CSE213 CRA Report

Autumn 2025

Topic: Simulating operations of a e-Visa management portal of a country		
ID: 2331024	Name: Tanjil Hasan Emon	User 1 : Applicant
		User 2 : Registered Agent
ID: 2312151	Name: Galib Hasan	User 3 : Visa Officer
		User 4 : Issuer
ID: 2110113	Name: Ashraful Rifat	User 5 : Operation Manager
		User 6 : Policy Manager
ID: 2210233	Name:Name: Sharmin Akter Bithe	User 7 : Finance Clerk
		User 8 : Support Agent

P.T.O

NOTE:

- Download this template and create a google-docs file with the following **file name format**:
  - MS1_GroupNo_MS1FinalVersion_topicKeyword_id1_id2_id3_id4
  - Ex: MS1_Group70_MS1FinalVersion_IRAS_1234567_2345678_3456789_4567890
- Group Leader will create the google-docs using this template and will share the google-docs file among group members. All of the group members need to work on the same document.
- Sample Report Link (Contains Mistakes): https://drive.google.com/file/d/1OzUBb4aqFNKhYV-D1mflRUHpXuamwPrZ/view?usp=drive_link

- **ONLY ONE SUBMISSION from EACH GROUP**
- **To lock your content, you MUST upload a PDF file. NO LINK will be accepted.**
  - **By 15-October-25, Wednesday, the group leader MUST upload the PDF of your google-docs containing workflows for ALL 64 goals (16 goals per member).**
  - **For 8 users, 64 workflows (16 workflows per member). That means it will be a complete submission of MS1.**
  - **Submission Link: https://forms.gle/YnVEoNp5iYYcMm1v8**

Possible event type:

- UIE - - user input to trigger event
- UID - - user input to be considered as data
- OP – display content (output)
- VL – validation check
- VR – verification check
- DP – fetching data from file system and process it to get some calculated outcome (data processing)

NOTE:
there can be workflows for common **processes** as follows (**BUT, these are NOT GOALs**):

Process-1: Login			
			event type
Workflow:	event-1	Enter username(must be 4 digit number) and password	VL
	event-2	Validate login credentials against database	VL
	event-3	Verify user role and permissions	VR.
	event-4	If login is successful, Open dashboard(role)	OP

Process-2: SignOut			
			event type
Workflow:	event-1	Button click for signout	UIE
	event-2	Take user back to login page	UIE

Process-n: Change Password			
			event type
Workflow:	event-1	Click the “Change Password” button from dashboard.	UIE
	event-2	Enter old password	UID
	event-3	Enter new password	UID
	event-4	Re-enter new password for confirmation	UID
	event-5	Validates that new passwords match	VL
	event-6	Verify old password with database	VR
	event-7	If valid, update password in user record	DP

	event-8	Show success message: “Password updated”	OP

Workflow of user specific goals:

User-1 name: Applicant			
User-1, Goal - 1	**Description of Goal-1:** View e-Visa Info - User can see visa info in category wise.		event type
Workflow:	event-1	After LogIn the User is on the MAIN DASHBOARD.	OP
	event-2	The user clicks "View e-Visa Info".	UIE
	event-3	System shows the Visa Info page (visa type combobox + info area).	OP
	event-4	The user selects a visa type from the combobox.	UID
	event -5	The user clicks "Load".	UIE
	event -6	If no visa type selected → system shows warning else → system displays the visa information in the text area.	VL / OP
	event -7	The user clicks "Back" to return to the Applicant Dashboard.	UIE
	event -8	System shows Applicant Dashboard.	OP
User-1, Goal-2	**Description of Goal-2:** Apply for New Visa (create & submit) - Fill application form and submit		
Workflow:	event-1	After LogIn the user is on the Applicant Dashboard.	OP
	event-2	User clicks "Apply for Visa".	UIE
	event-3	The system shows the Application Form (all fields).	OP
	event-4	The user fills the required fields (full name, passport no, nationality, mother language, visa type, purpose, contact email) and selects gender.	UID
	event-5	User clicks "Submit".	UIE

	event-6	If any required field missing → system shows warning (validation) else → system allows submit.	VL / OP
	event-7	If gender not selected → system shows warning	VL / OP
	event-8	If validation passes → system accepts submission and shows "Application received."	VR / OP
	event-9	The system clears the form fields.	DP, OP
	event-10	The user clicks "Back" to the Applicant Dashboard.	UIE
	event-11	System shows Applicant Dashboard.	OP
User-1, Goal-3	**Description of Goal-3:** Find Your Application ID - User will get Application ID by using their passport number to search.		
Workflow:	event-1	After LogIn the user is on the Applicant Dashboard.	OP
	event-2	User clicks "Find Application ID".	UIE
	event-3	The system shows the Find Application scene (passport input + result area).	OP
	event-4	User enters passport number.	UID
	event-5	User clicks "Find".	UIE
	event-6	If the passport field is empty → system shows a warning else → system searches and responds.	VL / DP / OP
	event-7	If no matching applications → system shows warning else → system shows matching application details in the text area and shows "Applications Found" info.	OP
	event-8	The user clicks "Back" to the Applicant Dashboard.	UIE
	event-9	System shows Applicant Dashboard.	OP

User-1, Goal-4	**Description of Goal-4:** .Check & Update Application - Users can check their application and update the application		
Workflow:	event-1	After LogIn in the user is on the Applicant Dashboard.	OP
	event-2	The user clicks "Check / Update Application".	UIE
	event-3	System shows Update scene (Application ID input + current details fields).	OP
	event-4	User enters Application ID.	UID
	event-5	User clicks "Search".	UIE
	event-6	If Application ID is empty → system shows warning else → system shows the application's current name, email and passport fields.	VL / OP
	event-7	If no application with that ID → system shows warning	OP
	event-8	The user edits one or more fields (new name, new email, new passport).	UID
	event-9	User clicks "Update".	UIE
	event-10	If all new fields are empty → system shows warning else → system updates the application and shows "Update Successful"	VL / OP
	event-11	After update → system saves changes and shows confirmation	DP / OP
	event-12	System clears the form/labels.	DP / OP
	event -13	The user clicks "Back" to the Applicant Dashboard.	UIE
	event -14	System shows Applicant Dashboard.	OP
User-1, Goal-5	**Description of Goal-5:** Provide Travel History - User will provide their travel History.		
Workflow:	event-1	The user is on the Applicant Dashboard.	OP
	event-2	The user clicks "Travel History".	UIE

	event-3	The system shows a Travel History scene (country, from/to date pickers, application ID, table).	OP
	event-4	The user enters the country, chooses from-date and to-date, and enters Application ID.	UID
	event-5	User clicks "Save".	UIE
	event-6	If any required field empty → system shows a warning else → continue.	VL / OP
	event-7	If to-date is before from-date → system shows warning "To-date must be same or after from-date." else → continue.	VL / OP
	event-8	The system saves the travel history and adds the row to the table.	DP / OP
	event-9	The system shows confirmation "Travel history saved successfully."	OP
	event-10	The system clears input fields.	DP / OP
	event-11	The user clicks "Back" to the Applicant Dashboard.	UIE
	event-12	System shows Applicant Dashboard.	OP
User-1, Goal-6	**Description of Goal-6:** Pay Visa Fee - User will pay the visa fee.		
Workflow:	event-1	The user is on the Applicant Dashboard.	OP
	event-2	The user clicks "Pay Fee".	UIE
	event-3	System shows Pay Fee scene (Application ID search, payable amount label, amount input, receipt area).	OP
	event-4	The user enters Application ID and clicks "Search".	UID / UIE
	event-5	If Application ID empty → system shows error else → system displays the payable amount for that application.	VL / DP / OP
	event-6	If no matching application → system shows warning	OP

	event-7	The user enters the amount and clicks "Pay".	UID / UIE
	event-8	If amount field empty → system shows error else → continue. (VL / OP)	VR / OP
	event-9	If entered amount is not equal payable amount → system shows error else → system processes payment.	VL / OP
	event-10	On success → system shows generated receipt in the receipt area and message .	DP / OP
	event-11	The user clicks "Back" to the Applicant Dashboard.	UIE
	event-12	System shows Applicant Dashboard.	OP
User-1, Goal-7	**Description of Goal-7:** Track Application Status - User can track their application status.		
Workflow:	event-1	The user is on the Applicant Dashboard.	OP
	event-2	User clicks "Track Application".	UIE
	event-3	System shows Track Application scene (application ID input + applications table).	OP
	event-4	User enters the Application ID and clicks "Load".	UID / UIE
	event-5	If input empty → system shows warning else → system loads apps.	VL / DP / OP
	event-6	If no matching applications → system shows warning else → system fills the table with the application's status and required action. (OP)	OP
	event-7	The user reviews the table entries (status + required action).	OP
	event-8	The user clicks "Back" to the Applicant Dashboard.	UIE
	event-9	System shows Applicant Dashboard.	OP

User-1, Goal-8	**Description of Goal-8:** Generate Receipt of e-Visa - User can generate receipt of visa.		
Workflow:	event-1	The user is on the Applicant Dashboard.	OP
	event-2	User clicks "Generate Receipt".	UIE
	event-3	System shows Generate Receipt scene (Application ID input + receipt area).	OP
	event-4	The user enters the Application ID and clicks "Search".	UID / UIE
	event-5	If input empty → system shows warning else → system searches.	VL / DP / OP
	event-6	If no matching application → system shows warning else → system displays formatted receipt details in the receipt area.	OP
	event-7	The user clicks "Back" to the Applicant Dashboard.	UIE
	event-8	System shows Applicant Dashboard.	OP

User-2 name: Registered Agent			
User-2, Goal-1	**Description of Goal-1:** Create Client Profiles - Add a client record.		event type
Workflow:	event-1	The user is logged in.	OP
	event-2	The user clicks "Create Client" on Agent Dashboard.	UIE
	event-3	System shows Create Client form (name, passport no, contact). (OP)	OP
	event-4	The user enters client name, passport number and contact.	UID
	event-5	User clicks "Create" (or "Save")	UIE
	event-6	If any field empty → system shows a warning	VL / DP / OP

		else → system saves the client and shows confirmation	
	event-7	System clears the client form fields.	DP / OP
	event-8	The user clicks "Back" to the Registered Agent Dashboard. (UIE)	UIE
	event-9	System shows Registered Agent Dashboard.	OP
User-2, Goal-2	**Description of Goal-2:** Check Client List - Registered Agent can check the list of their clients.		
Workflow:	event-1	The user is logged in.	OP
	event-2	The user clicks "Client List" on the Agent Dashboard.	UIE
	event-3	The system shows the Client List page (table with client ID, name, passport, contact).	DP , OP
	event-4	System loads and displays saved client rows in the table; if no clients → system shows warning	DP / OP
	event-5	The user scrolls or inspects the client table.	OP
	event-6	The user clicks "Add Client" to create a new client.	UIE
	event-7	System navigates to Create Client form.	OP
	event-8	The user clicks "Back" to the Registered Agent Dashboard.	UIE
	event-9	System shows Registered Agent Dashboard.	OP
User-2, Goal-3	**Description of Goal-3:** Delete and Update Clients - Registered Agent can Delete and Update Clients		
Workflow:	event-1	The user is logged in.	OP
	event-2	The user clicks "Delete / Update Clients" on Agent Dashboard.	UIE
	event-3	System shows the Update/Delete scene (Client ID input + current details labels + new fields).	OP
	event-4	User enters Client ID to search.	UID

	event-5	User clicks "Search".	UIE
	event -6	If Client ID empty → system shows warning else → system finds client and displays current name, contact and passport; if not found → system shows warning	VL / DP / OP
	event-7	User edits any new field(s) (new name, new contact, new passport)	UID
	event-8	User clicks "Update".	UIE
	event-9	If all new fields empty → system shows warning else → system updates the client, saves changes	VL / DP / OP
	event-10	The system clears the update form and labels.	DP / OP
	event-11	User enters Client ID to delete (or reuse the same input).	UID
	event-12	User clicks "Delete".	UIE
	event-13	If Client ID empty → system shows warning else → system deletes the client if found	VL / DP / OP
	event-14	The system clears the form.	DP / OP
	event-15	The user clicks "Back" to the Registered Agent Dashboard.	UIE
	event-16	System shows Registered Agent Dashboard.	OP
User-2, Goal-4	**Description of Goal-4:** Apply Visa for Client - Registered Agent can apply visa for client.		
Workflow:	event-1	User is logged in.	OP
	event-2	User clicks "Prepare Application" (Apply Visa for Client) on Agent Dashboard.	UIE
	event-3	The system shows the Client Application form (clientId, client name, passport, nationality, mother language, visa type, gender, agent email, client email).	OP

	event-4	The user fills all fields and selects gender and visa type.	UID
	event-5	If any required field is empty or visa type not selected → system shows warning else → allow submit. (VL / OP)	VL / OP
	event-6	User clicks "Submit".	UIE
	event-7	If submission conflict or missing info → system shows appropriate warning else → system accepts application and shows confirmation	VR / DP / OP
	event-8	The system clears the application form fields.	DP / OP
	event-9	The user clicks "Back" to Registered Agent Dashboard.	UIE
	event-10	System shows Registered Agent Dashboard.	OP
User-2, Goal-5	**Description of Goal-5:** Provide Client Travel History - Registered Agent can provide clients Travel History		
Workflow:	event-1	The user is logged in.	OP
	event-2	The user clicks "Client Travel History" on Agent Dashboard.	UIE
	event-3	The system shows a Travel History scene (country, from/to dates, client ID, table).	OP
	event-4	The user enters the country, picks from-date and to-date, and enters client ID. (UID)	UIE
	event-5	User clicks "Save".	UIE
	event-6	If any field is empty → system shows warning "Please fill in all fields." else → continue.	VL / OP
	event-7	If to-date is before from-date → system shows warning else → continue. R5-event-8 — System saves travel history and adds the new row to the table.	VL / OP

	event-8	System saves travel history and adds the new row to the table	OP
	event-9	System shows confirmation "Travel history saved successfully.	" OP
	event-10	The system clears the travel-history input fields.	DP / OP
	event-11	User clicks "Back" to the Registered Agent Dashboard.	UIE
	event-12	System shows Registered Agent Dashboard.	OP
User-2, Goal-6	**Description of Goal-6:** Manage Clients Payments		
Workflow:	event-1	The user is logged in.	OP
	event-2	The user clicks "Client Payments" on Agent Dashboard.	UIE
	event-3	System shows Payments scene (client ID search, payable amount label, amount input, receipt area).	OP
	event-4	The user enters the client ID and clicks "Search".	UID / UIE
	event-5	If client ID empty → system shows warning else → continue.	VL / OP
	event-6	The user enters the amount in amountTextField and clicks "Pay".	UID / UIE
	event-7	If amount empty → system shows warning else → continue.	VL / OP
	event-8	If entered amount is not equal payable amount → system shows warning else → system processes payment, shows generated receipt in receipt area.	VL / DP / OP
	event-9	System clears payment input fields (amount and client search).	DP , OP
	event-10	User clicks "Back" to the Registered Agent Dashboard.	UIE

	event-11	System shows Registered Agent Dashboard.	OP
User-2, Goal-7	**Description of Goal-7:** Check Client Application Status - Registered Agent can check the status of clients application.		
Workflow:	event-1	The user is logged in.	OP
	event-2	The user clicks "Track Clients' Applications" on Agent Dashboard.	UIE
	event-3	System shows Track Applications scene (client ID input + applications table).	OP
	event-4	The user enters the client ID and clicks "Apply Filter" / "Search".	UID / UIE
	event-5	If client ID empty → system shows warning else → system loads that client's applications.	VL / DP / OP
	event-6	If no matching applications → system shows warning else → system populates table rows for each application.	OP
	event-7	For each application the system shows status and a suggested required action (Pending→"Submit required documents", Approved→"Collect visa", Rejected→"Review rejection reason", else→"Contact support").	DP / OP
	event-8	The user inspects the table entries.	OP
	event-9	The user clicks "Back" to the Registered Agent Dashboard.	UIE
	event-10	System shows Registered Agent Dashboard.	OP
User-2, Goal-8	**Description of Goal-8:** View Clients Applications Summary - Registered Agent can see clients applications status summary in a Pie Chart.		
Workflow:	event-1	The user is logged in.	OP
	event-2	The user clicks "Clients Applications Summary" on Agent Dashboard.	UIE
	event-6	System displays a summary Pie Chart of the applications.	VL

	event-7	System annotates each part with required action based on status (Pending/Approved/Rejected).	DP / OP
	event-8	The user reviews the summary.	OP
	event-9	The user clicks "Back" to the Registered Agent Dashboard.	UIE
	event-10	System shows Registered Agent Dashboard.	OP

User-3 name: Visa Officer			
New goal - view notice board			
User-3, Goal-1	**Description of Goal-1: Application Review Panel — open and view new applications to check basic details**		event type
Workflow:	event-1	**Login process - Enter username and password**	**See log in process.**
	event-3	**Verify user role and permissions**	**VR**
	event-4	**If login successful, load Visa Officer dashboard**	**OP**
	event-5	**Click Application Review Button.**	**UIE**
	event-6	**Load list of applications with status = `SUBMITTED` or `READY_FOR_REVIEW` from in-memory list. .**	**DP**
	event-7	**Display applications in a TableView (ID, name, visa type, submitted date).**	**OP**
	event-8	**Click on a row or Open to view full application detail.**	**UIE**
	event-9	**Fetch full application details (personal info, documents, payment status, travel history).**	**DP**
	event-10	**Show application detail pane.**	**OP**
	event-11	**Click Back**	**UIE**
	event-12	**Return to review list**	**OP**
User-3, Goal-2	**Description of Goal-2: Document Verification Tool — view uploaded files and mark valid/invalid**		
Workflow:	event-1	**Login process execution.**	**See login process from goal-1**
	event-2	**From application detail click on button Documents or Verify Documents.**	**UIE**
	event-3	**Load document list (file names/paths, types) for the application.**	**DP**

	event-4	**Display list of documents.**	**OP**
	event-5	**Select a document to preview (open image/pdf). .**	**UIE/DP/OP.**
	event-6	**Click Valid or Invalid for a document. .**	**UIE/UID.**
	event-7	**Validate selection and optional comment (non-empty if marking Invalid).**	**VL**
	event-8	**Save verification result to document record (`verificationStatus`)**	**DP**
	event-9	**Append a note to action log.**	**DP**
	event-10	**Show updated verification status on screen.**	**OP**
User-3, Goal-3	**Description of Goal-3: Payment Verification System — check payment info and mark payments Verified or Flagged**		
Workflow:	event-1	**Login process execution.**	**…….**
	event-2	**From application detail click Payment or Check Payment.**	**UIE.**
	event-3	**Load payment record (amount, date, receipt id, receipt file).**	**DP.**
	event-4	**Display payment details and receipt preview..**	**OP.**
	event-5	**Compare displayed payment amount against expected fee (automatic check). .**	**(DP → VR).**
	event-6	**If OK, click Mark Verified; if not, click Flag Payment.**	**(UIE / UID)**
	event-7	**If Flag: enter a short reason.**	**UID**
	event-8	**Validate input (reason non-empty if flagged).**	**VL**
	event-9	**Save payment status (`VERIFIED` or `FLAGGED`) and add action log entry.**	**DP**
	event-10	**Show confirmation message.**	**OP**
User-3, Goal-4	**Description of Goal-4: View table of applicants with search/filter**		
Workflow:	event-1	**Login process execution.**	**UIE.**

	event-2	Open Applicant Dashboard from Officer menu.	
	event-3	Load applicant summaries into TableView (name, visa type, status, assignee).	DP.
	event-4	Display table and filter controls (status dropdown, search box).	OP.
	event-5	Enter search text or pick a filter.	UID.
	event-6	Validate search input (optional length/characters).	VL
	event-7	Apply filter to the list	(DP
	event-8	refresh table.	OP)
	event-9	Click an applicant row to open detail.	(UIE → OP)
	event-10		
User-3, Goal-5	**Description of Goal-5:** Visa Decision Manager — approve or reject applications and save decision		
Workflow:	event-1	Open the application assigned to you in detail view.	(UIE → OP).
	event-2	Review verification results (documents, payment, travel notes).	(DP → OP).
	event-3	Click Approve or Reject (or Recommend Approve if Issuer finalizes).	UIE.
	event-4	If Reject or RecommendApprove, enter a short reason/comment.	UID.
	event-5	Validate reason if required.	VL.
	event-6	Save decision to application record (`status`, `decisionBy`, `decisionDate`, `decisionReason`).	DP
	event-7	f approved and system design allows officer to issue: call e-visa generation workflow (handoff). Otherwise set `status = READY_FOR_ISSUE` and forward to Issuer.	(DP / OP)
	event-8	Show confirmation (Decision saved / forwarded).	OP
User-3,	**Description of Goal-6:** Renewal & Cancellation Manager —		

Goal-6	**review and process requests**		
Workflow:	event-1	**Open Renewals & Cancellations list from menu.**	**UIE.**
	event-2	**Load pending renewal/cancellation requests from in-memory list.**	**DP.**
	event-3	**Display requests in TableView.**	**OP.**
	event-4	**Click a request to open details (include original application info).**	**(UIE → DP → OP).**
	event-5		
	event-6		
	event-7	**Check related data (existing visa dates, payment if required)..**	**(DP → VR).**
	event-8	**Choose Approve or Reject request; enter reason if rejecting.**	**(UIE → UID)**
	event-9	**Validate reason**	**VL**
	event-10	**Save decision to request record and update application status.**	**DP**
	event-11	**Show confirmation message and (optionally) forward to Issuer for issuance/closure.**	**OP**
User-3, Goal-7	**Description of Goal-7: Travel History Checker — view travel entries and optionally flag suspicious entries**		
Workflow:	event-1	**From application detail click Travel History.**	**UIE.**
	event-2	**Load travel entries for that applicant (country, from/to dates, notes).**	**DP.**
	event-3	**Display travel history table.**	**OP.**
	event-4	**Select an entry and click Flag Suspicious (if needed).**	**(UIE / UID).**
	event-5	**Enter short reason for flagging.**	**UID.**
	event-7	**Save flag to travel entry**	**DP**
	event-8	**Show update/confirmation on screen.**	**OP**

User-3, Goal-8	**Description of Goal-8: Support & Report Center — read support messages, reply or add internal notes.**		
Workflow:	event-1	**Click Support & Reports or open message panel for current application.**	**UIE.**
	event-2	**Load support messages linked to the application (or global messages assigned to officer).**	**DP.**
	event-3	**Display message list and details pane.**	**OP.**
	event-4	**Click Reply or Add Internal Note.**	**UIE.**
	event-5	**Enter reply or note text.**	**UID.**
	event-6	**Validate message (non-empty).**	**VL**
	event-7	**Save reply/note to message thread or application notes.**	**DP**
	event-8	**Show confirmation and update message list.**	**OP**

User-4 name: Issuer .			
User-4, Goal-1	**Description of Goal-1: View applications ready for issuing (filter + GUI).**		event type
Workflow:	event-1	**Login process - Enter username and password**	**See log in process.**
			VL
			VR
	event-4	**If login successful, load Issuer dashboard**	**OP**
		Click Ready for Issuance.	**UIE**
	event-5	**Load applicant summaries into TableView (name, visa type, status, assignee)..**	**DP**
	event-6	**Display table and filter controls (status dropdown, search box).**	**.OP**
	event-7	**Use filters (date range, visa type) and search box**	**UID**
	event-9	**Apply filter to the list and refresh table.**	**DP/OP**
	event-10	**Click an applicant row to open detail**	**UIE/OP**
User-4, Goal-2	**Description of Goal-2: Generate simple e-visa file (text + table + QR).**		
Workflow:	event-1	**Login process execution**	**See login process from Goal-1**
	event-2	**Click on button to open an application marked `READY_FOR_ISSUE`**	**UIE**
	event-3	**Click Generate e-Visa PDF**	**UIE**
	event-4	**Fetch application and decision data needed for the e-Visa (name, passport, validFrom, validTo).**	**DP.**
	event-5	**Construct a `EVisa` data object (visaId, issuedAt, validFrom, validTo).**	**DP**
	event-6	**Click on button to save as PNG.**	**DP**

	event-**7**	**Use iText to create a simple PDF: header, small table of fields.**	**DP**
	event-8	**Save PDF to local folder and store PDF path in the `EVisa` record.**	**DP**
	event-9	**Display success message with download button.**	**OP**
User-4, Goal-3	**Description of Goal-3:** **Attach visa ID & timestamp (constructors / this)**		
Workflow:	event-1	**When generating e-Visa, compute unique `visaId` (e.g., `V-YYYYMMDD-rand`) and `issuedAt = now`.**	**DP.**
	event-2	**Call `new EVisa(visaId, appId, issuedAt, validFrom, validTo, issuedBy)` in code (constructor uses `this`).**	**DP.**
	event-3	**Save `EVisa` object into `eVisaList` and link to application (`application.eVisaId = visaId`).**	**DP.**
	event-4	**Display the visaId and issuedAt on screen..**	**OP.**
	event-5	**.......**	**.......**
User-4, Goal-4	**Description of Goal-4:** **Mark application as Issued (setter + persistence)**		
Workflow:	event-1	**After e-Visa creation, call `application.setStatus(ISSUED)` and `application.setEvisaId(visaId)`.**	**DP.**
	event-2	**Persist change to in-memory list and optionally write to backup (CSV/JSON).**	**DP.**
	event-3	**Update application row in UI to show `ISSUED` status.**	**OP.**
	event-4	**Log action in ActionLog (`actorId`, `action = ISSUED`, `date`).**	**DP.**
	event-5	**Show confirmation to Issuer.**	**OP.**
User-4, Goal-5	**Description of Goal-5:** **Notify applicant (write to log / Alert)**		

Workflow:	event-1	**After marking issued, prepare notification text (visaId, download link).**	**DP.**
	event-2	**Append notification to `NotificationList` or `ActionLog`.**	**DP.**
	event-3	**Display an on-screen alert to Issuer: "Applicant notified."**	**OP.**
	event-4	**Add message to applicant's messages list so they see it in their Dashboard.**	**(DP → OP).**
	event-5	**…….**	**…….**
User-4, Goal-6	**Description of Goal-6:** Revoke an issued visa (change state & write to revoke log)		
Workflow:	event-1	**Open Issued History and select an issued visa; click Revoke.**	**UIE.**
	event-2	**Show a small dialog requesting `reason` and confirm revoke.**	**(OP → UID).**
	event-3	**Validate reason (non-empty.**	**VL.**
	event-4	**Set `eVisa.status = REVOKED` and update linked `application.status = REVOKED`.**	**DP.**
	event-5	**Append a `revokeLog` entry (visaId, appId, revokedBy, date, reason).**	**DP.**
	event-6	**Display confirmation and update UI.**	**OP**
User-4, Goal-7	**Description of Goal-7:** View issued visa history (read CSV / TableView)		
Workflow:	event-1	**Open Issued Visa History from Issuer menu.**	**UIE.**
	event-2	**Load `eVisaList` from memory or read persisted CSV file (if using file restore).**	**DP.**
	event-3	**Display history in TableView (VisaID, AppID, IssuedAt, Status).**	**OP.**
	event-4	**Enter search/filter (visaId, date range) and apply.**	**(UID → VL → DP → OP).**

	event-5		
	event-6		
	event-7		
	event-8	**Click an item to view/download the PDF.**	**(UIE → DP → OP).**
User-4, Goal-8	**Description of Goal-8: Export issued list to CSV or PDF report (file I/O + iText + chart image).**		
Workflow:	event-1	**Click Export Issued List and choose format CSV or PDF.**	**(UIE / UID).**
	event-2		
	event-3	**Fetch selected records from `eVisaList` (respect date range/filter).**	**DP.**
	event-4	**Build CSV rows and open `FileChooser` to save file; write file..**	**(DP → OP).**
	event-5		
	event-6	**Build a simple PDF report with a table of records; optionally include a small chart image (optional). Use iText for PDF**	**(DP → OP)**
	event-7		
	event-8	**Save file and show success dialog with file path.**	**OP.**
	event-9	**Log export action to ActionLog.**	**DP.**

User-5 name: Operation manager			
User-5, Goal-1	**Description of Goal-1: Operation Dashboard**		event type
Workflow:	event-1	Login process - Enter username and password	See login process
	event-2	Validate login credentials against database	VL
	event-3	Verify user role and permissions	VR
	event-4	If login successful, load Operation Manager dashboard	OP**.**
	Event-**5**	From the main menu click "Operation Manager Dashboard".	**UIE**
	Event-6	Load dashboard layout and available function list as button from local config.	**DP,OP**
	Event-7	Display functional buttons (New/Unassigned, Approved/Denied, Backlog, Targets, Reports, Notices).	**OP**
User-5, Goal-2	**Description of Goal-2:** View list of newly applied / unassigned / current-day pending applications		
Workflow:	event-1	**From the dashboard click "New / Unassigned Applications".**	**UIE**
	event-2	**Fetch today's submitted and unassigned applications from storage.**	**DP**
	event-3	**Display applications in a TableView (columns: AppID, Type, SubmittedAt, Status).**	**OP**
	event-4	**Choose a visa type from ComboBox filter and click "Apply Filter".**	**OP**
	Event-5	Choose a visa type from the ComboBox filter and click "Apply Filter".	**UID, UIE**
	Event-6	Apply filter over fetched list and refresh table.	**DP, OP**
	Event- 7	Select an application row and click "Assign".	**UIE**
	Event- 8	Show officer selection list (ComboBox) and available officers (VR: check current load).	**OP,VR**

	Event-9	Choose officer and click "Confirm Assign"; if officer available assign and save else show "Officer not available".	**UID ,UIE, DP,OP**
	Event-10	Show assignment confirmation and update application row status to "Assigned".	**OP,DP**
User-5, Goal-3	**Description of Goal-3:** View dashboard list of approved / denied / flagged applications		
Workflow:	event-1	**From the dashboard click "Decisions (Approved/Denied/Flagged)".**	**UIE**
	event-2	**Fetch applications filtered by statuses Approved, Denied, Flagged**	**DP**
	event-3	**Display results in TableView grouped by status with quick filters**	**OP**
	Event- 4	**Type search text or pick a status filter then click "Search/Filter".**	**UID,UIE**
	Event- 5	**Apply search and refresh tables.**	**DP, OP**
	event-6	**Click a flagged row to open the detail pane and show why it is flagged (documents, notes).**	**UIE, DP,OP**
	event-7	**If manager requests review - add note & send it to assigned officer.**	**UID, UIE,DP,OP**
User-5, Goal-4	**Description of Goal-4:**View list of visas pending more than their due day		
Workflow:	event-1	**From the dashboard click "Backlog / Overdue".**	**UIE**
	event-2	**Input threshold days (e.g., 7) or choose preset and click "Load".**	**UID, UIE**
	event-3	**Fetch applications older than threshold (DAYS.between(submitted, today) > threshold).**	**DP**
	event-4	**Display overdue list with days-waiting, priority marker, assigned officer.**	**OP**
	event-5	**Select one or many rows and click "Escalate" or "Reassign".**	**UIE**
	event-6	**If "Reassign" - pick new officer;**	**UID , VR , DP ,OP**

		verify availability; save assignment; else show error.	
	event-7	**Show summary count (total overdue) and option to export or notify officers.**	**OP**
User-5, Goal-5	**Description of Goal-5: Set targets and re-submit flagged visas to visa approver**		
Workflow:	event-1	**From the dashboard click "Targets & Flagged Handling".**	**UIE**
	event-2	**Load current targets and flagged application list.**	**DP, OP**
	event-3	**In the "Set Target" area enter target values (e.g., reviews per day) and click "Save".**	**UID, UIE**
	event-4	**Validate target values (must be positive integers); if invalid show error else persist.**	**VL,DP,OP**
	event-**5**	**In flagged list select flagged application(s) and click "Resubmit to Approver".**	**UIE**
	event-6	**Add an optional manager note (UID) and click "Confirm Resubmit".**	**UID, UIE**
	event-7	**Save resubmission record and push application to approver queue (DP); mark local status = "Resubmitted".**	**DP ,OP**
	event-8	**Show confirmation message with resubmission ID and link to "Resubmitted list"**	**OP**
User-5, Goal-6	**Description of Goal-6: See status for resubmitted visas**		
Workflow:	event-1	**From the dashboard click "Resubmitted Applications" (or use a quick link from resubmit confirmation).**	**UIE**
	event-2	**Fetch resubmitted items and their processing status (Pending with Approver, Reviewed, Decision).**	**DP**
	event-3	**Display list with columns: AppID, ResubmittedAt, Approver, CurrentStatus, Notes.**	**OP**
	event-4	**Click an item to view timeline (original flag reason,**	**UIE, DP, OP**

		manager note, approver action).	
	event-5	If needed, click "Add Internal Note" to annotate and save.	UID,UIE,DP, OP
User-5, Goal-7	**Description of Goal-7:** Generate simple report (total applications today; approved vs pending; most common application type)		
Workflow:	event-1	From the dashboard click "Reports".	UIE
	event-2	Choose report preset "Daily Summary" or enter date range and click "Generate".	UID,UIE
	event-3	Compute metrics: total applications (today), counts by status (approved vs pending), most common visa type.	DP
	event-4	Display report summary (small table + simple text metrics).	OP
	event-**5**	Show "Report generated" confirmation and show quick visual summary (counts).	OP
	event-6	If no data for the range → show "No data" message.	VL,OP
User-5, Goal-8	**Description of Goal-8:** Publish Notices		
Workflow:	event-1	From dashboard click "Publish Notice".	UIE
	event-2	Load Notice form (Title, Body, PublishDate optional, Audience checkboxes).	DP, OP
	event-3	Enter title and body (UID) and optionally pick publish date/audience.	UID
	event-4	Click "Validate"; check title/body non-empty and publish date valid; if invalid show error else enable Publish.	UIE,VL,OP
	event-5	Click "Publish" (UIE) → save notice and set visibility (DP) → push notification to dashboards if immediate.	DP, OP
	event-6	Show success "Notice published" and display notice preview on top of dashboard.	OP

User-6 name: **Policy Mangaer**			
User-6, Goal-1	**Description of Goal-1: Visa Rule Editor** Add or edit simple rules		event type
Workflow:	event-1	**Click Visa Rule Editor**	**UIE**
	event-2	**Load rules list**	**DP**
	event-3	**Display rules and New Rule button**	**OP**
	event-4	**Click New Rule and enter rule fields**	**UIE, UID**
	event-5	**Validate required fields and duplicate.**	**VL, VR**
	event-**6**	**Save rule and confirm**	**DP, OP**
User-6, Goal-2	**Description of Goal-2: Processing Time settings**		
Workflow:	event-1	**Click Processing Time Settings**	**UIE**
	event-2	**Load visa types and times.**	**DP**
	event-3	**Display editable time fields**	**OP**
	event-4	**Edit a time (enter days)**	**UID**
	event-**5**	**Validate positive integer**	**VL**
	event-6	**Save changes and show confirmation**	**DP,OP**
User-6, Goal-3	**Description of Goal-3: Requirement Checklist** Set which documents are mandatory for each visa type		
Workflow:	event-1	**Click Requirement Checklist**	**UIE**
	event-2	**Load visa types and thei checklists**	**DP**
	event-3	**Display checklist for selected visa type.**	**OP**
	event-4	**Toggle required checkboxes**	**UID**
	event-**5**	**Validate**	**VL**
	event-6	**Save checklist changes and confirm**	**DP, OP**

User-6, Goal-4	**Description of Goal-4: View Policy Log** See recent policy changes		
Workflow:	event-1	**Click Policy Log**	**UIE**
	event-2	**Load policy log entries**	**DP**
	event-3	**Display log table**	**OP**
	event-5	**Validate filters(if used)**	**VL**
	event-6	**Apply filter and refresh view**	**DP, OP**
User-6, Goal-5	**Description of Goal-5: Enable/Disable Features** managers need to quickly switch features (turn demo mode on in a class, disable feedback during maintenance).		
Workflow:	event-1	**Click Feature Flags**	**UIE**
	event-2	**Verify current user can edit flags**	**VR**
	event-3	**Load flags into UI**	**DP**
	event-4	**Toggle a feature checkbox**	**UID**
	event-**5**	**Validatte (if sensitive)**	**VL**
	event-6	**Save flags and log change**	**DP, OP**
User-6, Goal-6	**Description of Goal-6: Publish Instruction Updates** Clear up applicant confusion or reflect policy changes by updating the help/instructions visible on the public site.		
Workflow:	event-1	**Click Instruction Updates**	**UIE**
	event-2	**Load current instruction**	**DP**
	event-3	**Display Instructions and Edit Button**	**OP**
	event- 4	**Click Edit and enter new text.**	**UIE,UID**
	event-5	**Validate non-empty**	**VL**
	event-6	**Save updated instructions and show preview**	**DP, OP**
User-6, Goal-7	**Description of Goal-7: Review Policy Impact** Before changing a rule, managers want to know how many		

	applications it will affect		
Workflow:	event-1	**Click Policy Impact**	**UIE**
	event-2	**Load recent apps and rules**	**DP**
	event-3	**Display a rule selector**	**OP**
	event-4	**Choose a rule to simulate**	**UID**
	event-**5**	**Run simple filter to count affected apps**	**DP**
	event-6	**Show summary count and sample list**	**OP**
User-6, Goal-8	**Description of Goal-8:** **Approve Major changes** Confirm and save a policy change		
Workflow:	event-1	**Click changes requests**	**UIE**
	event-2	**Load pending requests**	**DP**
	event-3	**Display request list with Open button**	**OP**
	event-4	**Open a request and read details**	**UIE, OP**
	event-**5**	**Enter approve/reject comment**	**UID**
	event-6	**Save decision and update request status**	**DP,OP**

User-7 name: Finance Clerk			
User-7, Goal-1	**Description of Goal-1:** Finance Clerk can view payment summary and dashboard details after login		event type
Workflow:	event-1	**Login process is executed**	**UIE**
	event-2	**System loads Finance Dashboard scene showing summary cards — “Total Payments,” “Pending Verifications,” “Refunds Processed,” and side menu with actions: Verify Payment, Issue Refund, Reports, Export Data**	**OP**
	event-3	**System fetches financial data (totals, pending, refunded) from FinanceRecord table**	**DP**
	event-4	**Validate fetched data integrity** • **If valid → display totals on dashboard cards.** • **If invalid → show “Error loading dashboard data.”**	**VL,OP**
	event-**5**	**Verify data belongs to logged-in Finance Clerk** • **If verified → display data on cards.** • **If not verified → show “Access denied.”**	**VR,OP**
	event-6	**Display verified financial data on dashboard cards.**	**DP,OP**
User-7, Goal-2	**Description of Goal-2:** Finance Clerk can verify an applicant’s payment record for visa processing		
Workflow:	event-1	**Login process is executed**	**UIE**
	event-2	**From Dashboard click “Verify Payment.”**	**UIE**
	event-3	**Display “Verify Payment” scene showing input field for Applicant ID / Application No. and a**	**OP**

		“Search” button	
	event-4	**Clerk enters Applicant ID or Application No. and clicks Search button**	**UID,UIE**
	event-**5**	**Validate input field** ● **If valid → continue to fetch payment record.** ● **If invalid → show ‘Invalid Applicant ID’.**	**VL,OP**
	event-6	**Verify payment record from PaymentRecord database** ● **If found → show details (Applicant ID, Amount, Date, Transaction ID, Status).** ● **If not found → show “Payment not found.”**	**VR,DP,OP**
	event-7	**Click “Mark as Verified.”**	**UIE**
	event-8	**System updates record status to “Verified,” generates receipt, and displays success scene** ● **If successful → show “Payment verified successfully.”** ● **If failed → show “Unable to verify payment, try again.”**	**DP,OP**
	event-9	**Show confirmation message “Payment verified successfully” and return to Dashboard**	**OP**
User-7, Goal-3	**Description of Goal-3: Finance Clerk can issue refunds for cancelled or rejected applications**		
Workflow:	event-1	**Login process is executed**	**UIE**
	event-2	**From Dashboard click “Issue Refund.”**	**UIE**

	event-3	**Display "Refund Form" scene** with fields — Application ID, Refund Amount, Reason, and "Submit Refund" button — OP	**UIE**
	event-4	**Clerk fills all the fields and clicks "Submit Refund."**	**UID,UIE**
	event-**5**	**Validate all inputs** • **If valid → continue to check refund eligibility.** • **If invalid → show "Please fill valid refund details."**	**VL,OP**
	event-6	**Verify refund eligibility using application status** • **If eligible → continue to process refund.** • **If not eligible → show "Refund not allowed for this case."**	**VR,OP**
	event-7	**Save refund record, update application as "Refunded," and generate refund receipt** • **If successful → show "Refund processed successfully."** • **If fails → show "Unable to process refund, try again."**	**DP**
	event-8	**Show message "Refund processed successfully" and redirect to Dashboard**	**OP**
User-7, Goal-4	**Description of Goal-4:** **Finance Clerk can generate daily or monthly financial reports**		
Workflow:	event-1	**Login process is executed**	
	event-2	From Dashboard click "Generate Report	**UIE**
	event-3	**Display "Generate Report" scene** with dropdowns: Report Type (Daily/Monthly), Date Range, and	**UIE,OP**

		"Generate" button	
	event-4	**Clerk selects report type and date range, then clicks "Generate."**	**UID,UIE**
	event-**5**	**Validate date inputs** • If valid → continue to verify transactions. • If invalid → show "Invalid date range.	**VL,OP**
	event-6	**Verify transaction records exist within selected range** • **If records exist → continue to generate report.** • **If none → show "No records found."**	**VR,DP,OP**
	event-7	**System processes payment and refund data, calculates totals, and generates report summary** • **If successful → display report summary.** • **If fails → show "Unable to generate report."**	**DP**
	event-8	**Display report on screen with totals and "Download Report" button**	**OP**
	event-9	**Clerk clicks "Download Report"; system exports file as PDF** • **If successful → show "Report downloaded successfully."** • **If fails → show "Unable to download report."**	**UIE,DP,OP**

User-7, Goal-5	**Description of Goal-5:** Finance Clerk can export payment and refund data to CSV file		
Workflow:	event-1	**Login process is executed**	UIE
	event-2	**From Dashboard click “Export Data.”**	UIE
	event-3	**Display “Export Data” scene showing format options: CSV, XLSX, and “Export” button**	OP
	event-4	**Clerk selects desired format and clicks “Export.”**	UID,UIE
	event-5	**Validate selection** ● **If valid → continue to verify data availability.** ● **If invalid → show “Please select export format.”**	VL,OP
	event-6	**Verify data available for export** ● **If available → generate export file.** ● **If none → show “No data found.”**	VR,OP
	event-**7**	**System processes and generates export file** ● If successful → display “File ready for download.” ● If fails → show “Unable to generate export file.	**DP**
	event-8	**Display “File ready for download” with download button**	**OP**
User-7, Goal-6	**Description of Goal-6:Finance Clerk can review pending payments that require manual verification**		
Workflow:	event-1	**Login process is executed**	UIE
	event-2	**From Dashboard click “Pending Payments.”**	UIE
	event-3	**Display “Pending Payments” scene listing all pending payment entries with “Verify” and**	OP

		“Reject” buttons	
	event-4	**System loads pending records** ● If records exist → display list. ● If none → show “No pending payments.”	VR,DP,OP
	event-**5**	**Clerk clicks “Verify” or “Reject.”**	**UIE**
	event-6	**Validate selection —** ● **If valid → update payment status accordingly.** ● **If invalid → show “Invalid action.”**	**VL,OP**
	event-7	**System updates payment status accordingly** ● **If successful → show “Status updated successfully.”** ● **If failed → show “Unable to update status.”**	**DP**
User-7, Goal-7	**Description of Goal-7: Finance Clerk can search and filter transaction history by applicant name, ID, or date**		
Workflow:	event-1	**Login process is executed**	UIE
	event-2	**From Dashboard click “Transaction History.”**	UIE
	event-3	**Display “Transaction History” scene showing search bar, filters (Name, ID, Date), and “Search” button**	OP
	event-4	**Clerk enters keyword or selects filter options, then clicks “Search.”**	UID,UIE
	event-**5**	**Validate input fields**	**VL,OP**

		• If valid → continue to verify matching records. • If invalid → show “Please enter valid search data.”	
	event-6	**Verify matching records exist** • If found → display filtered transactions table. • If none → show “No results found.”	**VR.OP,DP**
	event-7	**Display filtered transactions table (Order ID, Applicant Name, Amount, Status, Date)**	**OP**
User-7, Goal-8	**Description of Goal-8:** Finance Clerk can send issue reports or support requests for payment discrepancies		
Workflow:	event-1	**Login process is executed**	UIE
	event-2	**From Dashboard click “Report Issue.”**	UIE
	event-3	**Display “Report Issue” scene with fields — Subject, Message, Optional Screenshot, and “Send” button**	OP
	event-4	**Clerk fills in the details and clicks “Send.”**	UID, UIE
	event-**5**	**Validate required fields** • If valid → continue to verify support connection. • If invalid → show “All fields required.”	VL, OP
	event-6	**Verify connection with Support queue** • If connected → send message successfully. • If not connected → show “Unable to send at this time.”	VR, DP
	event-7	**Display confirmation “Issue submitted successfully” and return to Dashboard**	

		• If sent → show “Issue submitted successfully.” • If failed → show “Issue submission failed, try again.”	

User-8 name: Support Agent			
User-8, Goal-1	**Description of Goal-1:** Support Agent can view dashboard summary after login.		event type
Workflow:	event-1	Log in process is executed	UIE
	event-2	System loads Support Dashboard scene showing cards — “Total Tickets,” “Pending,” “Resolved,” and side menu with: View Tickets, Respond, Escalate, Reports.	OP
	event-3	System fetches ticket summary data from SupportTicket table.	DP
	event-4	Validate fetched data. • If valid → continue to display. • If invalid → show “Error loading dashboard.”	VL,OP
	event-**5**	Verify data belongs to logged-in Support Agent. • If verified → show summary on cards. • Else → show “Access denied.”	**VR,OP**
	event-6	**Display verified summary data** on dashboard cards (Total, Pending, Resolved).	**DP,OP**
User-8, Goal-2	**Description of Goal-2:Support Agent can view all assigned support tickets.**		
Workflow:	event-1	Log in process is executed	UIE
	event-2	From Dashboard click “View Tickets.”	UIE
	event-3	System loads “All Tickets” scene listing all assigned tickets with columns: Ticket ID, User Name, Issue Type, Status, Date.	OP
	event-**4**	Fetch assigned tickets from SupportTicket database.	DP
	event-**5**	Verify data availability. • If tickets found → display list. • Else → show “No tickets assigned.”	VR,OP
	event-**6**	**Display verified ticket list** on screen.	**DP,OP**

User-8, Goal-3	**Description of Goal-3: Support Agent can respond to a user's support ticket.**		
Workflow:	event-1	Log in process is executed	UIE
	event-2	From "All Tickets" click on a specific Ticket ID.	UIE
	event-3	Display "Ticket Details" scene showing user info, issue message, and reply input box.	OP
	event-4	Agent types reply and clicks "Send Response."	UIE,UID
	event-**5**	Validate reply input. • If valid → continue. • If invalid → show "Please enter a message."	**VL,OP**
	event-6	Verify ticket status (must be Open or Pending). • If valid → save reply, update ticket log. • Else → show "Cannot reply to closed ticket."	**VR,DP,OP**
	event-7	Show "Response sent successfully" and return to ticket list.	**OP**
User-8, Goal-4	**Description of Goal-4: Support Agent can escalate an unresolved ticket to higher authority.**		
Workflow:	event-1	Log in process is executed	UIE
	event-2	From "Ticket Details" click "Escalate."	UIE
	event-3	Show confirmation popup "Are you sure to escalate this ticket?" with Yes/No buttons.	OP
	event-**4**	Agent confirms escalation.	UIE
	event-**5**	Validate ticket eligibility for escalation. • If valid → forward to Senior Support queue. • If invalid → show "Ticket already escalated or closed."	**VL,OP**
	event-6	**Verify ticket ownership and access permission.** • If verified → forward to Senior Support queue. • If not verified → show "Access denied for this ticket."	**VR,OP**
	event-**7**	System updates status to "Escalated" and logs activity.	**DP**
	event-**8**	Show "Ticket escalated successfully."	**OP**

User-8, Goal-5	**Description of Goal-5:** Support Agent can close a resolved ticket.		
Workflow:	event-1	Log in process is executed	UIE
	event-2	From “Ticket Details” click “Close Ticket.”	UIE
	event-3	Confirm closure.	UIE
	event-**4**	**Validate ticket resolution state.** • If valid → continue. • If invalid → show “Ticket not yet resolved.”	VL,OP
	event-**5**	**Verify ticket ownership and closure permission.** • If verified → mark ticket as Closed. • If not verified → show “You are not authorized to close this ticket.”	**VR,DP,OP**
	event-**6**	**Show message “Ticket closed successfully.”**	**OP**
User-8, Goal-6	**Description of Goal-6:** Support Agent can search support tickets by user name, ticket ID, or date		
Workflow:	event-1	Log in process is executed	UIE
	event-2	From Dashboard click “Search Tickets.”	UIE
	event-3	Display “Search” scene with fields — Name, Ticket ID, Date, and “Search” button.	OP
	event-4	Agent enters search keyword and clicks “Search.”	UIE,UID
	event-**5**	Validate input fields. • If valid → continue. • If invalid → show “Please enter valid search data.”	**VL,OP**
	event-6	Verify matching tickets exist. • If found → show result list. • Else → show “No tickets found.”	**VR,DP,OP**
	event-7	**Display search results list** with Ticket ID, User Name, Date, and Status.	**DP,OP**
User-8, Goal-7	**Description of Goal-7:** Support Agent can generate daily or monthly support report.		
Workflow:	event-1	Log in process is executed	UIE
	event-2	From Dashboard click “Reports.”	UIE

	event-3	Display “Generate Report” scene with dropdowns: Report Type (Daily/Monthly), Date Range, and “Generate” button.	OP
	event-**4**	Agent selects type and range, then clicks “Generate.”	UIE,UID
	event-**5**	Validate inputs. • If valid → continue. • If invalid → show “Invalid date range.”	**VL,OP**
	event-**6**	Verify ticket records exist in range. • If found → continue. • Else → show “No records found.”	**VR,DP,OP**
	event-**7**	System calculates stats (Total, Resolved, Pending, Escalated) and generates report summary.	**DP**
	event-**8**	Display report and “Download PDF” option.	**OP**
	event-**9**	Agent clicks “Download PDF”; system exports file.	**UIE,OP,DP**
	event-10	Show “Report downloaded successfully.”	**OP**
User-8, Goal-8	**Description of Goal-8:** Support Agent can send internal issue or system feedback to admin.		
Workflow:	event-1	Log in process is executed	UIE
	event-2	From Dashboard click “Send Feedback.”	UIE
	event-3	Display “Feedback Form” scene with Subject, Message, and “Send” button.	OP
	event-4	Agent fills details and clicks “Send.”	UID,UIE
	event-**5**	Validate inputs. • If valid → continue. • If invalid → show “All fields required.”	**VL,OP**
	event-6	Verify connection with Admin support channel. • If connected → send message. • Else → show “Unable to send feedback.”	**VR,DP,OP**
	event-7	Display “Feedback sent successfully” and return to Dashboard.	**OP**