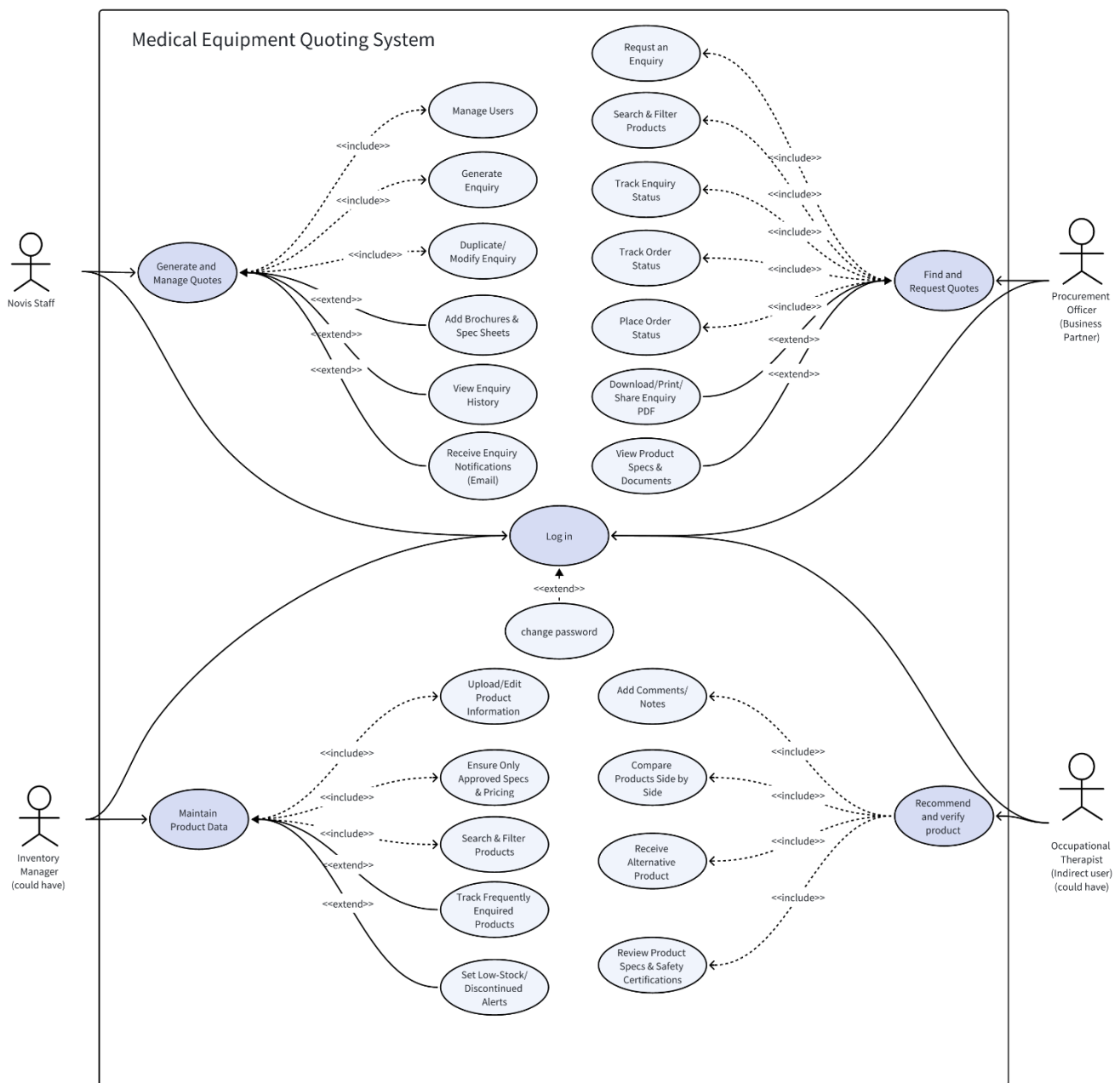1. **Introduction**
    Overview of the System
    The **Medical Equipment Quoting System** is a web-based application that allows internal staff and external partners to collaborate on creating, submitting, and fulfilling equipment quote enquiries. All interactions—whether generating a quote, maintaining the product catalog, requesting an enquiry, or providing clinical feedback—are coordinated through a single, secure interface.

Figure: The use-case diagram of Medical Equipment Quoting System

2. **Actors Description**

- **Novis Staff**
  - Internal sales users who generate, modify, and answer equipment enquiries.
  - Perform user management and attach supplementary documentation (brochures, spec sheets).

- **Procurement Officer (Business Partner)**
  - External customers who browse products, submit quote requests, and track quote/order statuses.
  - Download or share finalized quotation PDFs and can place orders directly.

- **Inventory Manager (could have)**
  - Internal users responsible for keeping the product catalog accurate and up-to-date.
  - Upload or edit product data, enforce approved specs & pricing, and set stock alerts.

- **Occupational Therapist (Indirect user, could have)**
  - Clinical advisors who review product safety and suitability.
  - Compare alternatives, annotate entries with notes, and suggest substitute items.

3. **Use Cases Overview**

3.1 Log in

- **Primary goal**: Authenticate before accessing any functionality.
- **Extend**:
  - **Change Password**

3.2 Generate and Manage Quotes

Actor: Novis Staff

- **Include**:
  - **Manage Users** (create, deactivate staff accounts)
  - **Generate Enquiry** (start a new quote based on selected

products)

- **Duplicate / Modify Enquiry** (clone or edit an existing quote)

- **Extend**:

  - **Add Brochures & Spec Sheets** (attach supplementary documents)

  - **View Enquiry History** (review past versions)

  - **Receive Enquiry Notifications (Email)** (alerts on enquiry updates)

3.3 Find and Request Quotes

Actor: Procurement Officer

- **Include**:

  - **Search & Filter Products** (narrow catalog by criteria)

  - **Request an Enquiry** (submit selected items for quoting)

  - **Track Enquiry Status** (monitor progress of quote generation)

  - **Track Order Status** (follow up once an order is placed)

  - **Place Order Directly** (convert a quote into an order)

- **Extend**:

  - **Download / Print / Share Enquiry PDF** (export quote document)

  - **View Product Specs & Documents** (open data sheets inline)

3.4 Maintain Product Data

Actor: Inventory Manager

- **Include**:

  - **Upload / Edit Product Information** (add or update catalog entries)

  - **Ensure Only Approved Specs & Pricing** (enforce governance rules)

  - **Search & Filter Products** (locate items for maintenance)

- o **Extend**:

    - ▪ **Track Frequently Enquired Products** (analytics on popular items)

    - ▪ **Set Low-Stock / Discontinued Alerts** (notify on inventory issues)

3.5 Recommend and Verify Product

Actor: Occupational Therapist

- o **Include**:

    - ▪ **Review Product Specs & Safety Certifications** (validate regulatory compliance)

    - ▪ **Compare Products Side by Side** (evaluate alternatives)

    - ▪ **Receive Alternative Product** (suggest substitutes when needed)

    - ▪ **Add Comments / Notes** (annotate with clinical feedback)