«Role»
Assitance Agents

+ employeeCode: String {Mandatory, ValidEmployeeCode, Column(unique=true)}
+ languages: String {Mandatory, ValidString(max=255), Automapped}
+ beginDate: Date {Mandatory, ValidMoment(past=true), Temporal(TemporalType.TIMESTAMP)}
+ bio: String {Optional, ValidString(max=255), Automapped}
+ salary: Money {Optional, ValidMoney, Automapped}
+ photoLink: String {Optional, ValidUrl, Automapped}

are workers of an
0..n   1

«Entity»
Airline

1

registered by

0..n

«Enum»
ClaimType

+ FLIGHT_ISSUES
+ LUGGAGE_ISSUES
+ SECURITY_INCIDENT
+ OTHER_ISSUES

«Entity»
Claim

+ registrationMoment: Date {Mandatory, ValidMoment(past=true), Temporal(TemporalType.TIMESTAMP)}
+ passengerEmail: String {Mandatory, ValidEmail, Automapped}
+ description: String {Mandatory, ValidString(max=255), Automapped}
+ type: ClaimType {Mandatory, Valid, Automapped}
+ indicator: Resolution {Mandatory, Valid, Automapped}
+ draftMode: Boolean {Mandatory, Valid, Automapped}

«Form»
AssistanceAgentDashboard

double: ratioClaimsResolved
double: ratioClaimsRejected
string: topMonth1
string: topMonth2
string: topMonth3

double: avgLogsPerClaim
int: minLogsPerClaim
int: maxLogsPerClaim
double: stdDeviationLogsPerClaim

double: avgClaimsLastMonth
int: minClaimsLastMonth
int: maxClaimsLastMonth
double: stdDeviationClaimsLastMonth

1

keep track of

0..n

«Enum»
Resolution

+ ACCEPTED
+ PENDING
+ REJECTED

«Entity»
TrackingLog

+ lastUpdateMoment: Date {Mandatory, ValidMoment(past = true), Temporal(TemporalType.TIMESTAMP)}
+ step: String {Mandatory, ValidString(max=50), Automapped}
+ resolutionPercentage: Double {Mandatory, ValidNumber(min=0,max=100), Automapped}
+ indicator: Resolution {Mandatory, Valid, Automapped}
+ resolution: String {Mandatory, ValidString(max=255), Automapped}
+ draftMode: Boolean {Mandatory, Valid, Automapped}