

## **Team Assignment - Use Cases**

ICT 4305: Object Oriented Methods and Programming

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September 14, 2025

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## Use Case: Vendor Interaction and Management Software

### *Use Case Overview*

The shopkeeper uses the system to manage vendor information, track communications, and assess vendor responsiveness for better decision-making.

### *Subject Area*

Vendor Interaction and Management.

### *Actor(s)*

- Primary Actor: Shopkeeper
- Secondary Actor: Vendor

### *Trigger*

The shopkeeper needs to create, update, or access vendor information, record interactions, search vendor records, or generate reports.

### *Goal*

The goal of this software is to allow the shopkeeper to quickly and efficiently manage vendor information, track communications, and then further assess vendor responsiveness for overall better decision making.

### *Preconditions*

- The shopkeeper is authenticated in the system.
- The vendor information is either in the database or can be added within the database.

### *Basic Flow (Main Success Scenario)*

1. *The shopkeeper creates or updates a vendor profile.*
  - a. Fields: Name of vendor, company name, address, phone number, name of representative, category.
  - b. The system validates required fields before saving.
  - c. Version history option for updating existing records.
  - d. This interaction ensures that vendor data is accurate and complete for the shopkeeper's knowledge.

2. *The shopkeeper records vendor interactions.*

- a. Input: Date, Interaction type (i.e. meeting, call, email, etc.), notes, and responsiveness rating (1-5).
- b. The system links interactions to vendor profiles.
- c. Mandatory fields (i.e. date) must be present.
- d. The system timestamps entry and saves it to the vendor's history.
- e. This interaction supports performance tracking and historical analysis.

3. *The shopkeeper accesses a vendor profile.*

- a. The shopkeeper logs in and selects a vendor from the list.
- b. The system displays the vendor's name, address, phone number, and representative details.
- c. This interaction allows the shopkeeper to reexamine vendor profiles.

4. *The shopkeeper searches and retrieves vendor records.*

- a. The shopkeeper can search for vendors based on their name, category, response rate, or date range.
- b. The system displays a list view with filters and sorting options.
- c. Vendor profile and interaction history available on record selection.
- d. This interaction provides fast access to vendor history for seamless decision making.

5. *The shopkeeper generates a vendor performance report.*
- a. The system produces a summary by vendor: total interactions, average responsiveness, and last interaction date.
  - b. There are multiple export options. This includes PDF format, as well as Excel.
  - c. This interaction allows reports to be viewed, downloaded, or exported as the shopkeeper sees fit.

#### *Alternative Flows*

- Missing Contact Info: The system prompts the user to fill out the required fields before saving.
- Duplicate Records: The system notifies the shopkeeper and offers to merge duplicate entries/records or cancel one of them to avoid redundancy.
- Invalid Data: The system displays an error message when invalid data is input into entry fields.

#### *Postconditions*

- The database stores vendor records and interactions securely.
- The reports reflect the most recent and accurate vendor data available.

- The shopkeeper has a clearer picture of vendor reliability and responsiveness, as well as an improved ability to plan future interactions and prioritize reliable vendors.

#### *Business Rules*

- Vendor profiles must have all required fields completed.
- Interactions are always linked to a vendor profile.
- Reports can only be generated from existing stored data.