UTM
UNIVERSITI TEKNOLOGI MALAYSIA

SECP2523 DATABASE

SESSION 2021/2022, SEMESTER 1

ALTERNATIVE ASSESSMENT REPORT: PHASE 1

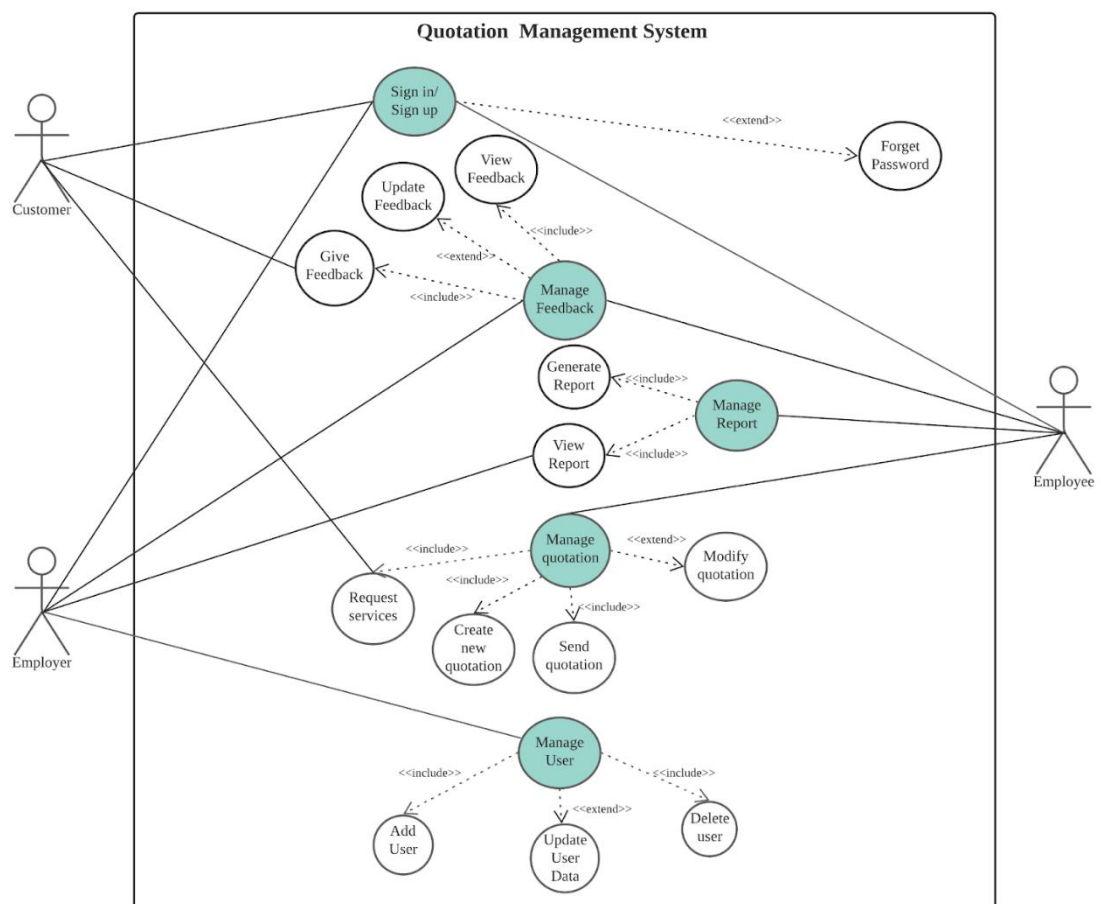|	
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Section	01
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Case Study	2
System Name	Quotation Management System
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1. Section A

1.1 Overall Description

This project aims to create a quotation system that will be used by Powerec Technology Service. Powerec Technology Service is a company that offers a variety of services, including electrical and electronic repair, air conditioning and refrigeration supply and repair, power supply and telecommunications cabling, fire fighting and fire alarm systems, fogging maintenance, sewage maintenance, cleaning of buildings and cleaning area services, and sanitary maintenance. Their office is in Taman Rinting, Masai, around a half-hour drive from the UTM Skudai campus.

The goal of this system is to make quotation preparation more efficient. Employees can manage quotations and reports much more rapidly and productively than before, compared to the previous system. Furthermore, the system was designed to prevent human error, particularly in calculations performed manually by the organization, as well as the ability to amend orders on the fly without having to submit a new quotation. Customers can also sign in to the system and view the quotations made by employees, as well as provide feedback. Finally, because human eyes are very reactive to colors and patterns, the employer can study the reports and perform data visualization. Client requirements must be met, and the system must be capable of dealing with the client's issues. The system will be more functional, reliable, and user-friendly as a result.

1.2 System Use Case Diagram

1.3 Module and Use Case

Use Case Description	All three types of user can add and read feedback to a quotation that they enrolled Employee and Employer can update and delete the feedback
Actors	Customer, Employees and Employer
Pre-condition	Feedback was related on a quotation, A quotation can hold many feedback
Flow of activities	1. Customer give feedback under the quotation of the service they request 2. Update feedback status 3. Customer get to view their feedback they posted 4. Employee/Employer view the feedback from customer 5. Employee/Employer reply to feedback from the customer 6. Update feedback status 7. Employee/Employer can modify and update the reply 8. Customer view the reply feedback from employee
Extension	1.1 Small red dots will show up on the user interface if there is an update or reply of the quotation feedback.

Manage Feedback Module
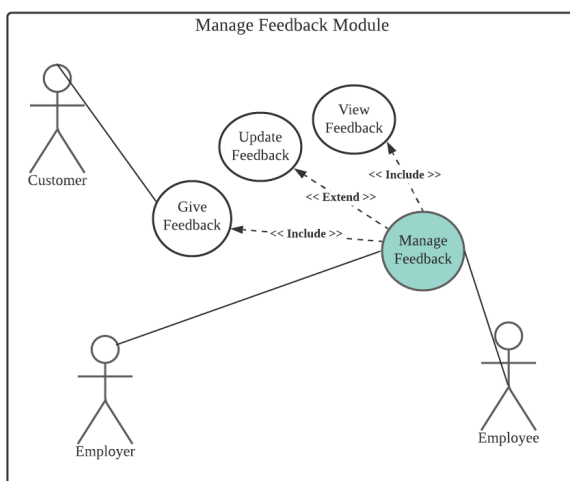
2. Section B

2.1 Module Manage Feedback

2.1.1 Use Case *Name* Database Transaction

2.1.2 Module Description

This module is intended for all types of users, the customer, employee and employer. The module has the function for the user to give feedback, view feedback and update feedback. This module allows customers to give feedback to the quotation which they related to. Employees can give, view and update feedback to the quotation they in charge. Employers can do all the functions to all the quotations.

2.1.3 Transaction Requirement: Data Entry

2.1.3.a Give feedback to the quotation

2.1.4 Transaction Requirement: Data Update/Deletion

2.1.4.a Update/modify the feedback

2.1.4.b Delete the feedback

2.1.5 Transaction Requirement: Data Queries

2.1.4.a Display previous feedback

2.2 Conceptual ERD