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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** | **Step1**:A User Create a ticket without case  **Step1**: Agent will determine if a case suspicious or not.  **Step2**: If the Agent Clicks “ Red flag”  **Step1:**If the BEI/BOC call again and other agent receive the call they will agent will select the case number correspond to the BEI/BOC  **Step2:**Click “Create ticket” to create new trouble ticket  **Step4:** Input Caller issues (Transmission issues, etc.)  **Step5:**Click “Submit” button | **Step2**:Error Message” You cannot create ticket without a case ”    **Step3**: The Case will be marked as suspicious.  **Step4**: Ticket will get escalated to the Team Leader  **Step3:**Display Ticket Number and Ticket notes(text area)  **Step6:**Display message “Successfully created a ticket” |
| **Precondition** | User must create Case before creating a Ticket | |
| **Post condition** | Successfully add Ticket to Case | |

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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 | |