# Use Case Specification Template

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| Use Case Identification and History | | | |
| Use Case ID & Name: | UC1: Create new support case | Version: | 1.1 |
| Objective: | Dog owner create a new support case in the AIK9 Clinic | | |
| Created by: | MY PHU NGUYEN 16933824 | Date: | 09/04/2018 |
| Actors & Goals: | Dog owner: create a new support case in the AIK9 Clinic  The AIK9 existing website: display a list of dogs owned by the owner  Vet: view the new support case via AIK9 Clinic Queue | | |
| Stakeholders | Dog owner: create a new support case in the AIK9 Clinic  The AIK9 existing website: display a list of dogs owned by the owner  Vet: view the new support case via AIK9 Clinic Queue  Senior vet: manage vet workload | | |
| Trigger: | Dog ‘s owner selects an option to create new support case while logging in the AIK9 Website | | |

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| Preconditions |
| Dog ‘s owner is logging in the AIK9 Website |

| Main Success Flow | |
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| User Actions | System Actions |
| 1. Owner select option “create new support case” in the AIK9 website |  |
|  | 1. The AIK9 website displays a list of dogs owned by the owner |
| 1. Owner select a dog to create a new support case |  |
|  | 1. The AIK9 Clinic request short and long descriptions as well as attachments for the support case |
| 1. Owner write a short description for the support case |  |
| 1. Owner write a long description for the support case |  |
| 1. Owner add attachments for the support case |  |
| 1. Owner choose to submit the support case |  |

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|  | 9. The AIK9 Clinic request the owner to confirm if he/she want to submit the support case |
| 10. Owner confirm to submit the support case |  |
|  | 11. The AIK9 Clinic store the owner name, the dog model and serial number |
|  | 12. The support case entered the AIK9 Clinic Queue as “New”. |
|  | 13.The AIK9 Clinic display a message to the owner, which confirms that the support case has been created. |

| Alternate Flow | |
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| User Actions | System Actions |
| **Owner does not write short description and choose to submit the support case** |  |
|  | 9a. The AIK9 inform the owner that filling short description is mandatory and request the owner to write a short description for the support case.  *Repeat till the owner write a short description, then continue main success flow from step 9.* |
| **Owner does not write long description and choose to submit the support case** |  |
|  | 9a. The AIK9 inform the owner that filling long description is mandatory and request the owner to write a short description for the support case.  *Repeat till the owner write a long description, then continue main success flow from step 9.* |
| **Owner does not add attachments and choose to submit the support case** |  |

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|  | 9a. The AIK9 inform the owner that he/she has not add any attachments. However, it is not mandatory, the owner can add attachments later  *Continue main success flow from step 9.* |

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| Post conditions |
| Dog’s owner successfully creates a new support case. Any vet can view this case via the AIK9 Clinic Queue. |
| Other Notes (Assumptions, Issues,) |
| None |