

## Use case:

Finding documents, mentioned in emails or other documents (PDF included).

Finding information, related to entities mentioned in text (PDF included).

## Actors:

CEO

Employee (client)

Employee (supplier)

## Scenarios:

1. Acting upon **delivery delay** notification email - finding corresponding Purchase Order and Invoice
2. Acting upon **wrong transaction sum** notification- finding corresponding Invoice, Purchase Order, Bank Account
3. Acting upon **refund inquiry**- finding
4. Acting upon a **resignation letter** - finding contract and other related documentation
5. **Organizing your trip** (to a **company event**)
6. **Finding a law** referred to in a contract - [link to PDF](#)
7. **Adding new contact** from email

## Finance / Administration

### 1. Delivery delay

*Hello Jack,*

*I am sorry to inform you that your order will be delivered with a 6 day delay. Your bill of lading number is **890332890**, tracking service is available.*

*A remuneration of 7% from the order total has been transferred to the Connor & Mane Inc. bank account.*

*Paid invoice is #00869943, from 31/12/2018, please make sure you verify the numbers.*

*Please accept our apologies for the inconvenience.*

*Kind regards,  
Michael Wilson @ OfficeGo LLC*

```
>> Actor: employee Jack
>> Actor actions:
→ Jack checks the bill of lading number's information
→ Jack checks "Connor & Mane Inc." to find their bank account
→ Jack checks invoice to see invoice total
→ Jack checks saves the date of paid invoice
→ Jack checks Michael Wilson and all previously related information
```

## 2. Wrong transaction total

Hello Lora,

We have noticed that the payment of your order #89976 from 5/26/2019 does not include VAT. Invoice number #00873588.

This mistake is quite common among our clients, we apologize for the inconvenience. We are in the process of implementing a better invoice layout which will not cause such errors.

Please, make sure you transfer the amount remaining as soon as possible to enable dispatchment.

Thank you.  
*Michael Wilson @ OfficeGo LLC*

```
>> Actor: employee Lora
>> Actor actions:
→ Lora checks purchase order to verify content
→ Lora checks invoice to verify sum
→ Lora clicks "OfficeGo LLC" to find their bank account and copy it
to check bank transactions archive and verify sum is not correct
→ Lora creates a new payment order for remaining sum
```

## 3. Refund inquiry

*Hello,*

*I'm writing to you regarding order # 231442.*

*It was paid via bank transfer processed on the 2nd of Sept., invoice # 000879667 from 31/08/2019.*

*Included in the invoice and paid, and delivered is one extra poster, size A0.*

*It is not present in the PO # 231442 from 25/08/2019.*

*I would like to kindly ask you to refund the extra \$84 transferred for this invoice.*

*You are welcome to collect the poster from our office every work day from 9 to 5. We are located at 23 West Lombard Street, Baltimore, MD, USA.*

*Thank you.*

Lora Jones

Office Assistant at Langshire House Legacy Fund

>> Actor: unknown employe

>> Actor actions:

→ checks order to verify content

→ checks invoice to verify sum

→ clicks company profile to copy bank account and proceed with transaction

HR

#### 4. Resignation letter

*Hi Alicia,*

*I would like to inform you personally that I am going to start a new job in two months.*

*I am thankful to Norsk Ltd. for the experience, and I am particularly thankful to you for having been so supportive and such a great leader.*

*However, I have found a company which better suits my career goals.*

*Hi Rick,*

*My contract is number 08796, my role code is 2443. My contract is set with a one month notice, so my last day will be 07/25/2019.*

*Please find attached my official resignation letter.*

*Kind regards,  
Lynn*

>> Actor: employee Rick  
>> Actor actions:

- Rick clicks the contract number to read the contract and:
  - Verify notice duration
- Rick checks the date to check all contacts created on that date
- Rick clicks the role code to deactivate Alicia's account

## 5. Company event

*Dear all,*

*I am glad to inform you that the yearly company event will be taking place at the Stanford Cottage Resort, November 6th to 8th, Friday to Sunday.*

*Please, make sure you confirm your attendance on [SOFTWARE] no later than Oct the 15th.*

*Please, purchase your tickets via FLICKS.*

*Closest airports to the event venue are Gultch (34 miles) and Gratton (39 miles).  
We encourage you to share-rent vehicles for the airport-to-venue drive.  
We are expecting to have at least 3 people per car.*

*Enter your name at the corresponding date/hour slot in the Timetable sheet  
TIMETABLE\_STANFORD EVENT and check who else arrives at that time, so you can  
coordinate co-renting vehicles.*

*Looking forward to seeing you all at the event.  
I hope we will have a memorable celebration!*

*Kind Regards,  
Maya*

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*Maya Mugler  
Head of HR @ Milton Highlands Fund*

>> Actor actions:

- Employee checks event location without searching
- Employee blocks event dates in his agenda without opening new tabs
- 

## Legal Dept.

### 6. ПРОТОКОЛ- DHI Cluster - link to PDF

>> Actor actions:

### 7.Contact details

*Hi Kate,*

*I am now sending you the details of the company I told you about at the Gates event last week in relation to the INGRID G. case.*

*It's Connor & Mane Inc., contact Gary Clover, head of legal department.*

*I'm sure he will give some valuable insight on the strategy since he has a long list of wins in cases which involved **aiding and abetting** under his belt.*

*Moreover, at Connor & Mane Inc they had a very similar case just recently.*

*I hope this proves to be a good recommendation after you do your research.*

*Keep me posted.*

*Sigrid*

>> Actor: employee Kate

>> Actor actions:

- Kate checks about Gates event
  - Kate checks "Connor & Mane Inc."
  - Kate checks who is Gary Clover
  - Kate saves the contact of Gary Clover with all related information
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