The first two or three letters of the id correspond to their initials

«Enum»

ClaimType

- + FLIGHT ISSUES
- + LUGGAGE_ISSUES
- + SECURITY_INCIDENT
- + OTHER ISSUES

«Enum» Resolution

- + ACCEPTED
- + REJECTED

The resolution have to indicate the reason why was rejected or the compensation to offer

«Role» Assitance Agents + employeeCode: String {Mandatory, Column(unique=true), Automapped} + languages: String {Mandatory, ValidString(max=255), Automapped} + beginDate: Date {Mandatory, ValidMoment(past=true), Temporal(TemporalType.Date), Automapped} + bio: String {Optional, ValidString(max=255), Automapped} + salary: Double {Optional, ValidNumber, Automapped} + photoLink: String {Optional, ValidUrl, Automapped}

«Entity» Claim

- + identifier: String {Mandatory, Column(unique=true), Automapped}
- + registrationMoment: Date {Mandatory, ValidMoment(past=true), Temporal(TemporalType.Date), Automapped}

D..n

- + passengerEmail: String {Mandatory, ValidString, Automapped}
- + description: String {Mandatory, ValidString(max=255), Automapped}
- + type: ClaimType {Mandatory, Valid, Automapped}
- + indicator: Resolution (Mandatory, Valid, Automapped)
- + draftMode: Boolean (Mandatory, Valid, Automapped)
- + getTimeSinceRegistration(): Duration {Transient}
- + getNumberOfTrackingLogs(): Integer {Transient}

keep track of 0..n

«Entity» TrackingLog

- + identifier: String {Mandatory, Column(unique=true), Automapped}
- + lastUpdateMoment: Date {Mandatory, ValidMoment, Temporal(TemporalType.Date), Automapped}
- + 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}
- + getResolution(): String {Transient}

«Form» AssistanceAgentDashboard

«Entity»

Airline

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