

# PUBLIC GRIVENCE

## 1. ACTORS, USE CASES, TEST CASES

ACTORS	USE CASES	TEST CASES
Public User	Reporting Problem	<b>Input:</b> Image / Text , Location <b>Output:</b> Token id of Problem.
	Login/Register	<b>Input:</b> User Details <b>Output:</b> i) Redirection to Home page ii) If credentials not valid, remains in same page by notifying error.
	Status Tracking	<b>Input:</b> Token id of Problem <b>Output:</b> Current Status of Problem.
	History	<b>Input:</b> Button click. <b>Output:</b> History of User.
	Notification of Completion	<b>Input:</b> ---- <b>Output:</b> Acknowledgement.
Authority	Login	<b>Input:</b> User Details <b>Output:</b> i) Redirection to Home page ii) If credentials not valid, remains in same page by notifying error.
	Problem Validation	<b>Input:</b> Problem reported by Public User. <b>Output:</b> Valid or not.
	Status Update	<b>Input:</b> Problem Details. <b>Output:</b> Updated Status.
	Prioritisation of Problem	<b>Input:</b> Problem Reported by Public User. <b>Output:</b> Issuing a priority to each problem based on analysis from authorities.
Administrator	Login	<b>Input:</b> User Details <b>Output:</b> i) Redirection to Home page

	ii) If credentials not valid, remains in same page by notifying error
<b>Data Management</b>	<b>Input:</b> Collected data from Users
	<b>Output:</b> Clustering the Data using Data Analysis
<b>Error Handling</b>	<b>Input:</b> If there is an error in software
	<b>Output:</b> Resolves the Error