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| Number | 1 |
| System | Complain Train Client |
| Name | Submit Complaint |
| Primary Actor(s) | Employee |
| Description |  |
| Preconditions | Login |
| Post-conditions | Complaint is added to database |
| Trigger | Employee selects “Submit a complaint” option upon logging in |
| Basic Flow | 1. Employee enters their complaint into the Complaint body field 2. Employee clicks Categories button 3. Employee selects relevant categories from list, then clicks ok 4. Employee clicks Submit button 5. Employee clicks yes button on confirmation screen |
| Alternate Flow(s) | A1.1 Employee enters their complaint into the Complaint body field  A1.2 Employee clicks Categories button  A1.3 Employee selects relevant categories from list, then clicks ok  A1.4 Employee selects “Anonymous complaint” option  A1.5 Employee clicks “Submit Button”  A1.6 Employee clicks yes button on confirmation screen |
| Exception Flow(s) | E1.1 Steps 1-4 as normal  E1.2 Employee Clicks “No”  E1.3 Complaint closes. |
| Extensions |  |
| Number | 2 |
| System | Complain Train HR End |
| Name | Check backlog |
| Primary Actor(s) | HR Employee / Manager |
| Description | A member of Human Resources or a manager looks at which complaints are in the Complain Train system backlog and have yet to be addressed |
| Preconditions | Open program |
| Post-conditions |  |
| Trigger | User clicks on “Address Complaints” box |
| Basic Flow | 1.User clicks Search Box  2.User checks department boxes to retrieve complaints from relevant department (may be all)  3.User checks box of relevant complaint characteristics (may be all)  4.User clicks search  5.User selects backlogged complaints to address |
| Alternate Flow(s) | A1.1 User clicks Search button  A1.2 User checks department boxes to retrieve complaints from relevant department (may be all)  A1.3 User checks box of relevant complaint characteristics (may be all)  A1.4 User enters name of employee linked to relevant complaints  A1.5 User clicks Search  A1.6 User selects Backlogged Complaint to address  A2.1 User clicks search button  A2.2 User checks department boxes to retrieve complaints from relevant departments (may be all)  A2.3 User check boxes of relevant complaint characteristics (may be all)  A2.4 User clicks search button  A2.5 User selects backlogged complaints to address  A2.6 User clicks resolve on addressed complaints |
| Exception Flow(s) | E1.1 User closes window before selecting search or selecting complaint  E1.2 Window closes  E1.3 System returns to default state |
| Extensions |  |

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| Number | 3 |
| System | Complain Train HR End |
| Name | Searching for archived complaints in the storage |
| Primary Actor(s) | HR Employee / Manager |
| Description | A manager of HR employee needs to look at old complaints forms that have already been processed |
| Preconditions | open program, log in |
| Post-conditions |  |
| Trigger | user clicks on “Address Window” button |
| Basic Flow | 1. User clicks the “Access Archives”  2.User clicks the department boxes to retrieve from certain department(may be all)  3.User clicks the category of the complaint they want to retrieve(may be all)  4.User clicks the search button  5.User then can look for the complaint that has been archived |
| Alternate Flow(s) | A1.1User clicks the “Access Archives”  A1.2User clicks the department boxes to retrieve from certain department(may be all)  A1.3User enters name of employee linked to the complaint  A1.4User clicks the search button  A1.5User then can look for the complaint that has been archived  A2.1User clicks the “Access Archives”  A2.2User clicks the department boxes to retrieve from certain department(may be all)  A2.3User clicks the category of the complaint they want to retrieve(may be all)  A2.4User enters name of employee linked to the complaint  A2.5User clicks the search button  A2.6User then can look for the complaint that has been archived |
| Exception Flow(s) | E1.1User closes window before clicking the search button  E1.2Window closes  E1.3Program return to original state |
| Extensions |  |

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| --- | --- |
| Number | 4 |
| System | Complain Train |
| Name | Log In |
| Primary Actor(s) | Employee, HR Worker/Manager |
| Description |  |
| Preconditions | open program |
| Post-conditions | If Employee, given the opportunity to submit a complaint. If HR worker, presented with the dashboard |
| Trigger | Opening the program |
| Basic Flow | 1. User Enters Employee Login information  2. User clicks Submit  3. User is presented with the “Submit complaint” screen |
| Alternate Flow(s) | A1.1 User Enters HR Login information  A1.2 User clicks Submit  A1.3 User is presented with HR Dashboard  A2.1 User Enters Admin Login information  A2.2 User clicks Submit  A2.3 User is presented with Admin Dashboard |
| Exception Flow(s) | E1.1 User enters incorrect login info  E1.2 User clicks submit  E1.3 User is presented with an Error logging in message  E1.4 User is presented with the login screen again  E1.5 Repeat as necessary |
| Extensions |  |

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| Number | 5 |
| System | Complain Train |
| Name | Delete Archives |
| Primary Actor(s) | Administration |
| Description | The Administration searches for old archived complaints and deletes them from the storage |
| Preconditions | open program, log in (admin) |
| Post-conditions | Complaint removed from database |
| Trigger | Administration clicks “Access Window” |
| Basic Flow | 1. User clicks the “Access Archives”  2.User clicks the department boxes to retrieve from certain department(may be all)  3.User clicks the category of the complaint they want to retrieve(may be all)  4.User clicks the search button  5.User then can look for the complaint that has been archived  6.User opens the complaint  7.User clicks the delete button  8.User clicks “yes” to delete the complaint |
| Alternate Flow(s) | A1.1User clicks the “Access Archives”  A1.2User clicks the department boxes to retrieve from certain department(may be all)  A1.3User enters name of employee linked to the complaint  A1.4User clicks the search button  A1.5User then can look for the complaint that has been archived  A1.6User opens the complaint  A1.7User clicks the delete button  A1.8User clicks “yes” to delete the complaint  A2.1User clicks the “Access Archives”  A2.2User clicks the department boxes to retrieve from certain department(may be all)  A2.3User clicks the category of the complaint they want to retrieve(may be all)  A2.4User enters name of employee linked to the complaint  A2.5User clicks the search button  A2.6User then can look for the complaint that has been archived  A2.7User opens the complaint  A2.8User clicks the delete button  A2.9User clicks “yes” to delete the complaint |
| Exception Flow(s) | E1.1User closes window before clicking the search button  E1.2Window closes  E1.3Program return to original state  E2.1User clicks “no” to delete the complaint  E2.2Program goes back to looking at the current complaint |
| Extensions |  |

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| Number | 6 |
| System | Complain Train Administration End |
| Name | Edit Categories |
| Primary Actor(s) | Administrator |
| Description | The Administrator looks at old complaints and changes the category of the complaint |
| Preconditions | open program, log in |
| Post-conditions | changes the category of the complaint |
| Trigger | Administration clicks “Access Window” |
| Basic Flow | 1. User clicks the “Access Archives”  2.User clicks the department boxes to retrieve from certain department(may be all)  3.User clicks the category of the complaint they want to retrieve(may be all)  4.User clicks the search button  5.User then can look for the complaint that has been archived  6.User opens the complaint  7.User clicks the change categories button  8.User selects what category they want it changed to  9.User clicks “ok” to confirm changes |
| Alternate Flow(s) | A1.1User clicks the “Access Archives”  A1.2User clicks the department boxes to retrieve from certain department(may be all)  A1.3User enters name of employee linked to the complaint  A1.4User clicks the search button  A1.5User then can look for the complaint that has been archived  A1.6User opens the complaint  A1.7User clicks the change category button  A1.8User selects what category they want it changed to  A1.9User clicks “ok” to confirm changes  A2.1User clicks the “Access Archives”  A2.2User clicks the department boxes to retrieve from certain department(may be all)  A2.3User clicks the category of the complaint they want to retrieve(may be all)  A2.4User enters name of employee linked to the complaint  A2.5User clicks the search button  A2.6User then can look for the complaint that has been archived  A2.7User opens the complaint  A2.8User clicks the change category button  A2.9User selects what category they want it changed to  A2.10User clicks “ok” to confirms changes |
| Exception Flow(s) | E1.1User closes window before clicking the search button  E1.2Window closes  E1.3Program return to original state  E2.1User clicks “cancel” to not confirm changes  E2.2Program goes back to looking at the current complaint |
| Extensions |  |