

Looking At Each Event and the Resulting Use Case

- ⊙ Enter use cases in an event table
- ⊙ Event table includes rows and columns
 - ⊙ Each row is a record linking an event to a use case
 - ⊙ Columns represent key information
- ⊙ RMO event table anatomizes customer support system

The event that causes the system to do something.

Source: For an external event, the external agent is the source of the data entering the system.

Response: What output (if any) is produced by the system?

Event	Trigger	Source	Use Case	Response	Destination
Customer wants to check item availability	Item inquiry	Customer	Look up item availability	Item availability details	Customer

Trigger: How does the system know the event occurred? For external events, the trigger is data entering the system. For temporal events, it is a definition of the point in time that triggers the system processing.

Use Case: What does the system do when the event occurs? The use case is what is important to define for functional requirements.

Destination: What external agent gets the output produced?

Information about each Event and the Resulting Use Case in an Event Table

CUSTOMER SUPPORT SYSTEM EVENT TABLE					
EVENT	TRIGGER	SOURCE	USE CASE	RESPONSE	DESTINATION
1. Customer wants to check item availability	Item inquiry	Customer	Look up item availability	Item availability details	Customer
2. Customer places an order	New order	Customer	Create new order	Real-time link Order confirmation Order details Transaction	Credit bureau Customer Shipping Bank
3. Customer changes or cancels order	Order change request	Customer	Update order	Change confirmation Order change details Transaction	Customer Shipping Bank
4. Time to produce order summary reports	"End of week, month, quarter, and year"		Produce order summary reports	Order summary reports	Management
5. Time to produce transaction summary reports	"End of day"		Produce transaction summary reports	Transaction summary reports	Accounting
6. Customer or management wants to check order status	Order status inquiry	Customer or management	Look up order status	Order status details	Customer or management
7. Shipping fulfills order	Order fulfillment notice	Shipping	Record order fulfillment		
8. Shipping identifies back order	Back-order notice	Shipping	Record back order	Back-order notification	Customer
9. Customer returns item	Order return notice	Customer	Create order return	Return confirmation Transaction	Customer Bank
10. Time to produce fulfillment summary reports	"End of week month, quarter, and year"		Produce fulfillment summary reports	Fulfillment summary reports	Management
11. Prospective customer requests catalog	Catalog request	Prospective customer	Provide catalog info	Catalog	Prospective customer
12. Time to produce prospective customer activity reports	"End of month"		Produce prospective customer activity reports	Prospective customer activity reports	Marketing
13. Customer updates account information	Customer account update notice	Customer	Update customer account		
14. Marketing wants to send promotional materials to customers	Promotion package details	Marketing	Distribute promotional package	Promotional package	Customer and prospective customer
15. Management adjusts customer charges	Customer charge adjustment	Management	Create customer charge adjustment	Charge adjustment notification Transaction	Customer Bank
16. Time to produce customer adjustment/ concession reports	"End of month"		Produce customer adjustment reports	Customer adjustment reports	Management (continued)

The Complete Event Table for the RMO Customer Support System