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| **MSI Technical Documentation** |

Author: Mariel Escano

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Confidential

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**Gurango Software Corporation**

Units 7-8 G/F Topy's Place Building,

Industria cor. Economia St.,

Barangay Bagumbayan, Libis, Quezon City

Philippines 1110

Telephone: + 63 (2) 637-0928

Facsimile : + 63 (2) 636-3800

www.gurango.com

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## Use Case Diagram

### Use Case for Pick up Collection Order

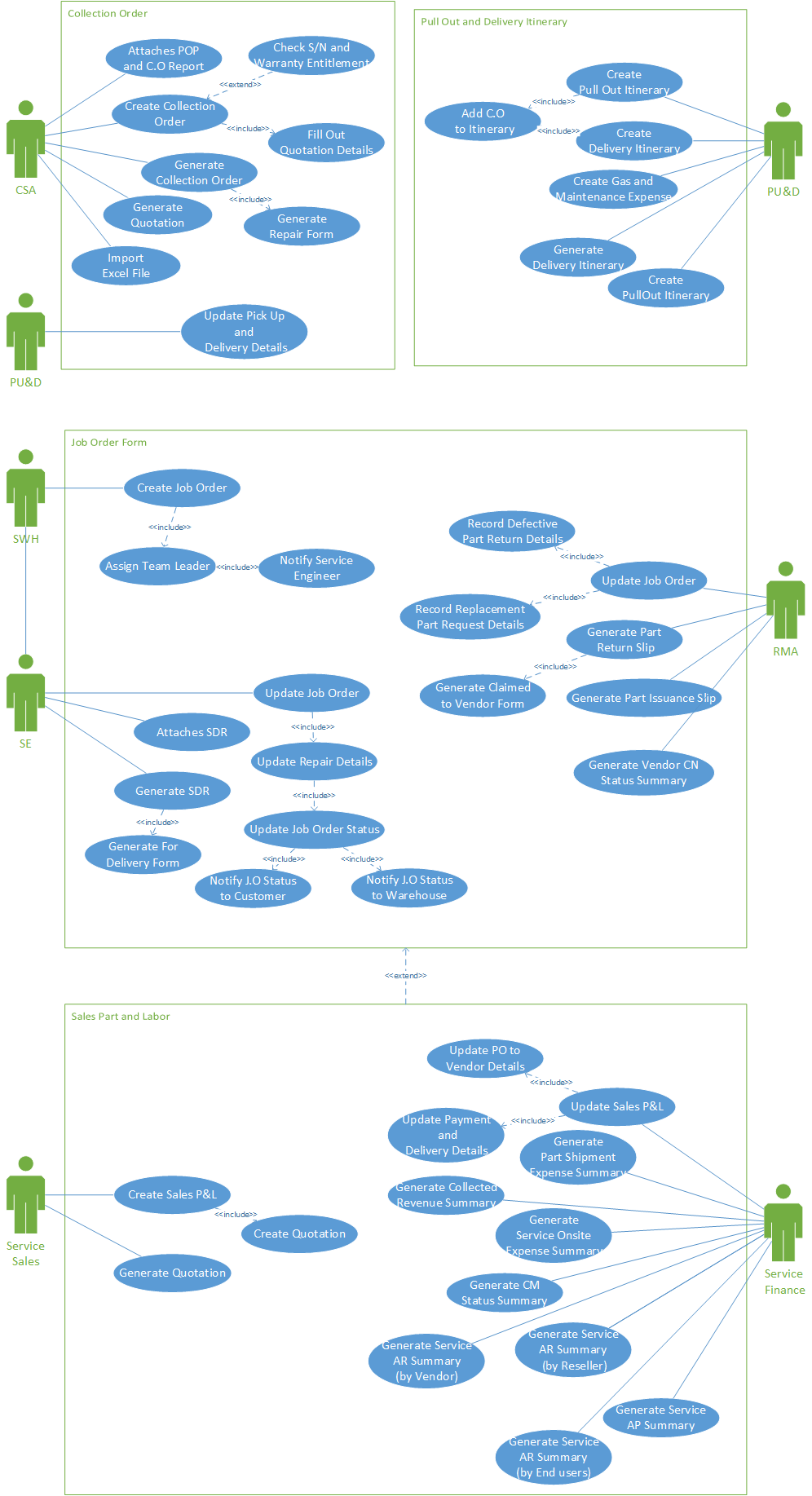


Figure 1: Use Case for Pick up Collection Order

### Use Case for Carry in Collection Order

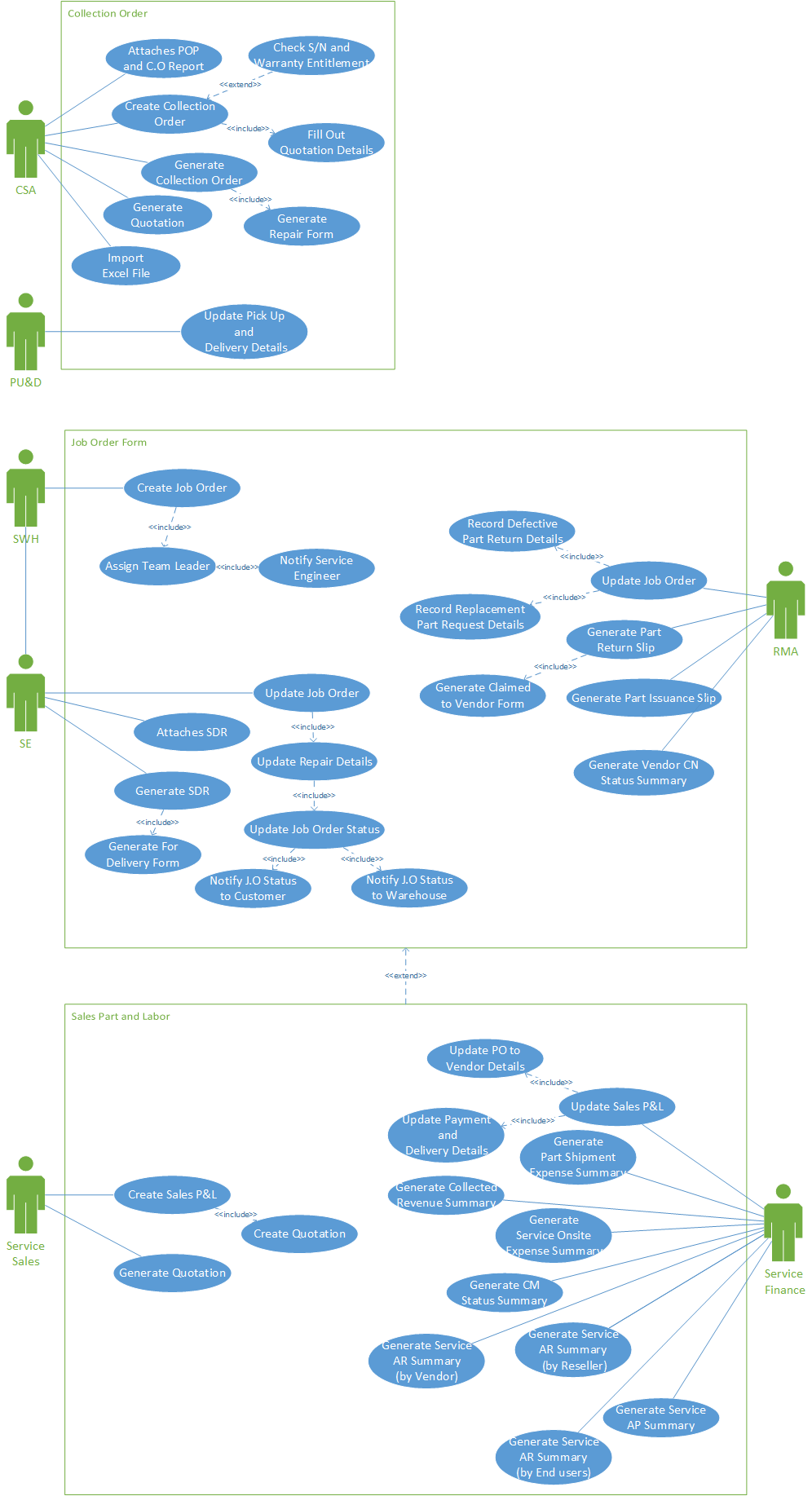


Figure 2: Use Case for Carry in Collection Order

### Use Case for Onsite Collection Order

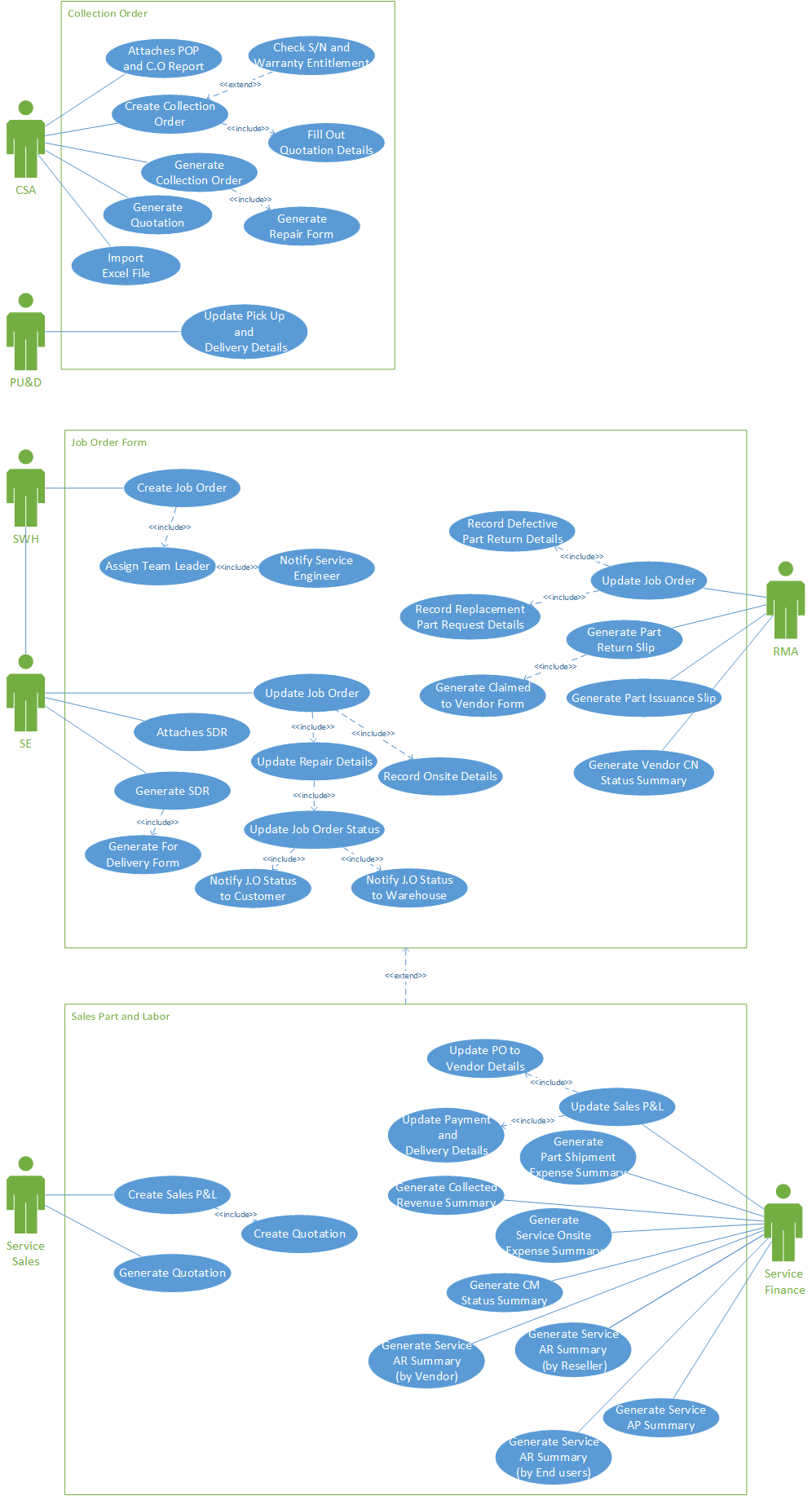


Figure 3: Use Case for Onsite Collection Order

### Use Case for Part Purchase

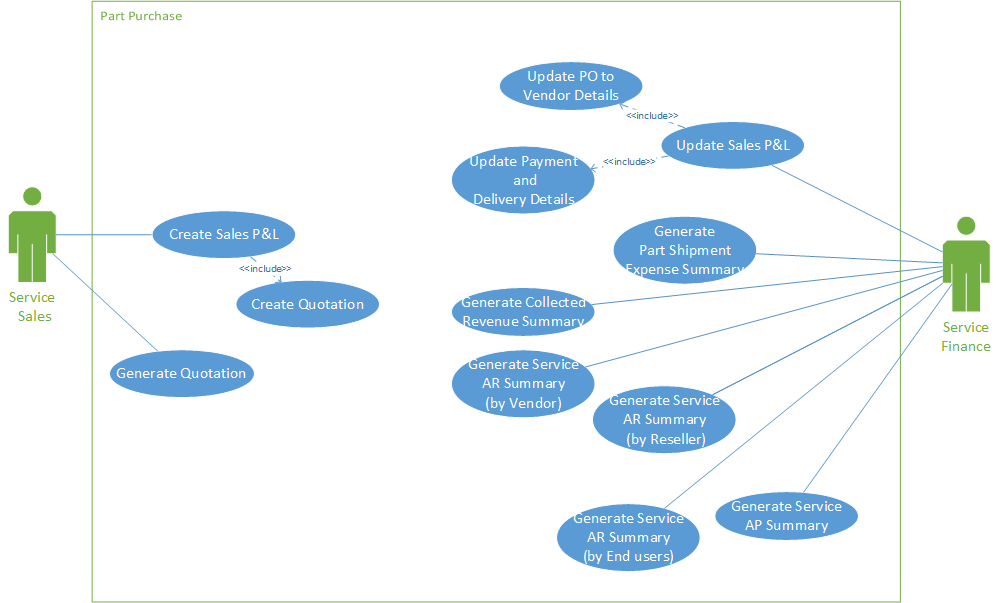


Figure 4: Use Case for Part Purchase

### Use Case for PU&D Waybill and PU&D Gas and Maintenance Expense

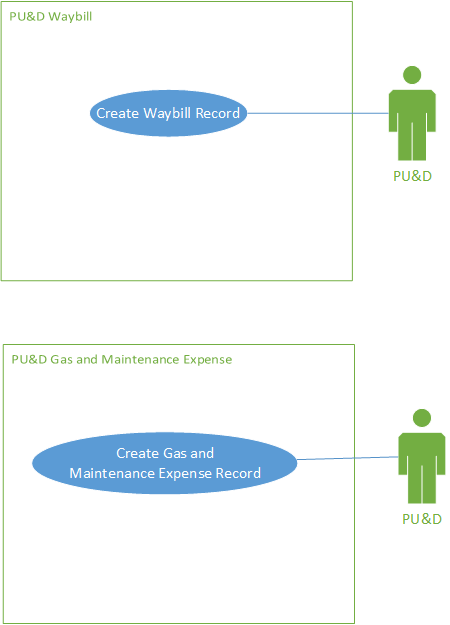


Figure 5: Use Case for PU&D Waybill and PU&D Gas and Maintenance Expense

## Data Flow Diagram

### Level 1 of Customer Service Management

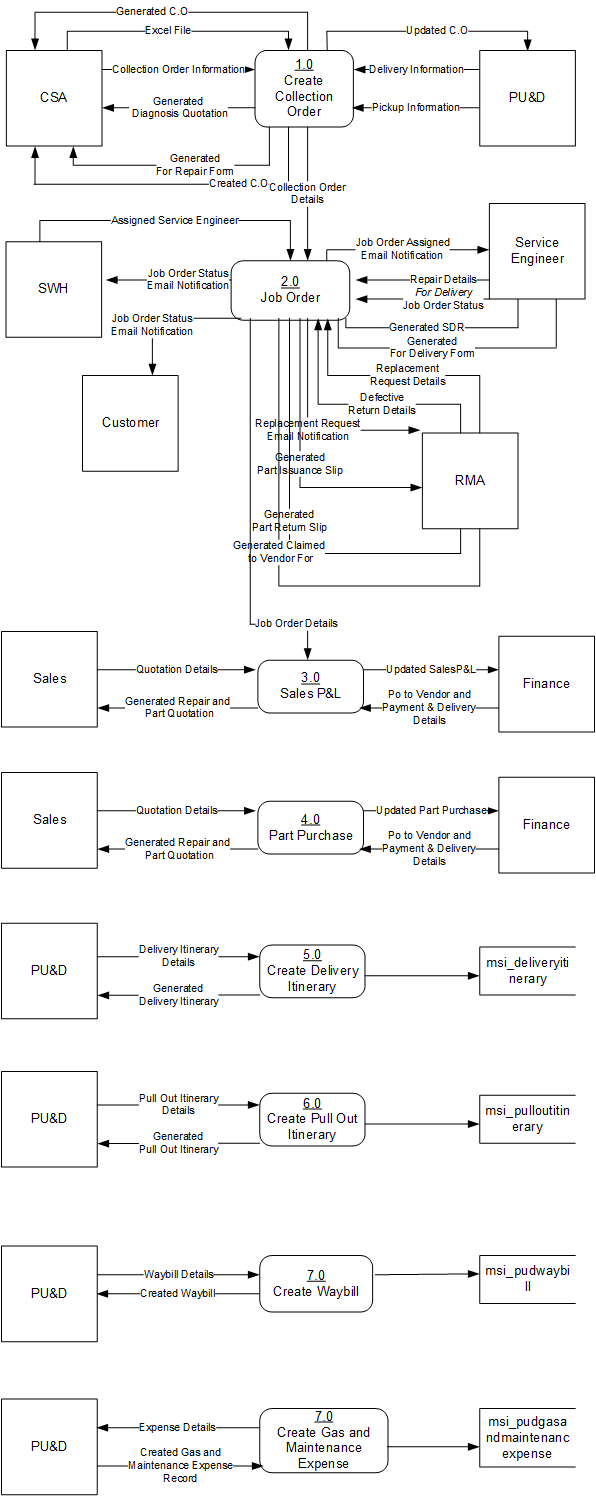


Figure 6: DFD Level 1 of Customer Service Management

### Level 2 of Collection Order

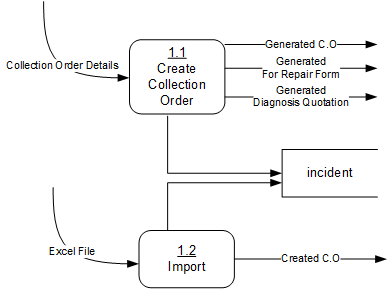


Figure 7: DFD Level 2 of Collection Order

### Level 2 of Job Order

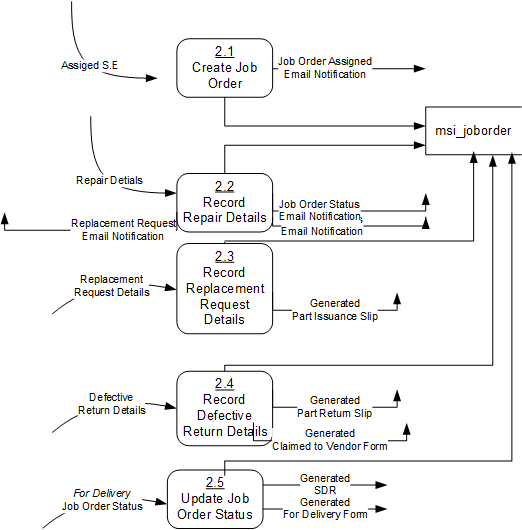


Figure 8: DFD Level 2 of Job Order

### Level 2 of Sales P&L

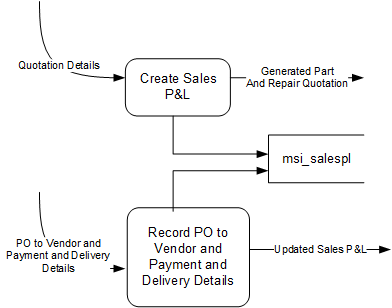


Figure 9: DFD Level 2 of Sales P&L

### Level 2 of Part Purchase

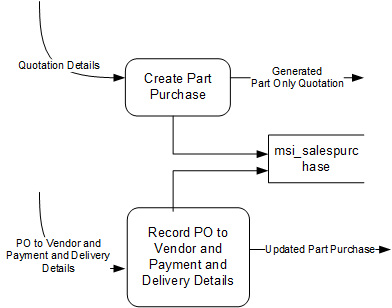


Figure 10: DFD Level 2 of Sales P&L

## Entity Relationship Diagram

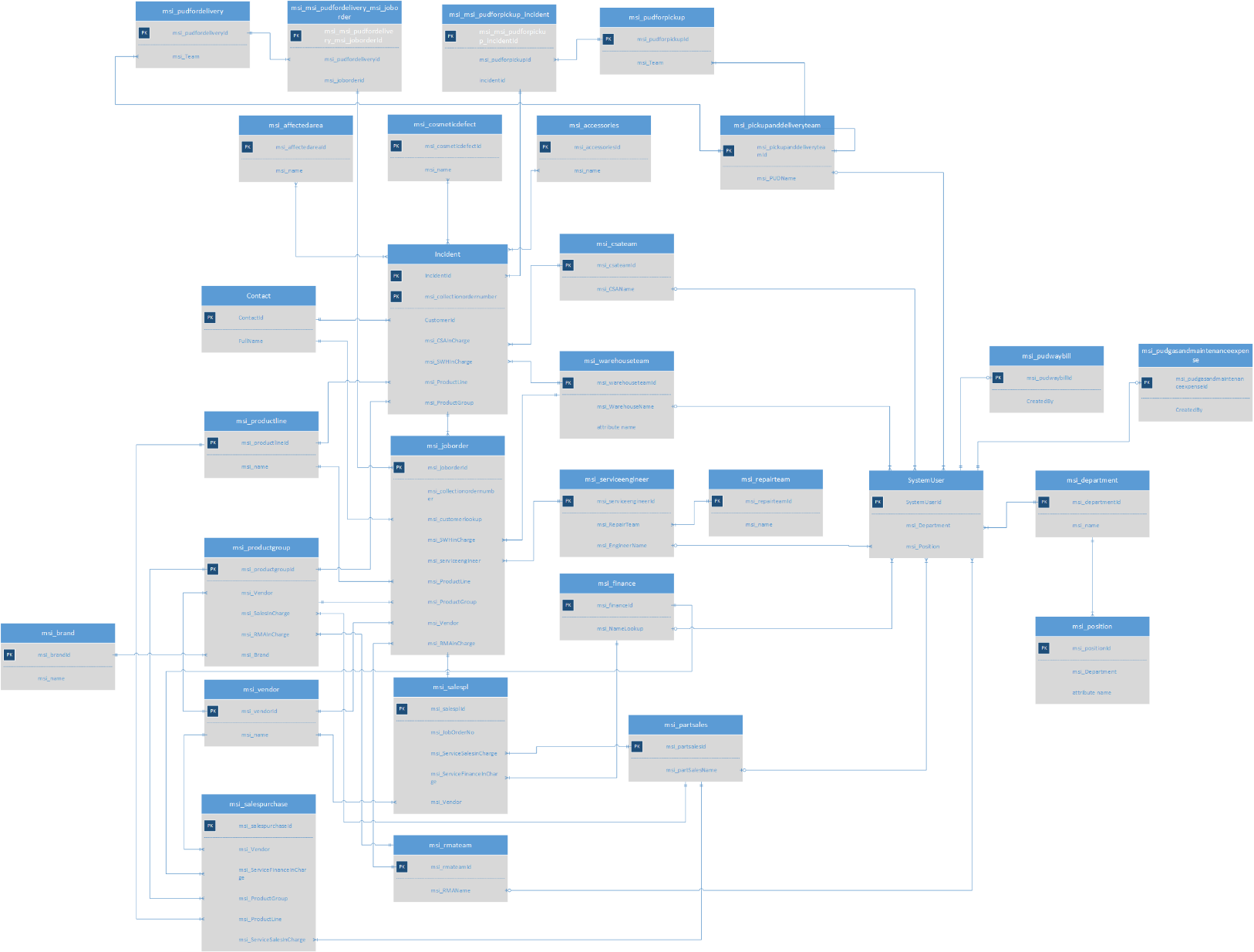


Figure 11: Entity Relationship Diagram of MSI Customer Service Management