Cascading Parameters:

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| --- | --- | --- |
| Use Case | UC01 – Create Contact | |
| Pre Conditions | User should be logged in to system. User can either admin or support | |
| Post Conditions (success) | Contact details will be stores in to system and available for further processing | |
| Post Conditions  (alternatives) | Alternative Outcome | Post Conditions |
| If Session is expired it will redirect to login screen. |  |
| Trigger | User clicks on New Contact menu under contacts menu. | |
| Primary Actor | Support Member, Admin | |
| Secondary Actor | N/A | |
| Includes | N/A | |
| Included by | N/A | |
| Data Inputs | Name, EmailId, Mobile1, City, Mobile2, Source, ContactType,Note , ReferenceBy | |
| Data Outputs | Contact Id | |
| Business Rules | When user clicks on Save button in new contact screen   1. Mandatory fields   (Name, Mobile1, Source, ContactType)   1. System should validate email id, Mobile1 and Mobile2 if provided 2. System should allow to choose contact type. Contact Types are Individual and corporate. 3. System should allow user to choose source. Sources are Reference, Seminar, Poster, TV Ad, SEO, Portal. 4. System should create contact with default status Open 5. System should capture created date, created by, modified date and modified by. 6. System should identify record by mobile (i.e Mobile should be unique) 7. System should accept referencedby when source is reference. | |
| Test Considerations |  | |
| Additional Information |  | |
| Exceptions | 1. If session is expired it will redirect you login screen to login again. 2. If mobile is already exists, system should alert “There is a contact exists with given Mobile number”. 3. If email id is invalid, System should raise exception “Invalid email id” 4. If mobile2 is invalid, , System should raise exception “Invalid alternate number”. 5. If mobile1 is invalid, , System should raise exception “Invalid contact number” | |
| **Non Functional Requirements *(to be provided by Design)*** | | |
| Data Volumes | Very Low | |
| Frequency | Very LOW | |
| Number of Users | Up to 200 | |
| Business Criticality | High | |
| Performance/ Response times |  | |

------------------------------------ Tickets Module

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| --- | --- | --- |
| Use Case | UCT01 – Create Ticket | |
| Pre Conditions | User should be logged in to system. User can either admin or support | |
| Post Conditions (success) | Contact details will be stores in to system and available for further processing | |
| Post Conditions  (alternatives) | Alternative Outcome | Post Conditions |
| If Session is expired it will redirect to login screen. |  |
| Trigger | User clicks on New Contact menu under contacts menu. | |
| Primary Actor | Support Member, Admin | |
| Secondary Actor | N/A | |
| Includes | N/A | |
| Included by | N/A | |
| Data Inputs | Name, EmailId, Mobile1, City, Mobile2, Source, ContactType,Note , ReferenceBy | |
| Data Outputs | Contact Id | |
| Business Rules | When user clicks on Save button in new contact screen   1. Mandatory fields   (Name, Mobile1, Source, ContactType)   1. System should validate email id, Mobile1 and Mobile2 if provided 2. System should allow to choose contact type. Contact Types are Individual and corporate. 3. System should allow user to choose source. Sources are Reference, Seminar, Poster, TV Ad, SEO, Portal. 4. System should create contact with default status Open 5. System should capture created date, created by, modified date and modified by. 6. System should identify record by mobile (i.e Mobile should be unique) 7. System should accept referencedby when source is reference. | |
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| **Non Functional Requirements *(to be provided by Design)*** | | |
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