Use Case Scenarios

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| Use case name | Create Complaint |
| Primary Actor | Customer |
| Supporting Actor(s) | Complaint website |
| Summary | Customer has a complaint about a former service or purchase at the company. Customer proceeds by visiting the company’s complaint website to fill in their information and complaint in the form. |
| Pre-Conditions | 1. Complaint website is active 2. Customer has a customer identification code |
| Normal Flow of Events | 1. Customer visits the complaint website 2. Customer fills in their customer identification code 3. Customer fills in valid requested information 4. Customer gives a detailed explanation of the complaint in the provided textbox 5. Customer submits the complaint form 6. Customer is directed to a complaint tracking page 7. An email has been sent to the customer with current complaint status and a link to the complaint status |
| Extensions | 1. Customer identification code is not valid 2. Customer does not have an identification code 3. Customer provides invalid contact information |
| Post-Conditions | 1. Complaint is created 2. Customer receives email about complaint tracking link 3. Complaint is visible in system |

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| Use case name | Log in |
| Primary Actor | Employee |
| Supporting Actor(s) | Complaint System |
| Summary | Employee enters their email and password so they can access the complaint system |
| Pre-Conditions | 1. System is active 2. Employee is provided with email and password |
| Normal Flow of Events | 1. Employee opens link to employee page 2. Employee enters his/her email 3. Employee enters his/her password 4. Employee is redirected to employee homepage |
| Extensions | 1. Incorrect email entered 2. Incorrect password entered 3. Email and password do not match |
| Post- Conditions | 1. Employee has access to employee pages |

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| Use case name | Change Complaint Status |
| Primary Actor | Employee |
| Supporting Actor(s) | System |
| Summary | An employee has taken a complaint in process, the employee proceeds to change the complaint status so the customer can see the current status of the complaint. |
| Pre-Conditions | 1. Employee is logged in 2. Complaint is under employee’s supervision |
| Normal Flow of Events | 1. Employee looks for the specific complaint 2. Employee opens the show complaint link 3. Employee changes the status to the current status 4. Employee enters possible notifications for the customer or for other employees in given textboxes 5. Employee submits the changes |
| Extensions | 1. Customer’s complaint is not under employee’s supervision 2. Employee cannot access complaint 3. Employee does not have access to system |
| Post-Conditions | 1. Complaint status is changed 2. Customer receives email about status change |

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| Use case name | Add Employee |
| Primary Actor | Manager |
| Supporting Actor(s) | System |
| Summary | A manager wants to create a new employee account for one of his/her employees. The manager proceeds by providing the necessary information to create an account. |
| Pre-Conditions | 1. Manager is logged in |
| Normal Flow of Events | 1. Manager enters link to add employee 2. Manager enters an email address that is not existent in the systems database 3. Manager provides a password for the employee 4. Manager submits request |
| Extensions | 1. Manager enters existing email address 2. Manager does not enter information |
| Post-Conditions | 1. New employee is created in the database with the given email address and matching password 2. Logged in manager has supervision over created employee |

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| Use case name | Delete Employee |
| Primary Actor | Manager |
| Supporting Actor(s) | System |
| Summary | A manager wants to delete a specific account of one of his/her employees |
| Pre-Conditions | 1. Manager is logged in |
| Normal Flow of Events | 1. Manager enters link to employee list 2. Manager looks for the right employee 3. Manager clicks on the delete icon of the selected employee |
| Extensions | 1. Employee does not exist 2. Manager does not have supervision of the employee |
| Post-Conditions | 1. Employee is deleted from the database |