SYD366 – Group Presentation

Group 8 Members:

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User Story:

As a business owner, getting feedback from the customers about our services is very important and crucial for sustaining and growing our business. To help and facilitate, Linda about knowing how her services were from customer’s perspective we have created feedback diagrams which consists of all Class Diagrams (combined), creating customer feedback sequence diagram and querying customer’s feedback sequence diagram. With the help of our diagrams, Linda will have better customer awareness and would be able to provide better service to the customers.

Reasons why this user story is important:

The main reason why our group feels that this user story is important is that by implementing customer feedback, Linda will have overall better customer satisfaction which she can achieve by eliminating the shortcomings informed by the customers regarding her services. This will help her gaining a competitive advantage against her competitors and will also help her make better decisions in the future.

Class Diagram:

A diagram of a company

Description automatically generated

Sequence Diagrams:

Use Case Description for creating a Feedback:

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Name | Create a Feedback. | | |
| Triggering Event | Customer has a Feedback about the service of owner. | | |
| Brief Description | Allows the Customer to enter the feedback about a service. | | |
| Actors | Customer | | |
| Related Use Cases |  | | |
| Preconditions | Owner has opened the Main Menu. | | |
| Post Conditions | Feedback is saved to the database and now can be queried. | | |
| Flow of activities | Actor | | System |
|  |  | Requests to add new feedback | Displays a list of Service Types and prompts for selection. Prompts for customerID. |
|  |  | Customer enters a customerID | Verifies that the customerID was entered. Prompts for feedback of entered Service Type by Customer. |
|  |  | Selects Service Type, customerID and enters the Feedback | Creates a unique feedbackID, verifies if the information was entered. Prompts to Save. |
|  |  | Request to save | Saves the feedback and returns to the main menu |
| Exception Conditions | * Customer chooses to cancel adding the feedback | | |

Sequence Diagram for creating a Feedback:

A diagram of a software project

Description automatically generated with medium confidence

Use Case Description for Querying a Feedback:

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Name | Query a Feedback | | |
| Triggering Event | Owner wants to retrieve feedback for entered feedbackID. | | |
| Brief Description | Allows the Owner to view the Feedback. | | |
| Actors | Owner | | |
| Related Use Cases |  | | |
| Preconditions | Owner has opened the Main Menu. | | |
| Post Conditions | Feedback is fetched, and displayed | | |
| Flow of activities | Actor | | System |
|  |  | Requests to query feedback | Displays a prompt to enter feedbackID |
|  |  | Enters feedbackID | Verification that the feedbackID was entered. Retrieves feedback from the entered feedbackID. |
|  |  | Request to exit | Prompts to exit. Returns to the main menu |
| Exception Conditions | * Owner chooses to cancel querying the feedback | | |

Sequence Diagram for querying a Feedback:

