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| --- | --- |
| Use Case ID: | SCC-01 |
| Use Case Name: | Update User |
| Description: | Update user for HR Manager and Admin |
| Actor/s | HR Manager, Admin |
| Precondition/s | Actor must be logged in |
| Postcondition/s |  |

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| **Main Success Scenario** |

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| **Actor’s Action** | **Response** |
| 1. Clicks update user |  |
|  | 1. Display user form |
| 1. Input user name and information |  |
|  | 1. Display user information |
| 1. Click Submit button |  |

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| --- | --- |
| Use Case ID: | SCC-02 |
| Use Case Name: | Add User |
| Description: | Add user for HR Manager and Admin |
| Actor/s | HR Manager, Admin |
| Precondition/s | Actor must be logged in |
| Postcondition/s |  |

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| **Main Success Scenario** |

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| **Actor’s Action** | **Response** |
| 1. Clicks add user |  |
|  | 1. Display user form |
| 1. Input user name and information |  |
|  | 1. Display user information |
| 1. Click Submit button |  |

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| --- | --- |
| Use Case ID: | SCC-03 |
| Use Case Name: | View Tickets and Cases |
| Description: | Team Leader View tickets and Cases |
| Actor/s | Team Leader/Agent |
| Precondition/s | Actor must be registered |
| Postcondition/s | The actor view tickets and cases |

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| **Main Success Scenario** |

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| **Actor’s Action** | **Response** |
| 1. Clicks case number |  |
|  | 1. Display case number and ticket number |
| 1. View Case and ticket notes |  |

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| Use Case ID: | SCC-04 |
| Use Case Name: | Create Ticket |
| Description: | Team Leader Create case |
| Actor/s | Team Leader/Agent |
| Precondition/s |  |
| Postcondition/s |  |

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| **Main Success Scenario** |

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| **Actor’s Action** | **Response** |
| 1. Clicks create new case |  |
|  | 1. Display case number |
| 1. Click new create ticket |  |
|  | 1. Display ticket number |
| 1. Input notes |  |

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| Use Case ID: | SCC-05 |
| Use Case Name: | Flag Ticket |
| Description: | Flagging ticket |
| Actor/s | Team Leader |
| Precondition/s | Accept call and report to the Team Leader |
| Postcondition/s | Team leader approves flagging |

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| **Main Success Scenario** |

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| **Actor’s Action** | **Response** |
| 1. Agent clicks red flag |  |
|  | 1. Ticket gets escalated to Team Leader |
| 1. Team Leader will review the ticket |  |
|  |  |
| 1. Flag the ticket |  |

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| Use Case ID: | SCC-06 |
| Use Case Name: | Append Ticket |
| Description: | Add on ticket |
| Actor/s | Team Leader/Agent |
| Precondition/s | User must be logged in |
| Postcondition/s | Update Ticket record |

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| **Main Success Scenario** |

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| **Actor’s Action** | **Response** |
| 1. Open case |  |
|  | 1. Display Trouble Ticket |
| 1. Create new Trouble Ticket |  |
| 1. Input caller issues |  |
| 1. Update Ticket Record |  |
|  | 1. Display message “Successfully update record” |

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| Use Case ID: | SCC-07 |
| Use Case Name: | Archive User |
| Description: | Stores past users |
| Actor/s | HR Manager/Admin |
| Precondition/s |  |
| Postcondition/s |  |

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| **Main Success Scenario** |

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| **Actor’s Action** | **Response** |
| 1. Click user button |  |
|  | 1. Display all users/employee |
| 1. Click inactive users |  |
|  | 1. Display all inactive users |

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| --- | --- |
| Use Case ID: | SCC-08 |
| Use Case Name: | Archive Profile |
| Description: | Stores past BEI/BOC |
| Actor/s | Registrar |
| Precondition/s |  |
| Postcondition/s |  |

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| **Main Success Scenario** |

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| **Actor’s Action** | **Response** |
| 1. Click BEI/BOC button |  |
|  | 1. Display all BEI/BOC |
| 1. Create inactive users |  |
|  | 1. Display all inactive BEI/BOC |

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| Use Case ID: | SCC-09 |
| Use Case Name: | BEI/BOC Registration |
| Description: | Registration of all BEI’s and BOC’s |
| Actor/s | Registrar |
| Precondition/s | The actor has logged in the system |
| Postcondition/s | The actor has successfully created an account |

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| **Main Success Scenario** |

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| **Actor’s Action** | **Response** |
| 1. Get biodata of BEI/BOC |  |
|  | 1. Display the form |
| 1. Input biodata to the system |  |
| 1. Click Submit button |  |
|  | 1. Display message “Successfully created an account” |

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| Use Case ID: | SCC-010 |
| Use Case Name: | Update Account |
| Description: | Edit the account of BEI/BOC |
| Actor/s | Registrar |
| Precondition/s | The actor has logged in the system |
| Postcondition/s | The actor has successfully updated the account |

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| **Main Success Scenario** |

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| **Actor’s Action** | **Response** |
| 1. Select BEI/BOC account |  |
|  | 1. Display the account |
| 1. Edit the account |  |
| 1. Click update button |  |
|  | 1. Display message “Successfully updated an account” |