

Product Use Case Document - LogIQ

1. Introduction

1.1 Project Overview

The Service Management System is a robust, scalable application designed to assist onsite service engineers from companies like Maytag and Whirlpool in troubleshooting and maintaining household appliances such as refrigerators, air conditioners, washing machines, and cooktops. The system is composed of three core components: the Customer App, the Service Engineer App, and the Admin App. Each component is meticulously crafted to address the specific needs of its user base, ensuring a seamless and efficient service process.

1.2 Purpose of the Document

This document outlines the various use cases for the project, detailing the interactions between users & the system, the system response, and any alternate scenarios. It serves as a blueprint for developers, testers, and stakeholders to understand and implement the required functionality.

The use cases cover all the major functionalities of the Customer App, Service Engineer App, and Admin App, focusing on user interactions, system responses, and any dependencies or constraints. This document will be updated as more new features are added to each application.

2. Elements of the Use Case

2.1 Actors

- **Customer:** Registers their new appliances, raises service tickets for onsite visits, views service history & tracks service requests.
- **Service Engineer:** Manages service requests, accesses troubleshooting guides, orders inventory, and completes service reports.
- **Admin:** Manages the users, engineers, tickets and inventory, oversees the branding and provides analytics for reporting purposes.

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3. Use Case Descriptions

3.1 Customer App

3.1.1 Register Appliance

- **Preconditions:**
 - Customer has logged into the app.
- **Trigger:**
 - Customer selects the option to register a new appliance.
- **Main Flow:**
 - Customer selects "Register New Appliance."
 - System prompts the customer to enter appliance details (model number, purchase date, serial number, etc.).
 - Customer enters the details and submits the form.
 - System validates the entered details.
 - System confirms registration and updates the customer's appliance list.
- **Alternate Flows:**
 - **Invalid Data Flow:**
If the data is invalid, the system prompts the customer to enter the correct data.
 - **Duplicate Appliance Flow:**
If the appliance is already registered, system notifies the customer and prevents duplicate registration.
- **Result:**
 - The appliance is registered and associated with the customer's profile.

3.1.2 View Service History

- **Preconditions:**
 - Customer has registered appliances and has previous service records.
- **Trigger:**
 - Customer selects the option to view the service history.
- **Main Flow:**
 - Customer navigates to the "Service History" section.
 - System displays a list of past service requests linked to the customer's registered appliances.

- Customer selects a specific service record to view detailed information (date of service, engineer details, issue resolution, parts replaced, etc.).
- **Alternate Flows:**
 - **No Service Records Flow:**
If there are no service records, the system should display a "No Service History Available" message.
- **Result:**
 - The customer can review past service records.

3.1.3 Access Service FAQs

- **Preconditions:**
 - The customer has general questions or needs guidance on using the service.
- **Trigger:**
 - The customer decides to consult the FAQs for information.
- **Main Flow:**
 - Customer navigates to "Help" or "FAQs."
 - System displays a categorized list of frequently asked questions and answers.
 - Customer selects a category or searches for a specific question.
 - System provides detailed answers or guides based on the customer's selection.
- **Result:**
 - The customer accesses the FAQs and finds answers to their queries.

3.1.4 Raise Service Ticket

- **Preconditions:**
 - The customer has registered appliances.
- **Trigger:**
 - The customer selects an appliance and chooses to raise a service ticket.
- **Main Flow:**
 - Customer selects the appliance requiring service.
 - System displays a list of common issues related to the appliance.
 - Customer selects the issue or describes the problem.
 - Customer selects their preferred service date and time slot for the visit.
 - System assigns a service engineer and confirms the appointment.
- **Alternate Flows:**
 - **Engineer Unavailability Flow:**
If no engineers are available at the selected time, the system suggests alternate slots and proceeds with the booking.

- **Result:**
 - A service ticket is created, and the engineer is notified.

3.1.5 Track Service Request

- **Preconditions:**
 - Customer has an active service request.
- **Trigger:**
 - Customer selects the option to track the status of their service request.
- **Main Flow:**
 - Customer navigates to "Track Service Request."
 - System displays the status of the ongoing service request (e.g., Assigned, In Progress, Completed).
 - System provides an estimated time of arrival (ETA) for the service engineer if the request is in progress.
 - Customer can view real-time updates on the service status.
- **Alternate Flows:**
 - **Service Request Not Found Flow:**
If the service request ID is invalid or not found, the system prompts the customer to check the request details.
- **Result:**
 - The customer is informed of the current status of their service request.

3.1.6 Track Replacement Part Order

- **Preconditions:**
 - The service engineer has ordered a replacement part through the service app.
- **Trigger:**
 - The customer wants to check the status of the ordered part.
- **Main Flow:**
 - Customer navigates to "Replacement Parts."
 - System displays the list of parts ordered, along with their status (e.g., processing, shipped, delivered).
 - Customer selects an order to view detailed tracking information.
 - System provides updates on the part's location and estimated delivery date..
- **Result:**
 - The customer tracks the part order and is kept informed of its status.

3.1.7 Manage Service Notifications

- **Preconditions:**
 - The customer has received notifications related to their service requests, orders, or account.
- **Trigger:**
 - The customer wants to review, manage, or adjust their notification settings.
- **Main Flow:**
 - Customer navigates to "Notifications" or "Settings."
 - System displays all recent notifications and provides options to manage notification preferences.
 - Customer reviews notifications, marks them as read, deletes them, or adjusts settings (e.g., turn off certain types of notifications).
 - System saves the customer's preferences and adjusts future notifications accordingly.
- **Alternate Flows:**
 - **Notification Overload Flow:**
If the customer receives too many notifications, the system suggests consolidating them into a daily summary.
- **Result:**
 - Customer manages their notifications and adjusts settings to their preference.

3.1.8 View Invoices for Completed Services

- **Preconditions:**
 - The service tasks have been completed, and payments are due.
- **Trigger:**
 - The service engineer selects the option to close the service request ticket.
- **Main Flow:**
 - After the service engineer closes the ticket and verifies the action via the OTP sent to the customer, the system compiles the details and calculates the charges.
 - System then generates the invoices and sends them to the respective customers
- **Alternate Flows:**
 - **Dispute Resolution Flow:**
If a customer disputes an invoice, the system logs the dispute and flags it for further review.
- **Result:**
 - Invoice is generated & sent to customer with payment records updated in system

3.1.9 Provide Service Feedback

- **Preconditions:**
 - The customer has received service from a service engineer.
- **Trigger:**
 - The customer selects the option to provide feedback on the service.
- **Main Flow:**
 - Customer navigates to "Provide Feedback" after a service is completed.
 - System prompts the customer to rate the service and leave comments.
 - Customer provides a rating (e.g., 1-5 stars) and enters comments.
 - System submits the feedback and stores it in the service history.
- **Alternate Flows:**
 - **No Feedback Flow:**
If the customer chooses not to provide feedback, they can skip this step.
- **Result:**
 - The feedback is submitted and stored in the system.

3.2 Service Engineer App

3.2.1 Accept or Decline Service Request

- **Preconditions:**
 - A new service ticket has been assigned to the engineer by the system or admin.
- **Trigger:**
 - The engineer receives a notification for a newly assigned service ticket.
- **Main Flow:**
 - The engineer selects the notification or accesses the "Assigned Tickets" section.
 - The system displays the details of the newly assigned ticket, including customer details, appliance information, issue description, and service location.
 - The engineer reviews the ticket details.
 - The engineer selects either the "Accept" or "Decline" option:
 - **If Accepted:**
 1. Engineer needs to enter few details on the resolution slot etc.
 2. The ticket is added to the engineer's queue.
 3. The system updates the ticket status to "In progress."
 4. Details of the engineer are reflected on the customer's app and an email is sent with further details.
 - **If Declined:**
 1. The system prompts the engineer to provide a reason for declining the ticket.
 2. The system updates the ticket status to "Declined."

3. The ticket is sent to the admin's queue for manual reassignment.

- **Alternate Flows:**
 - **System Error During Ticket Acceptance:**
 - System encounters an error while attempting to update the ticket status.
 - The engineer receives an error message.
 - The system prompts the engineer to try accepting the ticket again.
- **Result:**
 - If accepted, the engineer has a new ticket in their queue and is ready to proceed with the service request.
 - If declined, the ticket is flagged for reassignment, and the admin is notified to assign the ticket to another engineer.

3.2.2 View Assigned Tickets

- **Preconditions:**
 - The engineer is logged into the app.
- **Trigger:**
 - The engineer accesses the "Assigned Tickets" section.
- **Main Flow:**
 - Engineer selects "View Assigned Tickets."
 - System displays a list of tickets assigned to the engineer.
 - Engineer selects a ticket to view detailed information (customer details, appliance information, issue description, etc.).
 - Engineer reviews the ticket and plans the visit.
- **Alternate Flows:**
 - **No Assigned Tickets Flow:**
System displays a "No Tickets Available" message if no tickets are assigned.
- **Result:**
 - The engineer is informed of their assigned tickets.

3.2.3 Commute to Location

- **Preconditions:**
 - The engineer has accepted a service ticket.
- **Trigger:**
 - The engineer selects the "Commute to Location" option.
- **Main Flow:**
 - System displays the customer's location on a map with optimized route options.
 - Engineer can view estimated travel time and distance for each route.

- Engineer selects a preferred route and starts navigation.
- **Result:**
 - Engineer receives turn-by-turn navigation assistance to the customer's location.

3.2.4 Verify Identity with OTP and Begin Resolution

- **Preconditions:**
 - The engineer has arrived at the customer's location for a service request.
- **Trigger:**
 - The system prompts the engineer to verify their identity before starting with the resolution
- **Main Flow:**
 - System generates a unique OTP and sends it to the customer's mobile number.
 - Engineer requests the OTP from the customer.
 - Engineer enters the OTP into the app.
 - System verifies the OTP and logs the time at which the resolution began.
 - System changes the service ticket status to "In Progress."
 - The engineer can now access the service history, order replacement parts, and complete the service report.
- **Alternate Flows:**
 - **Invalid OTP Flow:**
 - If the entered OTP is incorrect, the system prompts the engineer to re-enter the correct OTP.
- **Result:**
 - Engineer's identity is verified, allowing them to proceed with the service request.

3.2.5 Report Unsafe Working Conditions

- **Preconditions:**
 - The engineer is on-site and identifies unsafe working conditions.
- **Trigger:**
 - The engineer selects the option to report unsafe conditions.
- **Main Flow:**
 - Engineer navigates to "Report Unsafe Conditions."
 - System prompts the engineer to describe the unsafe conditions and upload any relevant photos.
 - Engineer submits the report, which is sent to the admin and safety team.
 - System acknowledges the report and may pause the service ticket until further instructions are given.

- **Alternate Flows:**
 - **Immediate Escalation Flow:**
If the situation is critical, the system automatically escalates the report to the appropriate personnel.
- **Result:**
 - The unsafe condition is reported, and the service may be paused or redirected.

3.2.6 Access Customer Service History

- **Preconditions:**
 - The engineer is logged in and assigned to a customer's service request.
- **Trigger:**
 - The engineer selects the option to view the customer's service history.
- **Main Flow:**
 - Engineer selects "Service History" from the service ticket.
 - System displays the customer's past service records, including previous issues and resolutions.
 - Engineer reviews the history to understand recurring issues or prior solutions.
- **Alternate Flows:**
 - **No History Available Flow:**
If no service history is available, the system notifies the engineer.
- **Result:**
 - The engineer is informed of the customer's service history and can tailor the current service accordingly.

3.2.7 Access Troubleshooting Guide

- **Preconditions:**
 - The engineer has an active ticket.
- **Trigger:**
 - The engineer selects "Troubleshooting Guide" from the ticket details.
- **Main Flow:**
 - Engineer selects the troubleshooting guide option.
 - System fetches and displays relevant troubleshooting steps for the issue.
 - Engineer follows the steps to resolve the issue.
- **Alternate Flows:**
 - **Guide Not Available Flow:**
If the troubleshooting guide is not available, the system suggests contacting support or searching the knowledge base.

- **Result:**
 - The engineer has access to the troubleshooting steps.

3.2.8 Order Replacement Parts

- **Preconditions:**
 - The engineer is logged into the app and has identified the need for a replacement part during a service visit.
- **Trigger:**
 - The engineer selects the option to order a replacement part.
- **Main Flow:**
 - Engineer selects "Order Parts" from the active ticket.
 - System displays a list of parts compatible with the appliance.
 - Engineer selects the required part(s) and submits the order.
 - System generates an OTP and sends it to the customer's registered mobile number/email id/dashboard to verify the purchase details.
 - Customer shares OTP with engineer who enters it to confirm spare part purchase
 - System processes the order and provides estimated delivery date and tracking id
 - System updates the service ticket with the spare parts purchase details.
- **Alternate Flows:**
 - **Invalid OTP Flow:**
If the entered OTP is incorrect, system prompts user to re-enter the correct OTP.
 - **Part Not Available Flow:**
If the required part is out of stock, the system suggests alternative parts or notifies the engineer to contact inventory management.
- **Result:**
 - The replacement parts order is placed, and the service ticket is updated.

3.2.9 Close Service Ticket with OTP

- **Preconditions:**
 - The engineer has completed the service task and filled the service report.
- **Trigger:**
 - The engineer selects the option to close the service ticket.
- **Main Flow:**
 - System generates a unique OTP and sends it to the customer's registered mobile number.
 - Engineer requests the OTP from the customer.
 - Engineer enters the OTP into the app.
 - System verifies the OTP and closes the service ticket.

- **Alternate Flows:**
 - **Invalid OTP Flow:**
 - If the entered OTP is incorrect, the system prompts the engineer to re-enter the correct OTP.
- **Result:**
 - The service ticket is closed, and the customer is notified.

3.2.10 Complete Service Report

- **Preconditions:**
 - The engineer has completed the service task.
- **Trigger:**
 - The engineer selects the option to complete the service report.
- **Main Flow:**
 - Engineer selects "Complete Service Report" on the ticket.
 - System prompts the engineer to enter details such as the issue resolution, parts replaced, time spent, and any customer feedback.
 - Engineer fills in the required information and submits the report.
 - System requests the engineer to enter the OTP that is sent to the customer for closing the service ticket.
 - System updates service ticket status to "Completed" and sends a confirmation to the customer.
 - System logs the service report in the customer's service history.
- **Alternate Flows:**
 - **Incomplete Information Flow:**
If the engineer fails to provide all required information, the system prompts for the missing details.
- **Result:**
 - The service report is completed, and the ticket is closed.

3.2.11 Access Training Modules

- **Preconditions:**
 - The engineer is logged into the app and has access to training modules.
- **Trigger:**
 - The engineer selects the option to access training materials.
- **Main Flow:**
 - Engineer navigates to "Training Modules."
 - System displays a list of available training materials (e.g., videos, documents, quizzes).

- Engineer selects a module to begin training.
- System tracks the engineer's progress and stores completion records.
- **Alternate Flows:**
 - **No Modules Available Flow:**
If no modules are available, the system notifies the engineer and suggests contacting support.
- **Result:**
 - The engineer completes the training and the completion is recorded.

3.2.12 Engineer Reward System

- **Preconditions:**
 - Service engineer has completed multiple service requests with positive customer feedback or achieved specific performance metrics set by the organization.
- **Trigger:**
 - The system automatically evaluates the engineer's performance over a specified period or after completing a certain number of service requests.
- **Main Flow:**
 - The system periodically reviews the engineer's completed service requests, including metrics such as customer satisfaction, timeliness, issue resolution, and service quality.
 - If the engineer meets or exceeds predefined thresholds (e.g., high customer ratings & quick resolution times), the system calculates reward points or bonuses.
 - The engineer can access a "Rewards" section in their app to view accumulated points, redeemable items, or bonuses.
 - If the engineer has enough points, they can redeem them for rewards such as gift cards, additional leave days, or company-branded merchandise.
- **Alternate Flows:**
 - **Low-Performance Flow:**
If the engineer's performance metrics do not meet the thresholds, the system provides feedback or suggestions for improvement instead of rewards.
 - **Reward Redemption Flow:**
If the engineer tries to redeem rewards but does not have enough points, the system notifies them and provides options to earn more points.
- **Result:**
 - The engineer is rewarded for performance - boosting their morale & encouraging high-quality service.
 - The system updates the reward points balance and tracks redeemed rewards.

3.3 Admin App

3.3.1 Dashboard with Analytics

- **Preconditions:**
 - The admin is logged into the app.
- **Trigger:**
 - The admin logs into the application and lands on the “Dashboard” page.
- **Main Flow:**
 - System displays default reports
 - For detailed analysis, system displays available options (service performance, engineer productivity, customer satisfaction, etc.).
 - Admin selects a report to view detailed metrics and charts.
 - System generates and displays the selected report.
- **Alternate Flows:**
 - **No Data Available Flow:**
If no data is available for the selected report, the system notifies the admin.
- **Result:**
 - The admin reviews the report.

3.3.2 Manage Users

- **Preconditions:**
 - The admin is logged into the app.
- **Trigger:**
 - The admin selects the "Manage Users" option.
- **Main Flow:**
 - Admin selects "Manage Users"
 - System displays a list of registered users (customers and engineers).
 - Admin selects a user to view details or edit information.
 - Admin updates user details or deactivates a user account.
 - System saves the changes and updates the user list.
- **Alternate Flows:**
 - **User Not Found Flow:**
If the selected user is not found, the system displays an error message.
- **Result:**
 - The user list is updated with the admin’s changes.

3.3.3 Manage Inventory/Training Content

- **Preconditions:**

- The admin has access to inventory management features.
- **Trigger:**
 - The admin selects the "Manage Inventory" option.
- **Main Flow:**
 - Admin navigates to "Manage Inventory."
 - System displays a list of available parts and their stock levels.
 - Admin can add new parts, update stock levels, or remove parts that are no longer available.
 - Admin updates the inventory and submits changes.
 - System saves the updates and adjusts stock levels accordingly.
- **Alternate Flows:**
 - **Part Not Found Flow:**
If the part to be updated is not found, the system prompts the admin to recheck or add the part.
- **Result:**
 - Inventory is updated, and stock levels are adjusted.

3.3.4 Manage Engineer Training Modules

- **Preconditions:**
 - Training modules are available in the system & engineers need periodic training or certification.
- **Trigger:**
 - The admin wants to assign or update training modules for service engineers.
- **Main Flow:**
 - Admin navigates to the "Training Modules" section.
 - System displays the list of available training modules, including descriptions, prerequisites, and status (e.g., mandatory, optional).
 - Admin assigns specific modules to engineers or groups of engineers based on their roles, performance, or service requirements.
 - System notifies the engineers and tracks their progress through assigned module
 - Admin monitors completion rate, scores and certifications achieved by engineers
- **Result:**
 - Engineers are assigned appropriate training & the system captures their progress

3.3.5 Manage Customer Complaints

- **Preconditions:**
 - The admin has access to customer complaints management.

- **Trigger:**
 - The admin selects the option to view and manage customer complaints.
- **Main Flow:**
 - Admin navigates to "Customer complaints" section.
 - System displays a list of complaints, categorized by type and urgency.
 - Admin selects a complaint to view details and customer feedback.
 - Admin assigns the complaint to a customer service representative for resolution or escalates it to higher management.
 - System tracks the status of the complaint and notifies customer upon resolution.
- **Alternate Flows:**
 - **Auto-Resolution Flow:**
If the complaint is a common issue, the system suggests a predefined solution. If the user is satisfied, the flow is broken else the complaint is forwarded as a ticket
- **Result:**
 - Customer complaints are managed, and resolutions are tracked.

3.3.6 Manage Engineer Rewards System

- **Preconditions:**
 - The admin has set criteria for rewards based on engineer performance, such as the number of completed service requests, customer satisfaction ratings, or time taken to resolve issues.
- **Trigger:**
 - Admin selects the "Manage Engineer Rewards" option from the admin dashboard
- **Main Flow:**
 - Admin selects "Manage Engineer Rewards" from the admin dashboard.
 - System displays a list of engineers with their performance metrics and eligibility status for rewards.
 - Admin reviews performance metrics and selects engineers eligible for rewards.
 - System prompts admin to choose the type of reward (e.g., bonus, recognition, additional leave).
 - Admin confirms the reward selection.
 - System updates the engineer's profile with the reward details and notifies the engineer of the reward.
 - System records reward in the engineer's performance history for future reference
- **Alternate Flows:**
 - **No Eligible Engineers Flow:**
If no engineers meet the reward criteria, the system notifies the admin and suggests reviewing the criteria or scheduling a performance review meeting.

- **Result:**
 - Eligible engineers receive rewards; their profiles are updated accordingly, improving motivation and performance.

3.3.7 Manage Cases of Unsafe Conditions Reported by Engineers

- **Preconditions:**
 - The admin has received reports of unsafe conditions from engineers via the app.
- **Trigger:**
- Admin selects the "Manage Unsafe Condition Reports" option from the admin dashboard
- **Main Flow:**
 - Admin selects "Manage Unsafe Condition Reports" from the admin dashboard.
 - System displays a list of reported unsafe conditions along with details such as the engineer's name, location, and nature of the issue.
 - Admin reviews the details of each reported case.
 - Admin selects an unsafe condition report to address.
 - System prompts the admin to choose an action (e.g., escalate to higher management, send safety equipment, reschedule the service).
 - Admin selects and confirms the appropriate action.
 - System notifies the engineer and relevant stakeholders of the chosen action.
 - Admin monitors resolution of unsafe condition & updates status once resolved
- **Alternate Flows:**
 - **Immediate Danger Flow:**
If reported condition poses danger, the system automatically escalates the issue to higher management and suggests emergency protocols to the engineer.
- **Result:**
 - Unsafe conditions are managed appropriately, ensuring the safety of engineers and compliance with safety standards.

3.3.8 Assign Service Engineers

- **Preconditions:**
 - The admin has a pending service request that requires an engineer assignment.
- **Trigger:**
 - The admin selects the "Assign Engineer" option from the service requests list.
- **Main Flow:**
 - Admin selects "Assign Engineer" for a pending service request.
 - System displays a list of available engineers based on location, skillset, and availability.
 - Admin selects an engineer from the list.

- System assigns the engineer to the service request and notifies both the engineer and the customer.
- **Alternate Flows:**
 - **No Engineers Available Flow:**
If no engineers are available, the system suggests rescheduling the service or contacting support.
- **Result:**
 - A service engineer is assigned, and the service request is updated.

3.3.9 Configure App Settings

- **Preconditions:**
 - The admin has access to system settings.
- **Trigger:**
 - The admin selects the option to configure app settings.
- **Main Flow:**
 - Admin navigates to "App Settings."
 - System displays various configuration options such as branding preferences, language settings, and feature toggles.
 - Admin adjusts settings as needed, such as enabling/disabling certain features or configuring default options.
 - Admin saves the changes and system updates the settings across the platform.
- **Alternate Flows:**
 - **Unauthorized Access Flow:**
If the admin tries to access restricted settings, the system denies access and logs the attempt.
- **Result:**
 - App settings are configured, and the platform behavior is updated accordingly.


3.3.10 Manage Service Packages and Pricing

- **Preconditions:**
 - Admin is logged into the system with permissions to manage service packages and pricing.
 - Existing service packages are available in the system.
- **Trigger:**
 - Admin selects the "Manage Service Packages" option from the admin dashboard.
- **Main Flow:**
 - Admin navigates to the "Service Packages" section on the dashboard.

- System displays a list of existing service packages along with their current pricing, descriptions, and active status.
 - Admin selects an existing package to modify, or chooses the option to create a new service package.
 - System displays a form for editing the selected package or creating a new one.
 - Admin reviews the changes and submits the form.
 - System validates the input and updates service package details in the database.
- **Alternate Flows:**
 - **Invalid Input Flow:**
If the admin enters invalid or incomplete information (e.g., missing price, incorrect format), the system highlights the errors and prompts the admin to correct them before submission.
 - **Duplicate Package Flow:**
If the admin attempts to create a new service package with a name or configuration that already exists, the system alerts the admin and suggests modifying the existing package instead.
- **Result:**
 - The service package is successfully created, updated, or deleted. The changes are reflected in all relevant parts of the system, ensuring accurate pricing and service options for customers and engineers.

4. References

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