##### **<Staff>View Assigned Repair Request**

**Use Case Diagram**

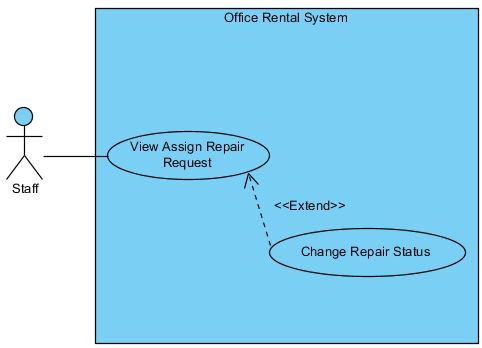


Figure ??: <Staff>View Assigned Repair Request

**Use Case Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE VIEW ASSIGNED REPAIR REQUEST** | | | |
| **Use Case No.** | UC0?? | **Use Case Version** | 1.0 |
| **Use Case Name** | View Assigned Repair Request | | |
| **Author** | Trương Tiến Thành | | |
| **Date** | 28/05/2015 | **Priority** | High |
| **Actor:**   * Staff   **Summary:**   * This use case allows staff to view task repairing that manager assign after customers request.   **Goal:**   * Staff can view task repairing.   **Triggers:**   * Click “Xem công việc” in menu. * Choose “Sửa chữa” in drop down menu.   **Preconditions:**   * User must log in the system with Staff role.   **Post Conditions:**   * **Success:** Display repair request. * **Fail:** Cannot load repair request.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Choose “Sửa chữa” in drop down menu at staff page. | Display all repair request with status in repairing page.  [Alternative 1] [Exception 1] |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Choose “Sửa chữa” in drop down menu at staff page. | Display message: “Không có yêu cầu sửa chữa nào.” |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Cannot view repair request due to database connection. | Display error message: “Không thể tải yêu cầu sửa chữa. Vui lòng thử lại sau.” |   **Relationships:** Change Repair Status  **Business Rules:**   * List of repair request is sorted by status with the status “Incomplete” on top of list. | | | |

Table ??: <Staff>View Assigned Repair Request

##### **<Staff>Change Repair Status**

**Use Case Diagram**

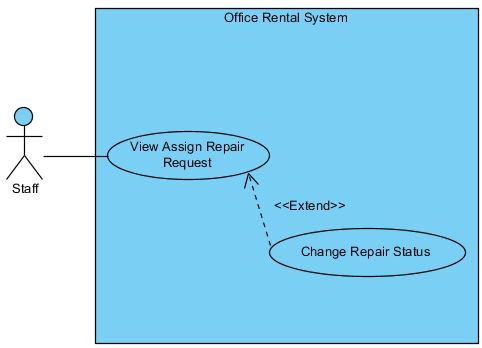
**

Figure ??: <Staff>Change Repair Status

**Use Case Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE CHANGE REPAIR STATUS** | | | |
| **Use Case No.** | UC0?? | **Use Case Version** | 1.0 |
| **Use Case Name** | Change Repair Status | | |
| **Author** | Trương Tiến Thành | | |
| **Date** | 28/05/2015 | **Priority** | High |
| **Actor:**   * Staff   **Summary:**   * This use case allows staff to change status of request when they finish repair.   **Goal:**   * Staff can change status after they complete task repairing. * Staff change status from incomplete to complete.   **Triggers:**   * Click “Xem công việc” in menu. * Choose “Sửa chữa” in drop down menu. * Click “Hoàn thành” button.   **Preconditions:**   * User must log in the system with Staff role. * At least there is one request repair from customer.   **Post Conditions:**   * **Success:** Repair request’s status is changed to “Hoàn thành”. * **Fail:** Repair request’s status isn’t updated in database.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | On repairing page, clicks “Hoàn thành” button next to the repair request that he/she finished. | Display message “Đã thay đổi trang thái sang hoàn thành.”  [Exception 1] |   **Alternative Scenario:** N/A  **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Cannot change status due to database connection. | Display error message: “Không thể thay đổi trang thái. Vui lòng thử lại sau.” |   **Relationships:** View Assigned Repair Request  **Business Rules:**   * Cannot change status “Hoàn thành” to “Chưa hoàn thành”. * Staff should notify to manager after change status. | | | |

Table ??: <Staff>Change Repair Status

##### **<Staff> Create office**

**Use Case Diagram**

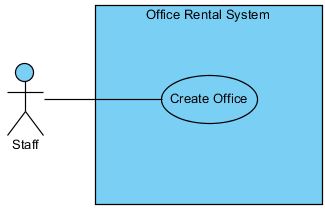


Figure ??: <Staff> Create Office

**Use Case Specification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – CREATE OFFICE** | | | | |
| **Use-case No.** | UC0?? | **Use-case Version** | | 1.0 |
| **Use-case Name** | Create Office | | | |
| **Author** | Trương Tiến Thành | | | |
| **Date** | 25/05/2015 | **Priority** | Normal | |
| **Actor:**   * Staff   **Summary:**   * This usecase allow staff to create a new office.   **Goal**:   * Staff can add new office to system.   **Triggers:**   * Click “Thêm mới văn phòng” button.   **Preconditions:**   * User logged in successfully with Staff role.   **Post Conditions:**   * **Success:** A successful message will be displayed, new office will be added. After reloaded staff page, new row of office will be display. * **Fail:** Display error message and cannot add new office to database.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Clicks “Thêm mới văn phòng” button on staff page. | Show the page with title “Thêm mới văn phòng”. The create office page includes:   * Tên văn phòng: Text box (Name, length [3, 50], required)   [Exception 2]   * Địa chỉ: Text box (Address, min length: 6, required) * Quận: Drop down list (District, required) * Hình ảnh: Button (Image] * Mô tả văn phòng: Text area (Description, length [3, 500], required)   [Exception 3]   * Giá thuê: Text box (Price, type number, required)   [Exception 4]   * Đơn vị giá: Drop down list (PriceTerm, require) * Số tầng: Text box (Floor, type number, required)   [Exception 5]   * Loại văn phòng: Drop down list (Category, required) * Tiện ích: Check box (Amenity) * Tổng diện tích: Text box (Area, type number, min: 50, required)   [Exception 6, 7]   * Tạo mới: button   [Exception 1, 8]   * Hủy: button | | 2 | Inputs information into all fields and clicks “Tạo mới” button.  [Alternative 1] | Show successfully message: “Đã thêm thành công văn phòng!” and redirect to staff page. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff clicks “Hủy” button. | The data in all fields will be reset and redirect to staff page. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | “Tên văn phòng”, “Địa chỉ”, “Hình ảnh”, “Trạng thái”, “Mô tả văn phòng”, “Giá thuê”, “Đơn vị giá”, “Số tầng”, “Loại văn phòng”, “Tiện ích”, “Tổng diện tích” are empty. | Shows error message “Vui lòng nhập đầy đủ thông tin yêu cầu!” | | 2 | Name is less than 3 characters or more than 50 characters. | Shows error message “Tên văn phòng từ 3 đến 50 ký tự!”. | | 3 | Description is less than 3 characters or more than 500 characters. | Shows error message “Mổ tả văn phòng từ 3 đến 500 ký tự!”. | | 4 | Price is not a number. | Shows error message “Giá thuê không hợp lệ!” | | 5 | Floor is not a number. | Shows error message “Số tầng không hợp lệ!” | | 6 | Area is smaller than 50. | Shows error message “Tổng diện tích tối thiểu cho thuê là 50m2!” | | 7 | Area is not a number. | Shows error message “Tổng diện tích không hợp lệ!” | | 8 | Cannot create new office | Shows error message “Không thể thêm mới văn phòng. Vui lòng thử lại sau” | | 9 |  |  |   **Relationships:** View Office Detail  **Business Rules:**   * Staffs can add new office to system when there is a new office for lease contact with us. * Office name should be different from existed office of system. * Office information should be clearly and correctly. | | | | |

Table ??: <Staff>Create Office

##### **<Staff, Manager>View Office List**

**Use Case Diagram**

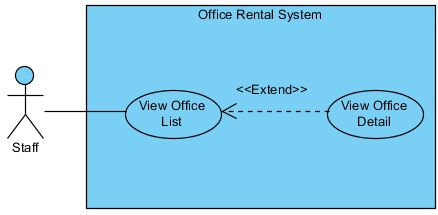


Figure ??: <Staff, Manager>View office list

**Use Case Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE VIEW OFFICE LIST** | | | |
| **Use Case No.** | UC0?? | **Use Case Version** | 1.0 |
| **Use Case Name** | View Office List | | |
| **Author** | Trương Tiến Thành | | |
| **Date** | 28/05/2015 | **Priority** | Normal |
| **Actor:**   * Staff, Manager   **Summary:**   * This use case allows staff or manager to view a lot of office by list.   **Goal:**   * Staff or manager can view list of office.   **Triggers:**   * Click “Xem văn phòng” in menu.   **Preconditions:**   * User must log in the system with Staff role.   **Post Conditions:**   * **Success:** Display list of office. * **Fail:** Cannot load list of office.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click “Xem văn phòng” in menu at staff page. | Display all office by list.  [Alternative 1] [Exception 1] |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Click “Xem văn phòng” in menu at staff page. | Display message: “Không có văn phòng nào.” |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Cannot view list of office due to database connection. | Display error message: “Không thể tải danh sách văn phòng. Vui lòng thử lại sau.” |   **Relationships:** View office detail, Filter office list  **Business Rules:**   * List of office is sorted by date with the newest date on top of list. * User can filter by status or district. | | | |

Table ??: <Staff, Manager>List of Office

##### **<Staff, Manager>View Office Detail**

**Use Case Diagram**

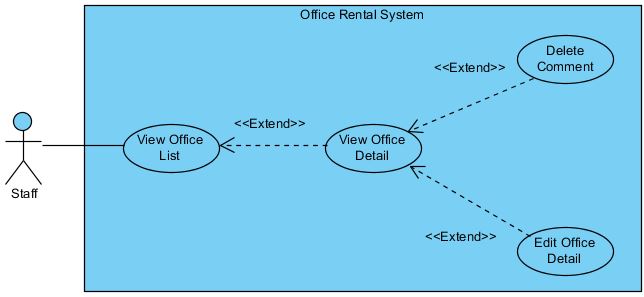


Figure ??: <Staff, Manager>View office detail

**Use Case Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE VIEW OFFICE DETAIL** | | | |
| **Use Case No.** | UC0?? | **Use Case Version** | 1.0 |
| **Use Case Name** | View Office Detail | | |
| **Author** | Trương Tiến Thành | | |
| **Date** | 28/05/2015 | **Priority** | Normal |
| **Actor:**   * Staff, manager   **Summary:**   * This use case allows staff or manager to view information of office.   **Goal:**   * Staff or manager can view information of office.   **Triggers:**   * Click “Xem văn phòng” in menu. * Click “Xem chi tiết văn phòng” button.   **Preconditions:**   * User must log in the system with Staff role. * At least there is one office in database.   **Post Conditions:**   * **Success:** Display detail information of office. * **Fail:** Cannot load information of office.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click “Xem chi tiết văn phòng” button next to the office that user want to view. | Display office detail page.  [Exception 1] |   **Alternative Scenario:** N/A  **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Cannot view detail of office due to database connection. | Display error message: “Không thể tải trang chi tiết văn phòng. Vui lòng thử lại sau.” |   **Relationships:** View Office List, Edit Office Detail, Delete Comment.  **Business Rules:**   * ??? | | | |

Table ??: <Staff, Manager>View Office Detail

##### **<Staff, Manager>Edit Office Detail**

**Use Case Diagram**

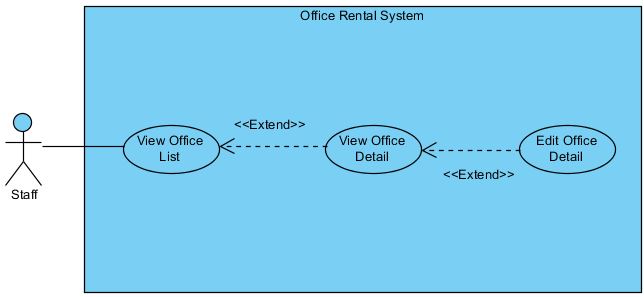


Figure ??: <Staff, Manager>Edit Office Detail

**Use Case Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE EDIT OFFICE DETAIL** | | | |
| **Use Case No.** | UC0?? | **Use Case Version** | 1.0 |
| **Use Case Name** | Edit Office Detail | | |
| **Author** | Trương Tiến Thành | | |
| **Date** | 28/05/2015 | **Priority** | Normal |
| **Actor:**   * Staff, Manager   **Summary:**   * This use case is used to edit information of office.   **Goal:**   * Staff or manager can edit information of a office.   **Triggers:**   * Click “Xem văn phòng” in menu. * Click “Xem chi tiết văn phòng” button. * Click “Cập nhật văn phòng” button   **Preconditions:**   * User must be logged in the system with Staff/Manager role. * At least there is one office in database.   **Post Conditions:**   * **Success:** New information of office is updated. * **Fail:** Cannot update information of office.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Clicks “Cập nhật văn phòng” button on the row of office that he/she wants to edit. | Redirect to update office page. It includes:   * Tên văn phòng: Text box (Name, length [3, 50], required)   [Exception 2]   * Địa chỉ: Text box (Address, min length: 6, required). * Quận: Drop down list (District, required) * Hình ảnh: Button (Image] * Trạng thái: Drop down list (Status, required) * Mô tả văn phòng: Text area (Description, length [3, 500], required)   [Exception 3]   * Giá thuê: Text box (Price, type number, required)   [Exception 4]   * Đơn vị giá: Drop down list (PriceTerm, require) * Số tầng: Text box (Floor, type number, required)   [Exception 5]   * Loại văn phòng: Drop down list (Category, required) * Tiện ích: Check box (Amenity) * Tổng diện tích: Text box (Area, type number, min length: 50, required)   [Exception 6, 7]   * Cập nhật: button   [Exception 1, 8]   * Hủy: button | | 3 | Edit information and clicks on “Cập nhật” button.  [Alternative 1] | Show popup:   * “Cập nhập thành công” message. * “Đóng” button | | 4 | Clicks on “Đóng” button | Redirect to office detail page. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Clicks on “Hủy” button | Redirect to office detail page. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Cannot update office. | Shows error message “Không thể cập nhật văn phòng. Vui lòng thử lại sau” | | 2 | Name is less than 3 characters or more than 50 characters. | Shows error message “Tên văn phòng từ 3 đến 50 ký tự!”. | | 3 | Description is less than 3 characters or more than 500 characters. | Shows error message “Mổ tả văn phòng từ 3 đến 500 ký tự!”. | | 4 | Price is not a number. | Shows error message “Giá thuê không hợp lệ!” | | 5 | Floor is not a number. | Shows error message “Số tầng không hợp lệ!” | | 6 | Area is smaller than 50. | Shows error message “Tổng diện tích tối thiểu cho thuê là 50m2!” | | 7 | Area is not a number. | Shows error message “Tổng diện tích không hợp lệ!” | | 8 | “Tên văn phòng”, “Địa chỉ”, “Hình ảnh”, “Trạng thái”, “Mô tả văn phòng”, “Giá thuê”, “Đơn vị giá”, “Số tầng”, “Loại văn phòng”, “Tiện ích”, “Tổng diện tích” are empty. | Shows error message “Vui lòng nhập đầy đủ thông tin yêu cầu!” |   **Relationships:** View Office Detail  **Business Rules:**   * Information of office should be clearly and correctly. | | | |

Table ??: <Staff, Manager>Edit Office Detail

##### **<Staff>View Assigned Appointment**

**Use Case Diagram**

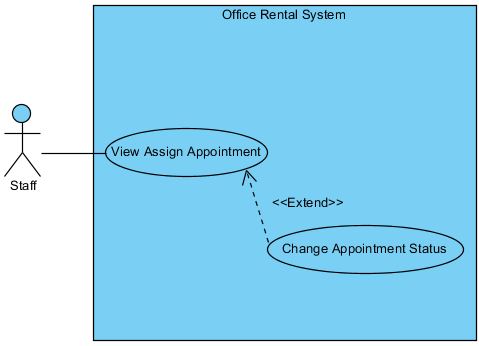


Figure ??: <Staff>View Assigned Appointment

**Use Case Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE VIEW ASSIGNED APPOINTMENT** | | | |
| **Use Case No.** | UC0?? | **Use Case Version** | 1.0 |
| **Use Case Name** | View Assigned Appointment | | |
| **Author** | Trương Tiến Thành | | |
| **Date** | 29/05/2015 | **Priority** | High |
| **Actor:**   * Staff   **Summary:**   * This use case allows staff to view time to meet customer at the office they want to rent.   **Goal:**   * Staff can view time to meet customer.   **Triggers:**   * Click “Xem công việc” in menu. * Choose “Lịch gặp khách hàng” in drop down menu.   **Preconditions:**   * User must log in the system with Staff role.   **Post Conditions:**   * **Success:** Display appointment list. * **Fail:** Cannot load appointment list.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Choose “Lịch gặp khách hàng” in drop down menu at staff page. | Display all appointment with status.  [Alternative 1] [Exception 1] |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Choose “Lịch gặp khách hàng” in drop down menu at staff page. | Display message: “Không có lịch gặp khách hàng.” |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Cannot view list appointment to database connection. | Display error message: “Không thể tải lịch gặp khách hàng. Vui lòng thử lại sau.” |   **Relationships:** Change Appointment Status  **Business Rules:**   * List of appointment is sorted by status with the status “Incomplete” on top of list. | | | |

Table ??: <Staff>View Assigned Appointment

##### **<Staff>Change Appointment Status**

**Use Case Diagram**

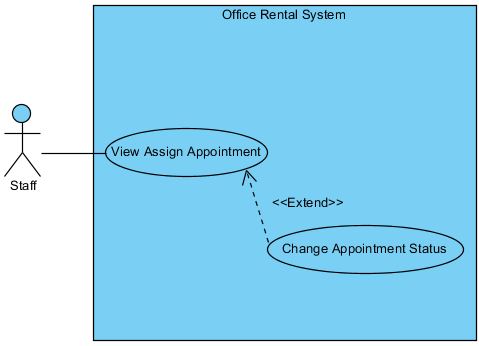


Figure ??: <Staff>Change Appointment Status

**Use Case Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE CHANGE APPOINTMENT STATUS** | | | |
| **Use Case No.** | UC0?? | **Use Case Version** | 1.0 |
| **Use Case Name** | Change Appintment Status | | |
| **Author** | Trương Tiến Thành | | |
| **Date** | 29/05/2015 | **Priority** | High |
| **Actor:**   * Staff   **Summary:**   * This use case allows staff to change status of appointment when they finish meeting customer at office.   **Goal:**   * Staff change status from incomplete to complete.   **Triggers:**   * Click “Xem công việc” in menu. * Choose “Lịch gặp khách hàng” in drop down menu. * Click “Hoàn thành” button.   **Preconditions:**   * User must log in the system with Staff role. * Staff can change status after they meet customer. * At least there is one appointment with customer.   **Post Conditions:**   * **Success:** Appointment’s status is changed to “Hoàn thành”. * **Fail:** Appointment’s status isn’t updated in database.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | On appointment page, clicks “Hoàn thành” button next to the appointment that he/she finished. | Display message “Đã thay đổi trang thái sang hoàn thành.”  [Exception 1] |   **Alternative Scenario:** N/A  **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Cannot change status due to database connection. | Display error message: “Không thể thay đổi trang thái. Vui lòng thử lại sau.” |   **Relationships:** View Assigned Appointment.  **Business Rules:**   * Cannot change status “Hoàn thành” to “Chưa hoàn thành”. * Staff should notify to manage before change status. | | | |

Table ??: <Staff>Change Appointment Status

##### **<Staff> Delete Comment**

**Use Case Diagram**

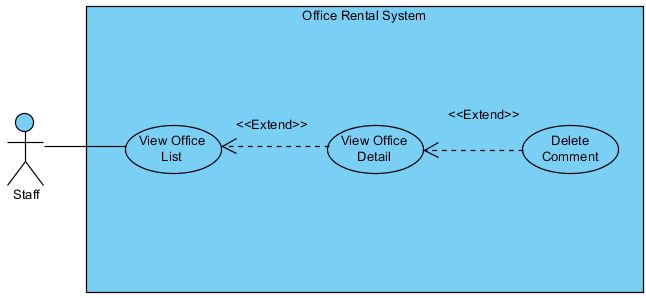


Figure 31: <Staff>Delete Comment

**Use Case Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **USE CASE DELETE COMMENT** | | | |
| **Use Case No.** | UC0?? | **Use Case Version** | 1.0 |
| **Use Case Name** | Delete Comment | | |
| **Author** | Trương Tiến Thành | | |
| **Date** | 30/05/2015 | **Priority** | Normal |
| **Actor:**   * Staff   **Summary:**   * This use case is used to remove comment.   **Goal:**   * Staff can remove comment of customer.   **Triggers:**   * Click “Xem văn phòng” in menu. * Click “Xem chi tiết văn phòng” button. * Click “Xóa bình luận” button.   **Preconditions:**   * User must be logged in the system with Staff role. * At least there is one comment.   **Post Conditions:**   * **Success:** Remove comment successful. * **Fail:** Can’t remove comment.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click “Xóa bình luận” button of comment that he/she wants to remove. | Show popup:   * “Bạn muốn xóa bình luận này?”. * “Có” button. * “Không” button. | | 2 | Click on “Có” button.  [Alternative 1] | Remove comment from database.  Show popup:   * “Đã xóa thành công” message. * “Đóng” button.   [Exception 1] | | 3 | Click on “Đóng” button. | Close current popup. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Click on “Không” button. | Close current popup. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Cannot remove comment due to database connection | Display error message: “Không thể xóa bình luận này. Vui lòng thử lại sau.” |   **Relationships:** View Office Detail  **Business Rules:**   * Only remove spam comment. | | | |

Table ??: <Staff>Delete Comment