

## 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.

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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

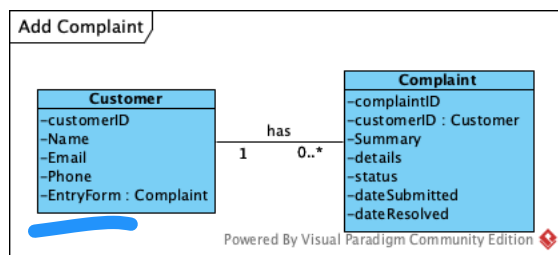
User Story : As a customer, I want to submit a complaint via email or phone so that my issue can be resolved efficiently.

## 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
	1. 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
	2. Selects to add a complaint	Displays the Complaint Entry form, prompting for complaint details (ID, customer name, summary)
	3. 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

