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| **Use case name** | Issue a cleaning request |
| **Actors** | Users, Speech to Text Service, Mailing Service, Server |
| **Description** | If a user notices a cleaning issue he/she can notify related workers via Garcon. |
| **Data** | Audial input from user |
| **Preconditions** | User should be authenticated |
| **Stimulus** | User giving audial input about issuing a cleaning request |
| **Basic Flow** | Step 1 – User gives audial input  Step 2 – Audial input gets processed by Speech to Text Service  Step 3 – Issue is created and server side is informed  Step 4 – Processed text of audial input is sent as an email to the related workers  Step 5 – User is informed that issue is registered |
| **Alternative Flow** | Step 1 – User gives audial input  Step 2 – Audial input gets processed by Speech to Text Service  Step 3 – System detects same request already issued  Step 4 – Importance level of request is updated  Step 6 – User is informed that issue is already registered |
| **Exception Flow** | - |
| **Post conditions** | An issue instance is created on system and related workers are informed. |

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| **Use case name** | Close an issue |
| **Actors** | Workers, Speech to Text Service, Mailing Service, Server |
| **Description** | Workers close issues they have handled. |
| **Data** | Audial input from worker |
| **Preconditions** | Worker should be authenticated |
| **Stimulus** | Worker giving audial input about closing an issue |
| **Basic Flow** | Step 1 – Worker gives audial input  Step 2 – Audial input gets processed by Speech to Text Service  Step 3 – Issue is closed and server side is informed  Step 4 – Worker is informed that issue is closed |
| **Alternative Flow** | - |
| **Exception Flow** | - |
| **Post conditions** | The issue is marked as solved on system. |

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| **Use case name** | Register to an issue |
| **Actors** | Workers, Speech to Text Service, Server |
| **Description** | Workers register to an issue to prevent possible conflicts. |
| **Data** | Audial input from worker, current registered workers on the issue |
| **Preconditions** | Worker should be authenticated |
| **Stimulus** | Worker giving audial input about registering to an issue |
| **Basic Flow** | Step 1 – Worker gives audial input  Step 2 – Audial input gets processed by Speech to Text Service  Step 3 – Current workers on issue are displayed to worker  Step 4 – Worker is asked a confirmation after seeing current workers on issue  Step 5 – With workers confirmation he is registered to issue (Database update) |
| **Alternative Flow** | - |
| **Exception Flow** | If worker does not confirm after seeing current workers on the issue the process is aborted. |
| **Post conditions** | The worker is registered to issue. |