

## Business Logic's for "ISP Logic"

- 1. Role-Based Access Control for Department and Employee Management :** Only users with Admin or DBA roles can add, modify or remove Departments and Employees.
- 2. Enforcement of Non-Negative Employee Salaries :** Employees salaries cannot be negative.
- 3. Salary Limitation Based on Presidential Salary :** Any employee's salary cannot be higher than the President's salary.
- 4. Data Access Restriction to Logged-In Users :** Without Logging in no data is available for viewing or modifying.
- 5. Minimum Offer Duration Requirement :** Any Offer duration cannot be lower than a week.
- 6. Maximum Offer Discount Constraint :** Any Offer discount cannot be higher than the applied Invoice total amount.
- 7. Bill Calculation Based on Cancellation Date :** When a customer cancels their connection, if it's before the 15<sup>th</sup> of month, he will be charged for half the package price. If its after the 15<sup>th</sup> then he will be charged for the full month.
- 8. Automatic Adjustment of Deposit Amount upon Service Cancellation :** Upon connection cancellation, the customer's DEPOSIT\_AMOUNT will be automatically adjusted with the final month's invoice.
- 9. Alert for Overdue Support Tickets on Admin Dashboard :** If a support tickets Status remains "OPEN" for more than a day, it will be shown in the admin Dashboard.
- 10. Display of Open Support Tickets on User Dashboard :** All "OPEN" Support Tickets will be shown in the USER Dashboard.
- 11. Automatic Service Suspension :** Automatically change customer status to "Inactive" for customers who fail to make payments on time. Customer status will be automatically updated upon payment confirmation.
- 12. Service Upgrade/Downgrade :** Customers packages and services can be updated or removed. Any prorated charges or refunds should be calculated accordingly in that month's invoice.
- 13. Referral Program :** A referral program where existing customers can earn discounts for referring new customers to the ISP. Track referrals and apply discounts automatically.