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| Use Case Number | UC-01 | |
| Use Case Name | Update User | |
| Actor(s) | HR Manager, Admin | |
| Basic Flow | Actor Action | System Response |
| **Step1**: Clicks “Users” tab  **Step3:** Select a user  **Step5:**Edit user information (User name  Last name ,First name ,Middle name,Address, Email Address, position)  **Step6:** Click “Update” button | **Step2:**Display all users  **Step4:**Display form correspond the information of the user that has been selected ( Last name, First name, Middle name, Address, Position)  **Step6:**Display message” Successfully updated the user” |
| Alternate Flow | none |  |
| Precondition | User must be login in SCC System | |
| Post condition | Admin /HR Manager Successfully Update a user | |

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| Use Case Number | UC-02 | |
| Use Case Name | Add User | |
| Actor(s) | HR Manager, Admin | |
| Basic Flow | Actor Action | System Response |
| **Step1**: Clicks “Users” tab  **Step3**: Clicks “Add user” button  **Step3:** Input  (User name, Last name, First name, Middle name, Position, Etc..)  **Step5:** Click “Submit” button | **Step2:**Display all users  **Step4:** Displays user form (First name, Last name, Position, etc..)  **Step6:**Display message “Successfully Added a new user” |
| Alternate Flow | If the Admin or HR Manager did not fill out the form and then click submit | Display error message “You need to fill out all the fields in the form” |
| Precondition | User must be login in the SCC System | |
| Post condition | The Admin or HR Manager successfully created a user | |

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| Use Case Number | UC-03 | |
| Use Case Name | View Cases | |
| Actor(s) | Team Leader/ Agent | |
| Basic Flow | Actor Action | System Response |
| **Step1**:Select “Case” tab  **Step3:**Select “ticket number” to view a specific trouble ticket | **Step2:** Displays case number and ticket/s  **Step4:**Display ticket notes containing the BEI/BOC call issues (transmission issues and other technical problems) |
| Alternate Flow | **Step1:**If the Team Leader/ Agent create a case without ticket and click submit | **Step2:** Display error message “Unsuccessful process you need to create a ticket before you submit” |
| Precondition | Actor must be login | |
| Post condition | The actor view cases and tickets | |

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| Use Case Number | UC-04 | |
| Use Case Name | Create Ticket/s and Case | |
| Actor(s) | Team Leader/ Agent | |
| Basic Flow | Actor Action | System Response |
| **Step1**:Click “Case” Tab  **Step2:**Clicks “Create Case” button  **Step4:** Clicks “Create ticket” button  **Step6:** Input call issues (Transmission problem etc.)  **Step7**: Click “Submit” button | **Step3:** Display Case number  **Step5:**Display Ticket number and text area.  **Step8**: Display message “Successfully submitted ticket” |
| Alternate Flow |  |  |
| Precondition | User must create Case before creating a Ticket | |
| Post condition | Successfully add Ticket to Case | |
| Special Case | An agent can receive a call and create ticket in a case created by another agent | |

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| Use Case Number | UC-05 | |
| Use Case Name | Review Ticket | |
| Actor(s) | Team Leader | |
| Basic Flow | Actor Action | System Response |
| **Step1**: Clicks “Case” tab  **Step3:** Select “Ticket number”  **Step5:** Flag ticket(Suspicious precincts) | **Step2:** Display Case number and ticket/s  **Step4:**Display Ticket number and ticket notes (Caller issues and status, if it is suspicious or not ).  **Step6**: Display Message “Ticket has been flag” |
| Alternate Flow | none |  |
| Precondition | Must have an existing Case to review | |
| Post condition | Team Leader will flag the ticket/s. | |

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| Use Case Number | UC-06 | |
| Use Case Name | Archive User | |
| Actor(s) | HR Manager/ Admin | |
| Basic Flow | Actor Action | System Response |
| **Step1**: Clicks “User” tab  **Step3:** Select  a user from the list  **Step4:**Click the check box “inactive”  **Step5**: Click “Submit” button | **Step2:** Display all Users  **Step4:**Display user information (Last name, First name, Middle name, Position, etc..)  **Step6**: Display message “User is now  inactive” |
| Alternate Flow | none |  |
| Precondition | User must be login | |
| Post condition | A user is set to inactive user. | |

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| Use Case Number | UC-07 | |
| Use Case Name | Archive BEI/BOC Profile | |
| Actor(s) | Registrar | |
| Basic Flow | Actor Action | System Response |
| **Step1**: Clicks “BEI/BOC” tab  **Step3:** Select  a BEI/BOC from the list  **Step4:**Click the check box “inactive”  **Step5**: Click “Submit” button | **Step2:** Display all BEI/BOC  **Step4:**Display user information (Last name, First name, Middle name, Type, etc..)  **Step6**: Display message “BEI/BOC is now  inactive” |
| Alternate Flow | none |  |
| Precondition | User must be login | |
| Post condition | A user is set to inactive BEI/BOC. | |

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| Use Case Number | UC-8 | |
| Use Case Name | BEI/BOC Registration | |
| Actor(s) | Registrar | |
| Basic Flow | Actor Action | System Response |
| **Step1**: Check Requirements of BEI/BOC. (SSS and GSIS ID, Birth Certificate etc.. )  **Step2**: Click “Create BEI/BOC Profile”  **Step4**: Inputs BEI/BOC information. information (Last name, First name, Middle name, Type, etc..)  **Step5:** Click “Submit” button | **Step3:** Displays BEI/BOC form  **Step6**: Display message “Successfully Registered BEI/BOC” |
| Alternate Flow | none |  |
| Precondition | User must be login | |
| Post condition | The actor has successfully created a new BEI/BOC account | |

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| Use Case Number | UC-9 | |
| Use Case Name | Update BEI/BOC Account | |
| Actor(s) | Registrar | |
| Basic Flow | Actor Action | System Response |
| **Step1**:Click “BEI/BOC” tab  **Step3:**Select BEI/BOC account that is needed to update  **Step5**: Input changes (Last name, First name, Middle name, Type, etc..)  **Step6:** Click “Update” button | **Step2:**Display all BEI/BOC  **Step4**: Display the BEI/BOC account in form. (Last name, First name, Middle name, Type, etc..)  **Step7:** Displays message “Successfully Updated an account” |
| Alternate Flow | none |  |
| Precondition | The actor must be logged in the system | |
| Post condition | The actor has successfully updated the account | |

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| Use Case Number | UC-010 | |
| Use Case Name | Flag ticket | |
| Actor(s) | Team Leader | |
| Basic Flow | Actor Action | System Response |
| **Step1:** Agent will determine if a case suspicious or not.  **Step2:** If  the Agent Clicks “ Red flag” | **Step3:** The Case will be marked as suspicious.  **Step4:** Ticket will get escalated to the Team Leader |
| Alternate Flow |  |  |
| Precondition | User must create Case before creating a Ticket | |
| Post condition | Successfully flagged a Case | |
| Special Case |  | |