the area** | | | **UIE** |  |
|  | event-5 | **Select from the options given** | | | **UIE** |  |
|  | event-6 | **Click enter button** | | | **UIE** |  |
|  | event-7 | **Fill up the form with necessary details** | | | **UID** |  |
|  | event-8 | **Click on the submit button** | | | **UIE** |  |
|  | event-9 | **An alert will pop up** | | | **OP** |  |
|  | | | | | |  |
| **User-2, Goal-4** | **Description of Goal-4:** **Request for support service such as food, laundry, blood bank service** | | | |  |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |  |
|  | event-2 | **Dashboard scene appears** | | | **OP** |  |
|  | event-3 | **Click on the support service button** | | | **UIE** |  |
|  | event-4 | **Select the type of service** | | | **UIE** |  |
|  | event-5 | **Click on the request button** | | | **UIE** |  |
|  | event-6 | **Select the type of request** | | | **UIE** |  |
|  | event-7 | **If one wants to order the food click on the order food option** | | | **UIE** |  |
|  | event-8 | **View the menu** | | | **OP** |  |
|  | event-9 | **Select the options from the menu and add it to the cart** | | | **UIE, UID** |  |
|  | event-10 | **View the cart** | | | **OP** |  |
|  | event-11 | **Select between the pickup/delivery option** | | | **UIE** |  |
|  | event-12 | **Click on the checkout button** | | | **UIE** |  |
|  | event-13 | **If one wants to order laundry service, then click on the laundry option** | | | **UIE** |  |
|  | event-14 | **Fill up the form** | | | **UID** |  |
|  | event-15 | **Click the submit option** | | | **UIE** |  |
|  | event-16 | **An alert will pop up** | | | **OP** |  |
|  | event-17 | **If one wants to order blood bank service, then click on the blood bank option** | | | **UIE** |  |
|  | event-18 | **Fill up the form** | | | **UID** |  |
|  | event-19 | **Click the submit option** | | | **UIE** |  |
|  | event-20 | **An alert will pop up** | | | **OP** |  |
|  | | | | | |  |
| **User-2, Goal-5** | **Description of Goal-5:** **Apply for membership card** | | | |  |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |  |
|  | event-2 | **Dashboard scene appears** | | | **OP** |  |
|  | event-3 | **Click on the apply for membership card button** | | | **UIE** |  |
|  | event-4 | **View the membership form** | | | **OP** |  |
|  | event-5 | **Fill up the form and then submit the form** | | | **UIE** |  |
|  | event-6 | **An alert will pop up** | | | **OP** |  |
|  | | | | | |  |
| **User-2, Goal-6** | **Description of Goal-6:** **Buy medicines online through pharmacy service** | | | |  |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |  |
|  | event-2 | **Dashboard appears** | | | **OP** |  |
|  | event-3 | **Click on the pharmacy service button** | | | **UIE** |  |
|  | event-4 | **Then click on the pharmacy service button** | | | **UIE** |  |
|  | event-5 | **Search the medicines manually by clicking on the search button** | | | **UIE, UID** |  |
|  | event-6 | **View the medicine details by clicking on the medicine** | | | **OP** |  |
|  | event-7 | **Then click on the add to cart button** | | | **UIE** |  |
|  | event-8 | **Click on the upload prescription button** | | | **UIE** |  |
|  | event-9 | **An alert will pop up** | | | **OP** |  |
|  | event-10 | **Click on the checkout button** | | | **UIE** |  |
|  | | | | | |  |
| **User-2, Goal-7** | **Description of Goal-7:** **Emergency Service to call an ambulance** | | | |  |  |
|  | event-1 | **Register/Login to the system** | | | **UIE, UID VL OP, VR** |  |
|  | event-2 | **Dashboard scene appears** | | | **OP** |  |
|  | event-3 | **Click on the request for an ambulance button** | | | **UIE** |  |
|  | event-4 | **An alert will pop up** | | | **OP** |  |
|  | | | | | |  |
| **User-2, Goal-8** | **Description of Goal-8: Provide Any Suggestions/Complaints or make a query** | | | |  |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |  |
|  | event-2 | **Dashboard appears** | | | **OP** |  |
|  | event-3 | **Click on the text box** | | | **UIE** |  |
|  | event-4 | **Fill the text box** | | | **UID** |  |
|  | event-5 | **Click on the submit button** | | | **UIE** |  |
|  | event-6 | **An alert will pop up** | | | **OP** |  |

| **User-3 name:** **Accountant** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **User-3, Goal-1** | **Description of Goal-1: Generate Revenue Report of all Services** | | | | event type |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Choose “Revenue Report” from the drop down menu** | | | **UIE** |
|  | event-4 | **Revenue form dashboard appears** | | | **OP** |
|  | event-5 | **On the side screen total patients’ services’ sales report, pharmacy sales report, food and laundry services’ sales report, ambulance service bill report appear** | | | **DP, OP** |
|  | event-6 | **Input revenue amount on a form in the row of respective department** | | | **UID** |
|  | event -7 | **Click on the Add button** | | | **UIE** |
|  | | | | | |
| **User-3, Goal-2** | **Description of Goal-2: Generate Expense Report** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Choose “Expense Report” from the drop down menu** | | | **UIE** |
|  | event-4 | **Expense report form dashboard appears** | | | **OP** |
|  | event-5 | **On the sidescreen lab reagents, standard solution, safety gear, equipment purchase bills appear** | | | **OP, DP** |
|  | event-6 | **Input cost amount on a form in the row of respective departments** | | | **UID** |
|  | event -7 | **Click on the Add button** | | | **UIE** |
|  | event-8 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-3, Goal-3** | **Description of Goal-3: Prepare budget report** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Choose Budget Report from the drop down menu** | | | **UIE** |
|  | event-4 | **Budget report form dashboard appears** | | | **OP** |
|  | event-5 | **Input proposed budget amount on a form in the row of respective departments for that departments** | | | **OP, UID** |
|  | event-6 | **Click on Submit button** | | | **UID** |
|  | event-7 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-3, Goal-4** | **Description of Goal-4:** **Reconcile accounts payable and receivable** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **On the side screen the pending payments appear** | | | **OP** |
|  | event-4 | **After reconciling the payments tick the “Mark As Done” button** | | | **UIE** |
|  | event-5 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-3, Goal-5** | **Description of Goal-5:** **Allocate budget for support to purchase requested equipments** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on the “Notification” button** | | | **UIE** |
|  | event-4 | **View the budget requests from support** | | | **OP** |
|  | event-5 | **Remove the “Notification” button by clicking on it again or click on the notification to go to** | | | **UIE** |
|  | event-6 | **Choose “Purchase Budget Report” from the drop down menu** | | | **UIE** |
|  | event-7 | **Purchase Budget report form dashboard appears** | | | **OP** |
|  | event-8 | **Make a budget** | | | **UID** |
|  | event-9 | **Click “Budget Request” to send the budget to CEO** | | | **UID** |
|  | event-10 | **After CEO decision has been sent, notify the decision of CEO to support** | | | **UIE** |
|  | | | | | |
| **User-3, Goal-6** | **Description of Goal-6:** **Tax report generation** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Choose “Tax Report” from the drop down menu** | | | **UIE** |
|  | event-4 | **Make a report according to calculated tax amount** | | | **UID** |
|  | event-5 | **Click on the Submit button** | | | **UIE** |
|  | event-6 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-3, Goal-7** | **Description of Goal-7:** **Pay employee salary** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Clcik on “Pay Salary” button** | | | **UIE** |
|  | event-4 | **Pay Salary dashboard appears** | | | **OP** |
|  | event-5 | **Choose a department and employee from the drop down menu** | | | **UIE** |
|  | event-6 | **If bonus is available for the particular employee, add the amount on the text field, otherwise leave the bonus field blank** | | | **UID** |
|  | event-7 | **Click on the “Print Salary Copy” salary button** | | | **UIE** |
|  | event-8 | **Salary bank copy as PDF will be generated** | | | **OP** |
|  | | | | | |
| **User-3, Goal-8** | **Description of Goal-8: Prepare financial statement** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Choose "Financial Statement Report" from the drop down** | | | **UIE** |
|  | event-4 | **Financial statement dashboard appears** | | | **OP** |
|  | event-5 | **On the left sidebar budget report, revenue report, expense report, tax report appears** | | | **OP** |
|  | event-6 | **Make the report on the text area** | | | **UID** |
|  | event-7 | **Click the "Submit" button** | | | **UIE** |
|  | event-8 | **An alert will pop up** | | | **OP** |

| **User-4 name:** **Pharmacy Manager** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **User-4, Goal-1** | **Description of Goal-1: Executing online prescription orders for delivery** | | | | event type |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **“Pending Order” table appears** | | | **OP** |
|  | event-4 | **Check if the ordered the medicines and quantity of the drug are available on the “Medicine List” at right side, by inputting the medicine name on “search medication” textfield and clicking on “search” button or scrolling the list** | | | **OP, UID, UIE,DP** |
|  | event-5 | **If medicines are available, click on the “Procced” button on “Proceed” column and jump to event 6, else click on the “Decline order” button on “Decline Order” column** | | | **PC, DP, UIE** |
|  | event-6 | **“Order Information” Scene appears** | | | **OP** |
|  | event-7 | **Check the “Prescription image” to confirm if the order can be confirmed or not, if the drug is prescribed, click on the “Confirm Order” button to, otherwise click on the “Decline Order” button** | | | **OP, VL, UIE** |
|  | event-8 | **If the order is confirmed “Order is Confirmed” alert shows up, else “Order is declined” alert shows up** | | | **OP** |
|  | | | | | |
| **User-4, Goal-2** | **Description of Goal-2: Sort medicine list to check and maintain stock of drugs** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **On the “Medicine list” click on the sort medicines button** | | | **UIE, DP** |
|  | event-4 | **Sorted medicine list is appeared** | | | **OP** |
|  | | | | | |
| **User-4, Goal-3** | **Description of Goal-3: Updating price of medicine** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **On “Medicine List” segment, by inputting the medicine name on “search medication” textfield and clicking on “search” button or scrolling the list find the medication to update the price** | | | **UID,UIE,DP,OP** |
|  | event-4 | **Click on the medicines name** | | | **UIE** |
|  | event-5 | **Input the the new price on “price” textfield** | | | **UID** |
|  | event-6 | **Click on the “Save” button** | | | **UIE** |
|  | event-7 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-4, Goal-4** | **Description of Goal-4: Generate sales report** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Fetch bill receipts** | | | **UIE** |
|  | event-4 | **Go to sales report generation form by selecting the sales report generate button** | | | **UIE** |
|  | event-5 | **Input total amount on the form in the row of respective types, such as online sales, offline sales, in hospital sales, prescribed sales etc** | | | **UID** |
|  | | | | | |
| **User-4, Goal-5** | **Description of Goal-5: Execute Offline Order** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **On “Medicine List” segment, by inputting the medicine name on “search medication” textfield and clicking on “search” button or scrolling the list to find the medication** | | | **UID,UIE, DP,OP** |
|  | event-4 | **Click on the “radiobutton” to select the desired medicine and select the quantity from the combo box** | | | **UIE** |
|  | event-5 | **Click on the “Select” button** | | | **UIE** |
|  | event-6 | **Selected medicines with their quantity shows up on “Receipt Table”** | | | **OP** |
|  | event-7 | **Input the amount of cash received and changed amount in the textfield of “Cash” and “Change”** | | | **UID** |
|  | event-8 | **Click on the “Print Bill” to print the receipt** | | | **UIE** |
|  | | | | | |
| **User-4, Goal-6** | **Description of Goal-6:** **Add new medicine to the database** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Select “Add New Medicine” from the menu** | | | **UIE** |
|  | event-4 | **Add new medicine form appears** | | | **OP** |
|  | event-5 | **Fill up the form with necessary details** | | | **UID** |
|  | event-6 | **Click on the “Add” button** | | | **UIE** |
|  | event-7 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-4, Goal-7** | **Description of Goal-7: Executing lab solutions requests from lab technician** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Select “Lab request” from the menu** | | | **UIE** |
|  | event-4 | **Standard Solution request scene** | | | **OP** |
|  | event-5 | **Tick on the box beside employee’s name** | | | **UID** |
|  | event-6 | **Click “Submit” button** | | | **UIE** |
|  | event-7 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-4, Goal-8** | **Description of Goal-8: Add new offer** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on ‘Add new offer” button** | | | **UIE** |
|  | event-4 | **New offer form appears** | | | **OP** |
|  | event-5 | **Input medicine names, percentage of discount on the form** | | | **UID** |
|  | event-6 | **Click on the “Add offer” button** | | | **UIE** |
|  | event-7 | **An alert will pop up** | | | **OP** |

| **User-5 name:** **Receptionist** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **User-5, Goal-1** | **Description of Goal-1:** **To create an account for an unregistered Patient in the system** | | | | event type |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on the “Patient” tab** | | | **UIE** |
|  | event-4 | **Click on “Register a patient” button to register** | | | **OP,UIE** |
|  | event-5 | **A new scene appears** | | | **OP** |
|  | event-6 | **Fill in the text fields with Patient’s Name, Phone number, NID number, choose date from the date picker and gender from “Gender” Combo Box and write Address in the Address text area** | | | **UID** |
|  | event-7 | **Click on “Register” button** | | | **UIE** |
|  | event-8 | **An alert will pop up showing the given information** | | | **OP** |
|  | event-9 | **Click on “OK” button to confirm registration or “Cancel” button to cancel registration** | | | **VR, OP** |
|  | | | | | |
| **User-5, Goal-2** | **Description of Goal-2:** **Answering any queries** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on the “Patient” tab** | | | **UIE** |
|  | event-4 | **Click on “Queries” button** | | | **UIE** |
|  | event-5 | **Queries table appears with Patient’s ID and Patient’s Name** | | | **OP** |
|  | event-6 | **Click on any of the patient’s name or ID** | | | **UIE** |
|  | event-7 | **Click on “View Query”** | | | **OP** |
|  | event-8 | **Write the answer/reply of the query in the text area** | | | **UID** |
|  | event-9 | **Click on the “Reply” button to send the answer to the query** | | | **UIE** |
|  | | | | | |
| **User-5, Goal-3** | **Description of Goal-3:** **Book appointments for patients**  **Checking Doctors’ schedule to** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on the “Doctors” tab** | | | **UIE** |
|  | event-4 | **Click on a doctor’s profile** | | | **UIE** |
|  | event-5 | **Click on the “Schedule” button** | | | **UIE** |
|  | event-6 | **If there is any request for appointment, click on “Add patient to the queue” to appoint another patient** | | | **UIE** |
|  | event-7 | **Search the name of the patient in the search field and then click on “Search”** | | | **UID, UIE** |
|  | event-8 | **If a patient is found, then click on the patient and then click on “Add”** | | | **UIE** |
|  | event-9 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-5, Goal-4** | **Description of Goal-4:** **Book laboratory or other diagnostic services for patients** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on the “Laboratory” tab** | | | **UIE** |
|  | event-4 | **If there is any request for test, click on “Book a test” button** | | | **UIE** |
|  | event-5 | **Choose a type of test from the drop down menu** | | | **UIE** |
|  | event-6 | **Then click on “Book” to add the patient to the list** | | | **UIE** |
|  | event-7 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-5, Goal-5** | **Description of Goal-5:** **Admitting Patients in the hospital (bed/cabin)** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on “Patient” tab** | | | **UIE** |
|  | event-4 | **Choose either “Bed” or “Cabin” from the combo box “Admit a patient to: ”** | | | **UIE** |
|  | event-5 | **Search the name of the patient in a search field and click on “Search”** | | | **UID, UIE** |
|  | event-6 | **If the patient is found, meaning that the patient has a registered account in the system, and if there is any bed/cabin is vacant, Click on “Admit”**  **Else if patient is not found, meaning the patient is not registered, click on the “Register” prompt to register the patient and then go back to homepage to start from event-2**  **Else, if the patient is found, but no bed/cabin is vacant, the show “No vacancy available”** | | | **OP,UIE** |
|  | | | | | |
| **User-5, Goal-6** | **Description of Goal-6:** **Recharging a patient’s member card on their profile** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Click on “Patient” tab** | | | **UIE** |
|  | event-4 | **Search the phone number of the patient in the search field and Click on “Search”** | | | **UID,UIE** |
|  | event-5 | **If the patient is found, meaning that the patient has a registered account in the system, Click on the patient.**  **Else if patient is not found, meaning the patient is not registered, click on the “Register” prompt to register the patient and then go back to homepage to start from event-2** | | | **OP, UIE** |
|  | event-6 | **Click on “Edit” button** | | | **UIE** |
|  | event-7 | **Write the recharge amount of the member card in the text field “Recharge” and the Click on the “Save” button** | | | **UID, UIE** |
|  | event-8 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-5, Goal-7** | **Description of Goal-7:** **Processing billing and payments** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **OP** |
|  | event-3 | **Search the phone number of the patient in the search field and Click on “Search”** | | | **UIE, UID** |
|  | event-4 | **Click on the patient** | | | **UIE** |
|  | event-5 | **Click on “Bills” button** | | | **UIE** |
|  | event-6 | **Click on “Pending”** | | | **UIE** |
|  | event-7 | **Click on “Paid” button to move it from “Pending” to “Paid” list** | | | **UIE** |
|  | | | | | |
| **User-5, Goal-8** | **Description of Goal-8:** **Discharging Patients from the hospital** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Go to “Patient” tab** | | | **UIE** |
|  | event-3 | **Search the phone number of the patient in the search field and Click on “Search”** | | | **UIE, UID** |
|  | event-4 | **Click on the patient** | | | **UIE** |
|  | event-5 | **If the patient is admitted to bed/cabin, Click on “Discharge” to make the bed/cabin be available to other patients** | | | **UIE** |

| **User-6 name:** **Lab Technician** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **User-6, Goal-1** | **Description of Goal-1:** **Check the list of pending tests** | | | | event type |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Dashboard scene appears** | | | **UIE** |
|  | event-3 | **The name of tests along with its corresponding patient name appears** | | | **UIE, OP** |
|  | | | | | |
| **User-6, Goal-2** | **Description of Goal-2:** **Acknowledging certain test’s sample collection of patients** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Go to “Test list” tab** | | | **UIE** |
|  | event-3 | **Choose the type of test** | | | **UIE** |
|  | event-4 | **Search the name of the patient in the search bar and click on the patient** | | | **UID, UIE** |
|  | event-5 | **If the test sample already exist, mark on the “Acquired” button** | | | **UIE** |
|  | | | | | |
| **User-6, Goal-3** | **Description of Goal-3:** **Generate test reports of patients** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Go to “Test list” tab** | | | **UIE** |
|  | event-3 | **Choose the type of test** | | | **UIE** |
|  | event-3 | **Search the name of the patient in the search bar and click on the patient** | | | **UIE, UID** |
|  | event-4 | **Click on “Generate report”** | | | **UIE** |
|  | event-5 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-6, Goal-4** | **Description of Goal-4:** **Request pharmacy for lab reagents and standard solutions for tests** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Go to “Laboratory” tab** | | | **UIE** |
|  | event-3 | **Click on “Solutions”** | | | **UIE** |
|  | event-4 | **Click on “Request more solutions” button** | | | **UIE** |
|  | event-5 | **Choose the type of solution from the list and choose the quantity from the combo box** | | | **UIE** |
|  | event-6 | **Click on “Request”** | | | **UIE** |
|  | event-7 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-6, Goal-5** | **Description of Goal-5:** **Request support for safety gear to maintain precautionary steps** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Go to “Laboratory” tab** | | | **UIE** |
|  | event-3 | **Click on “Safety Gears”** | | | **UIE** |
|  | event-4 | **Click on “Request more gears” button** | | | **UIE** |
|  | event-5 | **Choose the type of safety gear from the drop down menu** | | | **UIE** |
|  | event-6 | **Click on “Request”** | | | **UIE** |
|  | event-7 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-6, Goal-6** | **Description of Goal-6:** **Order Food from support** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Go to “Support” tab** | | | **UIE** |
|  | event-3 | **Click on “Order food” button** | | | **UIE** |
|  | event-4 | **Choose from the available food options** | | | **UIE** |
|  | event-5 | **Click on “Order”** | | | **UIE** |
|  | event-6 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-6, Goal-7** | **Description of Goal-7:** **Request support to clean the laboratory equipments to maintain hygiene** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Go to “Support” tab** | | | **UIE** |
|  | event-3 | **Click on “Request for a cleaner” button** | | | **UIE** |
|  | event-4 | **An alert will pop up** | | | **OP** |
|  | | | | | |
| **User-6, Goal-8** | **Description of Goal-8:** **To make an application** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Click on “Application” button** | | | **UIE** |
|  | event-3 | **Fill up the “Subject” text field and “Body” Text field** | | | **UID** |
|  | event-4 | **Click on “Apply”** | | | **UIE** |
|  | event-5 | **An alert will pop up** | | | **OP** |

| **User-7 name: CEO** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **User-7, Goal-1** | **Description of Goal-1: Change payroll structure policy for employees** | | | | event type |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Change policy” from the dashboard** | | | **UIE** |
|  | event-3 | **A scene gets reloaded where the CEO will be able to edit the current policy on a new Text Area** | | | **UID, OP** |
|  | event-4 | **Press submit button** | | | **UIE** |
|  | event-5 | **Generate the “Payroll structure policy has been successfully changed” alert message** | | | **OP** |
|  | | | | | |
| **User-7, Goal-2** | **Description of Goal-2: Promote, demote, transfer and fire employees** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Evaluate employees” from the dashboard** | | | **UIE** |
|  | event-3 | **A scene gets reloaded where the name of employees along with their ID, salary and designation will be shown.** | | | **DP, OP** |
|  | event-4 | **Select the desired employee to evaluate** | | | **UIE** |
|  | event-5 | **Select “Evaluate this employee?” and a Combo box will be shown to select “Promote/Demote/Fire/Transfer”** | | | **UIE, OP** |
|  | event-6 | **If the promote button gets selected, it will show, “Promote to what designation?” and a combo box will appear to write the designation name,**  **else if the demote button gets selected, it will show, “demote to what designation?” and a combo box will appear to write the designation name,**  **else if the transfer button gets selected, it will show, “Transfer to which branch?” and a combo box will appear to write the branch name** | | | **UIE,UID,OP, DP** |
|  | event-7 | **Press submit button** | | | **UIE** |
|  | event-8 | **Generate “This employee has been successfully evaluated” alert message** | | | **OP** |
|  | | | | | |
| **User-7, Goal-3** | **Description of Goal-3: Approve or adjust budget report** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Budget report” from the dashboard.** | | | **UIE** |
|  | event-3 | **If any report is available of budget then the scene gets reloaded with the budget report, else the scene will show “There is no budget report available”.** | | | **DP, OP** |
|  | event-4 | **Select the desired budget report in order to view and make adjustment** | | | **UIE, UID, OP** |
|  | event-5 | **Press “Approve this budget” button** | | | **UIE** |
|  | event-6 | **Generate “This budget report has been successfully approved” alert message** | | | **OP** |
|  | | | | | |
| **User-7, Goal-4** | **Description of Goal-4: Review and approve equipment requests** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Equipment requests” from the dashboard.** | | | **UIE** |
|  | event-3 | **If any request is available for equipment then the scene gets reloaded with the equipment requests, else the scene will show “There is no equipment request”.** | | | **DP, OP** |
|  | event-4 | **Select the desired equipment request in order to review and approve** | | | **UIE** |
|  | event-5 | **A scene will be loaded for that particular equipment request** | | | **DP, OP** |
|  | event-6 | **Press “Approve this equipment request” button** | | | **UIE** |
|  | event-7 | **Generate “This equipment request has been successfully approved” alert message** | | | **OP** |
|  | | | | | |
| **User-7, Goal-5** | **Description of Goal-5: Approve fund for emergency need** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Fund requests” from the dashboard.** | | | **UIE** |
|  | event-3 | **If any request is available of equipment then the scene gets reloaded with the fund requests, else the scene will show “There is no fund request”.** | | | **DP, OP** |
|  | event-4 | **Select the desired fund request in order to review and approve** | | | **UIE** |
|  | event-5 | **A scene will be loaded for that particular equipment request** | | | **DP, OP** |
|  | event-6 | **Press “Approve this equipment request” button** | | | **UIE** |
|  | event-7 | **Generate “This fund request has been successfully approved” alert message** | | | **OP** |
|  | | | | | |
| **User-7, Goal-6** | **Description of Goal-6: View financial statement report of a particular branch** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Financial Statement Report” from the dashboard a scene will be loaded with all the branches name.** | | | **UIE** |
|  | event-3 | **Select the desire “Branch” in order to view the balance sheet** | | | **UIE, OP** |
|  | event-4 | **If any financial statement report is available of that branch then the scene gets reloaded with the balance sheet, else the scene will show the alert message “There is no financial statement report available for this branch”.** | | | **DP, OP** |
|  | | | | | |
| **User-7, Goal-7** | **Description of Goal-7: View applicant’s report to hire new employees** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “New applicant’s report” from the dashboard.** | | | **UIE** |
|  | event-3 | **If any report is available of the new applicant(s), a scene gets reloaded with the report(s) of the new applicant(s), else the scene will show “There is no new applicant’s report available”.** | | | **DP, OP** |
|  | event-4 | **Select the desired report and a scene will be loaded for that particular record.** | | | **UIE, DP, OP** |
|  | event-5 | **Click on “Hire this applicant”.** | | | **UIE** |
|  | event-6 | **Generate “This applicant has been successfully hired” alert message** | | | **OP** |
|  | | | | | |
| **User-7, Goal-8** | **Description of Goal-8: View statistical report such as number of employees, number of patients** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Statistical report” from the dashboard and a scene will be loaded with all the branches name.** | | | **UIE, OP** |
|  | event-3 | **Select the desire “Branch” in order to view the statistical report and a scene will be reloaded with a statistical report for that particular branch** | | | **UIE, DP, OP** |

| **User-8 name:** Head of Support Services | | | | | |
| --- | --- | --- | --- | --- | --- |
| **User-8, Goal-1** | **Description of Goal-1:** **Provide food service** | | | | event type |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Provide Support Service” menu button from the dashboard. There are three buttons under the “Provide Support Service” menu button, which are “Food Service”, “Clean and Laundry Service” and “Ambulance Service”. Then click on “Food Service” button.** | | | **UIE** |
|  | event-3 | **A new scene will appear where there will be a Table view loaded with Order ID and Patient ID (If there’s any order). After selecting the desired order ID (by selecting the row from the Table) click on “Yes” button under “check details?” label.** | | | **DP, OP** |
|  | event-4 | **A new scene will appear with the order details in a table view and another table will be filled with the employee details where “Employee ID”, “Name”, “No of task” will be shown. Select the desired employee’s row and select “Yes” Button to Confirm the order.** | | | **UIE, DP, OP** |
|  | event-5 | **After selecting “Yes” button, A confirmation Alert will appear to confirm that the Employee has been assigned to confirm the order.** | | | **UIE, OP** |
|  | | | | | |
| **User-8, Goal-2** | **Description of Goal-2:** **Provide Clean and Laundry service** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Provide Support Service” menu button from the dashboard. There are three buttons under the “Provide Support Service” menu button, which are “Food Service”, “Clean and Laundry Service” and “Ambulance Service”. Then click on “Clean and Laundry Service” button.** | | | **UIE** |
|  | event-3 | **A new scene will appear where there will be a Table view loaded with “Order ID”, “Patient ID” and “Service Type” (Clean/ Laundry) (If there’s any order). and another table will be filled with the employee details where “Employee ID”, “Name”, “No of task” will be shown. Select the desired employee’s row and the Pateint ID’s row and select “Yes” Button to Confirm the order.** | | | **DP, OP** |
|  | event-4 | **After selecting “Yes” button, A confirmation Alert will appear to confirm that the Employee has been assigned to confirm the order.** | | | **UIE, DP, OP** |
|  | | | | | |
| **User-8, Goal-3** | **Description of Goal-3:** **Offer Ambulance services.** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Provide Support Service” menu button from the dashboard. There are three buttons under the “Provide Support Service” menu button, which are “Food Service”, “Clean and Laundry Service” and “Ambulance Service”. Then click on “Ambulance Service” button.** | | | **UIE** |
|  | event-3 | **A new scene will appear where there will be a Table view loaded with “Serial No”, “Patient ID” and “Status” (To be Provided/ Provided) (If there’s any order), and another table will be filled with the employee details where “Employee ID”, “Name”, “No of task” will be shown. Select the desired employee’s row and the Pateint ID’s row and select “Yes” Button to Confirm the order.** | | | **DP, OP** |
|  | event-5 | **After selecting “Yes” button, A confirmation Alert will appear to confirm that the Employee has been assigned to confirm the order.** | | | **UIE** |
|  | | | | | |
| **User-8, Goal-4** | **Description of Goal-4:** **Request for approving equipment purchase from CEO** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Apply for Equipment Request” button from the VBox.** | | | **UIE** |
|  | event-3 | **A new scene will appear with a text Field in order to write the title and a Text Area in order to write the description of the application.** | | | **OP, UID** |
|  | event-4 | **After filling the text field and text area, click on“Submit to CEO” button.** | | | **UIE** |
|  | event-5 | **If the text field and the text area are filled, then a confirmation Alert will appear to confirm that the Employee has been assigned to confirm the order.**  **Else, An Error Alert will appear to confirm that the Employee has been assigned to confirm the order.** | | | **OP** |
|  | | | | | |
| **User-8, Goal-5** | **Description of Goal-5:**  **Get blood from Blood Bank** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Blood request” from the dashboard** | | | **UIE** |
|  | event-3 | **If there’s any request for blood, a scene will be loaded with the requested blood group along with the IDs of the orderer as well as the names and the number of available types of blood and employees name and ID,**  **else “No request for Ambulance service” will be shown and the scene will only show the number of available types of blood and the name and ID of the employees.** | | | **OP, DP** |
|  | event-4 | **If the blood is available, then select “Assign” to deliver the blood by assigning an employee.**  **else select “not available” to give feedback to the orderer by showing “Sorry! The blood is not available in the blood bank.”** | | | **OP, UIE** |
|  | event-5 | **If “Assign” button gets selected, generate the alert message “This employee has been successfully assigned to deliver the blood”** | | | **OP** |
|  | | | | | |
| **User-8, Goal-6** | **Description of Goal-6:** **Deliver medical supplies to patients.** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Medical supplies delivery” from the dashboard** | | | **UIE** |
|  | event-3 | **If there’s any request for medical supplies delivery, a scene will be loaded with the requested medical supplies along with the IDs of the requester as well as the name and ID of the employees who will be delivering medical supplies, else “No request for food or laundry” will be shown along with the name and ID of the employees.** | | | **OP, DP** |
|  | event-4 | **Select the desired medical supplies delivery request in order to assign an employee against that request to deliver medical supplies by clicking“Assign”** | | | **UIE, OP** |
|  | event-5 | **Generate “This employee has been successfully assigned to deliver this medical supplies.”** | | | **OP** |
|  | | | | | |
| **User-8, Goal-7** | **Description of Goal-7: Change shifts of security guards** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-2 | **Select “Change shifts of security guards” from the dashboard** | | | **UIE** |
|  | event-3 | **A scene will be loaded with the name and IDs of all the security guards.** | | | **OP** |
|  | event-4 | **Select desired ID of the security guard and then a radio button will be popped up to select “Day/Night” ((By default, the “Day” radio button will be filled)** | | | **OP, UIE** |
|  | event-5 | **Click “Change shift”** | | | **UIE** |
|  | event-6 | **Generate the alert message “The shift of this employee has been changed successfully.”** | | | **OP** |
|  | | | | | |
| **User-8, Goal-8** | **Description of Goal-8: Monitor Suggestion/Complain** | | | |  |
| Workflow: | event-1 | **Log in to the system** | | | **UIE, UID VL OP, VR** |
|  | event-1 | **Select “Suggestion/Complaint” from the dashboard** | | | **UIE** |
|  | event-2 | **A scene will be loaded with all the Suggestions and Complains of the patients.** | | | **OP** |
|  | event-3 | **After selecting the desired Suggestion/Complaint from the TableView a new scene will appear with all the details.** | | | **UIE** |
|  | event-4 | **Add feedback by writing on the Text Area and press “Submit” Button.** | | | **UIE, UID** |
|  | event-5 | **A confirmation Alert will be shown by confirming that the feedback has been successfully sent.** | | | **OP** |