|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Event | Trigger | Source | Use Case | Response | Destination |
| Guest gets survey form | Blank survey form | Customer | Fill-up blank survey | Survey Filled up | Opera |
| Employees gets filled-up survey from guest | Employee gets finished survey | Employee | Collect filled-up survey | Employee has the raw results of survey | Employee |
| Once collected employee encodes survey data to the computer (excel) | Employee encodes data | Employee | Encode Survey Data | Data are encoded and ready for distribution | Opera |
| System admin request data from sources (employee) | User Specification | System admin | Import Data | System admin gets survey results | System |
| Once encoded employee sends data to Opera for storing and other purposes | Employee sends data to opera | Employee | Send recorded data to opera | Opera system gets encoded data | Opera |
| System admin checks if the data received were the requested data | User Specification | System admin | Analyze gathered data | Wrong data are deleted and want data are requested again | System |
| System admin sets or modifies parameters | User change parameters | System admin | Set or update parameters | Parameters for the predictive analytics is changed or set | System |
| System admin generate prediction report | User select kinds of report to be produce | System admin | Create prediction report | System creates report | System |
| System admin or manager manage reports created by the system | User validates report | System admin & manager | Manage prediction reports | Apply changes if there is | System |
| System admin manages user who can access the system and data created | System administrator selects a user then assign role | System admin | Manage Role | User are either able to access or no authorization to access the system | System |
| Manager gets reports | System checks role of user | Manager | Get reports | Give report if manager is allowed to get report, if not deny request, prompts to system admin | Manager |