

CASE DESCRIPTIONS

Interface 1

Case	Login
Actors	Sales Associate, Quote Database
Description	Will give access to the database to an authorized sales associate.
Data	Will require a user ID as well as a password to acquire access to the quote database.
Stimulus	Require authorization to edit and access the database by prompting users to log in on the home page.
Response	Will confirm access after user has logged in and allow changes
Comments	Sales associate will have their very own personal user ID provided by employer

Case	Quote Data
Actors	Sales Associate, Quote Database
Description	Contains data about a quote, such as its name, description, price, and any attached comments or notes
Data	Description, Name, Price, Comments/Notes
Stimulus	Creating/searching a quota that needs to be saved onto the database
Response	Confirms a successful creation/search of a quote and shows user all the information attached to it
Comments	Each quote is identified by a quote ID

Case	Modify
Actors	Sales Associate, Quote Database
Description	Allows authorized user to change and edit information within a quote
Data	Description, Name, Price, Comments/Notes

Stimulus	An 'Edit' button after a quote search allows users to modify the information within the quote.
Response	Confirms the successful change and updates the quote with the new information.
Comments	Users can change any aspect of the quote: name, price, description, etc.

Case	Customer Data
Actors	Quote Database
Description	Contains customer data.
Data	Customer Name, Customer Address, Customer Phone Number, Email Address
Stimulus	When creating or searching for quotes, customer information will always be present in order to contact customers.
Response	After creating a quote a success prompt will show up. If the user is searching for a quote, customer contact information will always show alongside the quote.
Comments	Customer information can also be updated

Case	Modify Quote Details
Actors	Company Headquarters, Finalized Quotes
Description	Allows quotes to be edited, removed, and allows sales associates to attach discounts.
Data	Edit, Remove, Discounts
Stimulus	This is required when submitting finalized quotes to company headquarters for review and for it to be archived.
Response	Confirms that the finalized quote has been submitted
Comments	None

Case	Line Items
Actors	Company Headquarters, Finalized Quotes
Description	Individual product/service that is being sold
Data	Item, Service, Quantity
Stimulus	When creating a finalized quote, sales associates must specify the type of service or item they are selling, as well as its quantity, for it to be a valid quote
Response	After successfully selecting an item/service, the quote will be updated accordingly.
Comments	None

Case	Status
Actors	Finalized Quotes, Quote Database
Description	Will check the status of the quote in the database
Data	Status
Stimulus	Will prompt sales associate with a unresolved or sanctioned option for user to select
Response	Will update database accordingly and prepare to send out email to customer
Comments	None

Case	Quote Confirmation
Actors	Customer, Quote Database
Description	Is in charge of contacting customer on the status of their order
Data	Status, Customer Email Address, Customer Name, Quote ID
Stimulus	After finalizing a quote, sales associates are in charge contacting customers and letting them know about their order
Response	After contacting customers on their order, sales associates will have finished their quote and must wait on customer response.

Comments	None
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Interface 3

Case	Response
Actors	Customer, Sales Associate
Description	Will determine whether a customer wants to accept a quote after further negotiating
Data	Response
Stimulus	When user receives email they contact sales associate and either agree or disagree to the quote
Response	Sales associate will put in the order request
Comments	All of this is negotiable through the final discount

Case	Final Amount
Actors	Customer, Sales Associate
Description	Final amount for the quote that customer will pay
Data	Final Amount
Stimulus	After customer accepts quote, the final amount will be finalized
Response	Sales associate shall start the ordering process
Comments	None

Case	Purchase Details
Actors	Customer, External Processing System
Description	Contains purchase information for the user such as an order number, date, etc.

Data	Customer Name, Order ID, Order Date, Final Amount, Line Items, Customer Email Address, Customer Phone Number
Stimulus	After an order is placed
Response	Send email to customer with their order information
Comments	None

Case	Order Placement
Actors	External Processing System, Sales Associate
Description	After receiving customer approval, sales associates may convert the quote into a purchase order and it is sent to the external processing system
Data	Quote ID, Discounts, Total, Processing Date, Line Items, Commission rate, Customer email, Customer Name, Customer Address, Customer Payment Information
Stimulus	After an agreement with a customer a sales associate must finalize and place the order.
Response	Order will be transferred to an external processing system where payment will be taken.
Comments	Customers can only pay with card

Case	Commision Rate
Actors	External Processing System, Sales Associate
Description	This will account to the commission rate that the sales associate will receive
Data	Rate, Order ID
Stimulus	Sales associates will get their commission rate after placing an order
Response	Will log a commission rate linked to the Order ID onto the database
Comments	Commision rates may vary based on final amount

Case	Commision
Actors	Sales Associate, Payroll
Description	Will be the total amount a sales associate will receive in commission for a successfully placed order
Data	Rate, Final Amount
Stimulus	After confirmation of payment, commission will start its process
Response	Will deposit the commission onto the sales associates payroll
Comments	None

Interface 4

Case	Manage Sales Associates Records
Actors	Administrator, Sales Associate database
Description	Administrators can view, add, edit, and delete sales associates records from the database
Data	Sales associate, User ID
Stimulus	Administrator enters the database to manage sales associates records
Response	System updates changes made by the administrator
Comments	Only administrators may access

Case	Search for Sales Associates
Actors	Administrator, Sales Associate database
Description	Administrators may search for sales associates using name or user ID
Data	Name, User ID
Stimulus	Administrator enters database and puts in a search
Response	System retrieves data matching search

Comments	Only administrators may access
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Case	Search for Quotes
Actors	Administrator, Quote database
Description	Administrators may search for quotes in the quote database using filters
Data	Quote ID, Sales Associate, Date Range, Status, Customer
Stimulus	Administrator enters database and puts in a search
Response	System retrieves data matching search
Comments	Only administrators may access

Case	Employee Information
Actors	Sales Associate Database, Associate Info
Description	Will hold all of a sales associates personal information
Data	Sales Associate Name, User ID, Password, Accumulated Commission, Address
Stimulus	Administrator chooses what to view or change
Response	Any changes made from administrator will be reflected
Comments	Only administrators may access