

Use Cases

Application stakeholders

The application can be used by any of the following stakeholders, in a manner appropriate for their role

- Organisation administrator (orgAdm)
- {svcAgentFull} (svcAgent)
- Service user (svcUsr)

Organisation administrator use cases

It is the responsibility of the Organisation administrator to configure the application, to setup the initial (only?) *svcAgent* and to define the services to be provided and made available via clipZ.

As an Organisation administrator I want to

- Manage and maintain the Service provider organisation's configuration
 - Register as a Service provider organisation
 - CRUD my registration details
 - Define the service provision time constraints, which are essential elements of the scheduling functionality, and comprise
 - start / end dates
 - working windows (eg M-F 9-5)
 - max appts per svcAgent per day/wk/mth (or unlimited)
 - min and max time between Service events
 - Service provision time slot (avg and max time allowed to deliver the service).
- Manage and maintain the Service provider organisation's agents
 - CRUD one or more svcAgent entities
 - Not have to select a svcAgent where only one such entity exists; that is, if this is a single person providing a service (eg a mobile hairdresser)
 - CRUD svcAgent downtime (for example for holidays and sickness)
 - CRUD svcAgent rate multipliers as appropriate (eg discount for trainee, premium for senior agent)
 - For Service provider organisation with multiple svcAgent entities :
 - (re)Activate a svcAgent to (re)enable their receipt of svcUsr appointments (svcEv)
 - (re)Activate a svcAgent to (re)enable their receipt of svcUsr appointments (svcEv)
 - De-activate a svcAgent to prevent them being allocated svcUsr appointments

- View (and edit) svcAgent schedules
- View svcAgent loading information (for example %age downtime, avg appt per period)
- Track and manage svcUsr entities
 - Suspend and or re-activate a svcUsr
 - List, View and edit svcUsr appointments (svcEv)
- Track and manage svcEv
 - Identify any clashes or other issues including stats per the alerts below.
 - Receive alerts on:
 - clashes (unresolved and (optionally) resolved)
 - cancellations (including repeat cancellations and-or no-shows)
 - unfulfillables (eg all svcAgent fully loaded)
 - New recurring svcEv optionally.