**Simple Use Case – Part 2**

This is an Individual Lab

For this lab, we will continue modeling a simple use case.

First, edit your simple use case documents, correcting errors as noted by your professor.

Then, add the following 3 components:

**Systems Use Case Specification:** Write a Systems Use Case Specification to **add** data.

**Class Diagram:** Using Visual Paradigm, create a class diagram to support your specification.

**Sequence Diagram:** Using Visual Paradigm, create a sequence diagram to support your specification.

Import PNGs or JPGs of all of your work into a single word document and submit along with all supporting files by the due date posted by your professor.

Hla Myint Myat / 185923216

Manage Customer Complaints Use Case

Name: Manage Customer Complaints

Actors: Customer Service Manager

Brief Use Case Description: This use case enables the Customer Service Manager to manage customer complaints, ensuring they are recorded, addressed, and resolved in a timely manner.

Triggering Event: Customer submits a complaint via email or phone

Preconditions: The Customer Service Manager is logged into the system and has access to customer complaint data.

Postconditions: The customer complaint is resolved, and the resolution is recorded in the system.

Simple/Complex: Simple

Responsibility: Hla Myint Myat

User Story : As a customer, I want to submit a complaint via email or phone so that my issue can be resolved efficiently.

System Use Case Specification: Add Customer Complaint

Name: Add Customer Complaint

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Name | Add Customer Complaint | | |
| Triggering Event | Customer submits a complaint via email or phone | | |
| Brief Description | This use case enables the Customer Service Manager to add a new customer complaint to the system. | | |
| Actors | Customer Service Manager | | |
| Related Use Cases | Manage Customer Complaints | | |
| Preconditions | The Customer Service Manager is logged into the system. The Customer Service Manager has access to customer complaint data. | | |
| Post Conditions | The customer complaint is recorded in the system and available for resolution. | | |
| Flow of activities | Actor | | System |
|  |  | Selects to add a complaint | Displays a list of existing customers, complaints including complaint ID and summary |
|  |  |  | Prompts to add a new complaint or exit |
|  |  | Selects to add a complaint | Displays the Complaint Entry form, prompting for complaint details (ID, customer name, summary) |
|  |  | Enters complaint details and requests to save | Save the complaint |
| Exception Conditions | Customer Service Manager chooses to cancel adding the complaint | | |

Class Diagram



Sequence Diagram   
  
