**Use Cases**

A. Brief Format

1. **Registration Process**

Registration officer fills up the application form in the system.

1. **Verify the applicant’s details and requirements**

The Verification Officer verifies the details of each applicant if it’s correct and check the requirements if it’s valid to ensure that there will be no mistake and print the application form and photo copy the submitted requirements before sending it to the CEO’s office for the approval or denial of the applicant’s Insurance Application.

1. **Approving or denying of the applicants’ Insurance Request**

The CEO approves or denies insurance applications.

1. **Sending the Insurance Applications to the Insurance Companies via email**

If the documents are all verified and approved by the CEO, the verification officer will now send the applicants’ documents in different insurance companies that the agency knows.

1. **Reading response emails from the insurance companies**

The Verification Officer will check all the response emails of different insurance companies and he/she will separate the granted applications from the denied ones.

1. **Update the applicants’ information**

The Verification Officer will update the granted applicants’ information from the database. The Registration Officer will also encode added information in the database

1. **Monitor Insurances**

The monitoring officer monitors all granted insurances and if there are new payments that are needed to be recorded and added information from the insurance company, the monitoring officer will update the current database. This process will be continuously monitored until the insurance expires.

B. Casual Format

1) **Registration Process**

* *Main Scenario:*

The Registration Officer accesses the system and selects “Register”. The Registration Officer selects the type of insurance that the applicant is applying for, and the Registration Officer encodes all the information needed to complete the details in the application form and after that, the Registration Officer saves the encoded information and a dialog box will appear and it will tell the Registration Officer that the data has been save in the system.

* *Alternate Scenario:*

If the Registration Officer encoded incorrect details in filling up the application form he/she can correct or edit the said information.

2) **Verify the Applicant’s Information & requirements**

* *Main Scenario:*

The Verification Officer will verify the details encoded in the application form and if the requirements are valid before sending it to the CEO’s office for the approval or denying of applications. There will be a checklist of the requirements; the Verification Officer will check the box of the submitted requirements of the applicant.

* *Alternate Scenario:*

If the applicant cannot complete the requirements needed, the application form will still be saved but it will not be approved for insurance. It will be used for the future if the requirements are completed.

3) **Approving or denying of the applicants’ Insurance Request**

* *Main Scenario:*

The Chief Executive Officer will read each Insurance application in the system and she will decide if it’s approved or denied. She can also approve or deny the applications anywhere as long that there’s an internet connection.

* *Alternate Scenario:*

The CEO will not be able to see the insurance application if there is no internet connection.

4) **Sending the Insurance Applications to the Insurance Companies via email**

* *Main Scenario:*

The Verification Officer will now send the Applicant’s documents to different Insurance Companies they know with the CEO’s approval.

* *Alternate Scenario:*

If the CEO didn’t approve the applicant’s Insurance Application, the verification officer will not send the documents to the Insurance companies.

5) **Reading response emails from the insurance companies**

* *Main Scenario:*

The Verification Officer will read the response emails of the Insurance Companies.

* *Alternate Scenario:*

The response emails are corrupted so the verification officer will not be able to view the response email.

6) **Update the applicants’ information and store new details (if needed)**

* *Main Scenario:*

The Registration Officer will update the granted applicant’s database details and add other information.

* *Alternate Scenario*:

The computer of the registration officer malfunctions, he will not be able to edit anything in the system.

7) **Monitor Insurances**

* *Main Scenario:*

The monitoring officer will track payments, records every transaction made and monitor the expiry of the insurance.

* *Alternate Scenario:*

The computer of the monitoring officer malfunctions.

C. Fully-dressed Format

***Registration Process***

*Primary Actor:*

Applicant, Registration Officer and Verification Officer

Stakeholders and Interest:

*Applicant:* fast and easy process to register

*Registration Officer*: want to have an automated registration with a friendly user interface, wants to have well-organized information of the applicants.

*Verification Officer*: wants to have easy and fast way of checking the submitted requirements

*Pre-conditions*: Newly applied applicants

*Success Guarantee (post conditions:* The applicant is registered.

Main Success Scenario (or Basic Flow):

|  |  |
| --- | --- |
| **Actor Intention** | **System Responsibility** |
| 1. Choose to Register |  |
|  | 2. A dropdown list of different type of insurance will be shown. |
| 3. Choose type of Insurance |  |
|  | 4. Application form with the details of the specific insurance chosen will be shown. |
| 5. Encodes all information about the applicant |  |
| 6. Registration officer will submit the application form in the system. |  |
|  | 7. Displays the application form to be review. |
| 8. Registration officer will confirm the submission of the application form. |  |
|  | 9. Saves the information of the applicant in the database. |
|  | 10. Dialog box will appear "Information has been successfully saved!"” |
| 11. Click “Ok” in the dialog box. |  |
|  | 12. A checklist will appear for verifying the requirements |
| 13. The Verification Officer will confirm and check the box if the presented requirements are valid. |  |
| 14. The Verification Officer will take note if the applicant has complete or incomplete requirements |  |
| 15. The Verification Officer will now confirm the submission of the requirements |  |
|  | 16. Dialog box will appear "Information has been successfully saved!"” |
| 17. Clicks OK in the dialog box |  |
|  | 18. Displays the application form and the submitted requirements for final review. |
| 19. Clicks OK. |  |
|  | 20. It will go back to main the page of the system. |

Extensions (or Alternative Flows):

1. An applicant’s information has been already exist in the database

* The Registration Officer can edit the details of the applicant

1. Incomplete submission of details in the application form

* The Registration Officer can encode the incomplete details.

1. Information cannot saved into the database

* Displays an error message, “"Information has not been saved!"

1. Incomplete data

* Displays an error message, “Incomplete data, application form cannot be saved!”

Special Requirements:

* Computers
* Internet connection
* Database server

|  |  |
| --- | --- |
| Actor Intention | System Responsibility |
| 1. Clicks “Pending Applications” |  |
|  | 1. Pending applicants will be shown. |
| 1. Clicks every applicant’s name |  |
|  | 1. The application form and submitted requirements will be shown. |
|  | 1. Two radio buttons will be shown. (Approved, Denied) |
| 1. The CEO clicks “Approve” and “Submit” |  |
|  | 1. A dialog box will appear, “The Application was approved and was successfully submitted.” |
| 1. Clicks “OK” |  |
|  | 1. The system will compile all approved applications from denied applications. |

***Approving and Denying of Insurance Applications***

*Primary Actor:*

Chief Executive Officer

Stakeholders and Interest:

*Chief Executive Officer:* wants to have an easy and faster way of approving and denying of Insurance applications

*Pre-conditions*:

*Success Guarantee (post conditions:*

Extensions (or Alternative Flows):

1. The CEO clicks incorrect radio button, she clicked “APPROVE”

* The CEO can change it by searching the applicants name in the APPROVED APPLICATIONS.

1. The CEO didn’t click APPROVE nor DENY.

* Displays a message, “You did not click APPROVE nor DENY. Please try again.”

Special Requirements:

* Computers
* Internet connection
* Database server

**Update Applicant’s Information**

*Update information of all the applicants if his/her Insurance Application was granted or denied by the Insurance Company.*

*Primary Actor:*

Verification Officer

Stakeholders and Interest:

*Verification Officer:* wants to have an easy way to separate granted applications from denied ones with the help of the user-friendly system

*Pre-conditions*: Applicants that are approved

*Success Guarantee (post conditions:* Applicants are successfully updated.

|  |  |
| --- | --- |
| Actor Intention | System Responsibility |
| 1. The monitoring officer will click “Applicants” from the main page. |  |
|  | 2. Displays all applicants |
| 3. The actor will type the applicants’ ID or the applicant’s name. |  |
|  | 4. The searched applicant will be shown. |
| 5. The actor will click “Edit Information” |  |
|  | 6. Displays the applicant’s details |
|  | 7. Two radio buttoned choices will be shown. (Approved or Denied) |
| 8. The actor will choose and click the radio button depending on the documents if the applicant was approved or denied. |  |
| 9. If needed, the user will add another field in the applicant’s database. The user will click “Add a new field” |  |
|  | 10. The system will let the user type the name of the field |
| 11. The actor will type in the text box “Code given by the Insurance Company” |  |
|  | 12. Displays the typed field name |
| 13. The actor will type in the textbox,  “CI-APP001” |  |
|  | 14. The typed information was encoded. |
| 15. The actor will click “Save” |  |
|  | 16. A dialog box will appear. “Information was successfully saved!” |
| 17. The monitoring officer clicks “OK” |  |
|  | 18. Displays the changed applicant’s database for review. |
| 19. The actor clicks “Done” |  |
|  | 20. Back to the main page |
|  | …. |

Extensions (or Alternative Flows):

1. Invalid Code

* A dialog box will appear, “Invalid Code, please try again.”

1. Incorrect Name

* A dialog box will appear, “Name cannot be searched. Please try again.”

1. The user encoded incorrect field name.

* The user can click “edit” to change the field name.

Special Requirements:

* Computers
* Internet connection
* Database server

**Monitoring**

*Monitor whose insurances are going to expired in that specific month.*

*Primary Actor:*

Monitoring Officer

Stakeholders and Interest:

*Monitoring Officer:* wants to have easy way to monitor the availability of all the insurances.

*Pre-conditions*: Applicants that are approved

*Success Guarantee (post conditions:* Applicants are now being monitored

|  |  |
| --- | --- |
| Actor Intention | System Responsibility |
| 1. Click “Insurances” |  |
|  | 2. Displays all granted Applicant’s Insurances and their information |
| 3. The monitoring officer would like to view whose insurance will expire in this particular month. He will choose a particular month in the dropdown list. |  |
|  | 4. Insurances that will be expired on that particular month will be shown. |
| 5. The monitoring officer will click “Done” after viewing the insurances. |  |
|  | 5. Back to the main page of the system |

Special Requirements:

* Computers
* Internet connection
* Database server

**Monitoring**

*Viewing of Applicants*

*Primary Actor:*

Monitoring Officer

Stakeholders and Interest:

*Monitoring Officer:* wants to have easy and faster of checking the applicants

*Pre-conditions*: Applicants that are approved

*Success Guarantee (post conditions:* Applicants are now being monitored

|  |  |
| --- | --- |
| Actor Intention | System Responsibility |
| 1. Choose “View Applicants” |  |
|  | 2. Displays all applicants |
| 3. The user clicks “Show applicants by Type of Insurance” |  |
|  | 4. Displays a drop down list of insurance type. |
| 5. The user will choose which Insurance he wants to view. (e.g. Car Insurance) |  |
| 6. The user will click “Show Applicants” |  |
|  | 7. Displays all applicants who applied for Car Insurance. |
| 8. Clicks “Done” |  |
|  | 9. Back to the main page of the system. |

Special Requirements:

* Computers
* Internet connection
* Database server