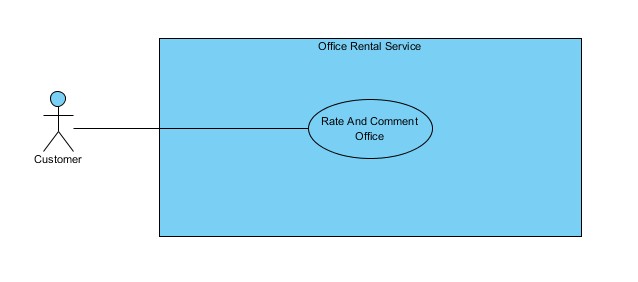
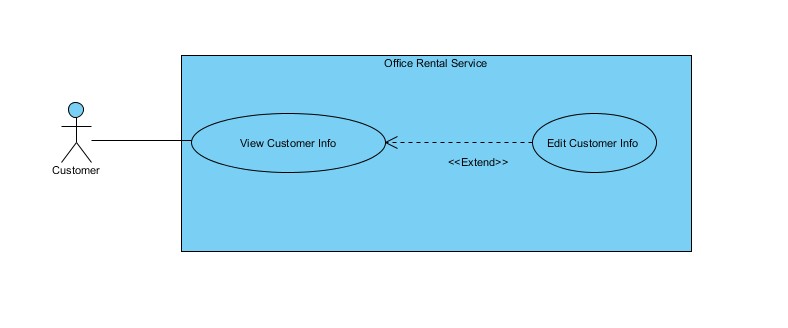


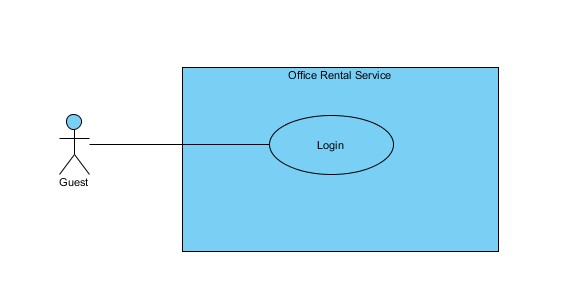
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – REQUEST REPAIR** | | | | |
| **Use-case No.** | UC002 | **Use-case Version** | | 2.0 |
| **Use-case Name** | Request repair | | | |
| **Author** | Trần Lê Tuấn | | | |
| **Date** | 25/05/2015 | **Priority** | Normal | |
| **Actor:**   * Customer   **Summary:**   * This use case allows customer to send request repair to manager.   **Goal:**   * Customer can send request repair to manager successful.   **Triggers:**   * Click “Thông tin văn phòng” in menu. * Click “Gửi yêu cầu sửa chữa” submenu. * Fill information in the text box. * Click “Gửi” button.   **Preconditions:**   * Customer can send request repair to manage.   **Post Conditions:**   * **Success**: request repair is sent successfully. * **Fail:** Cannot send request repair   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click “Gửi yêu cầu sửa chữa” on submenu. | Show page create request  Display office details includes:   * Details of request: * Tên yêu cầu: textbox * Loại yêu cầu: dropdownlist * Địa chỉ: label * Email: textbox * Yêu cầu : textbox   “Gửi” : button  “Huỷ” : button | | 2 | Click “Gửi” button on screen.  [Alternative 1] | Show successful message “Gửi yêu cầu thành công.” on screen.  [Exception 1] | |  |  |  |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Click “Huỷ” button. | Close request page and go to home page. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Cannot send request due to database connection | Show error message: “Không thể gửi yêu cầu, vui lòng thử lại sau.” |   **Relationships:** Customer Request  **Business Rules:**   * Customer can send request to manager. * Request must be approved by manager. | | | | |



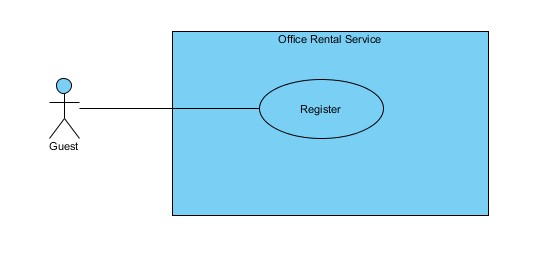
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – RATE AND COMMENT OFFICE** | | | | |
| **Use-case No.** | UC002 | **Use-case Version** | | 2.0 |
| **Use-case Name** | Rate and comment office | | | |
| **Author** | Trần Lê Tuấn | | | |
| **Date** | 25/05/2015 | **Priority** | Normal | |
| **Actor:**   * Customer   **Summary:**   * This use case allows customer rate and comment office.   **Goal:**   * Customer can rate and comment office successful.   **Triggers:**   * Click “Thông tin văn phòng” in menu. * Click “Đánh giá văn phòng” submenu. * Fill information in the text box. * Click “Gửi” button.   **Preconditions:**   * Customer must be login.   **Post Conditions:**   * **Success**: rate and comment office is sent successfully. * **Fail:** Cannot rate and comment office.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click “Đánh giá văn phòng” on submenu. | Show page rate and comment  Display office details includes:   * Details of product: * Tên văn phòng: label * Địa chỉ: label * Email: textbox * Đánh giá : textbox   “Gửi” : button  “Huỷ” : button | | 2 | Click “Gửi” button on screen.  [Alternative 1] | Show successful message “Gửi đánh giá thành công” on screen.  [Exception 1] | |  |  |  |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Click “Huỷ” button. | Close rate office page and go to home page. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Cannot send request due to database connection | Show error message: “Không thể gửi đánh giá, vui lòng thử lại sau.” |   **Relationships:** Staff Customer Office  **Business Rules:**   * Customer can send rate and comment office to staff. | | | | |



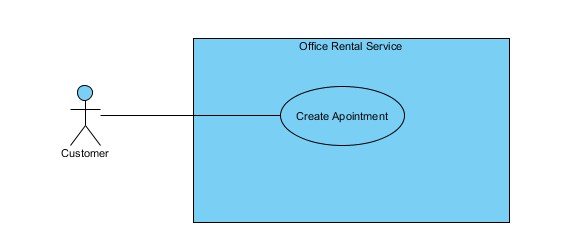
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – EDIT CUSTOMER INFORMATION** | | | | |
| **Use-case No.** | UC002 | **Use-case Version** | | 2.0 |
| **Use-case Name** | Edit customer information | | | |
| **Author** | Trần Lê Tuấn | | | |
| **Date** | 25/05/2015 | **Priority** | Normal | |
| **Actor:**   * Customer   **Summary:**   * This use case allows customer edit information.   **Goal:**   * Customer can edit information.   **Triggers:**   * Click “Thông tin cá nhân” in menu. * Click “Sửa thông tin cá nhân” submenu. * Fill information in the text box. * Click “Đồng ý” button.   **Preconditions:**   * Customer must be login.   **Post Conditions:**   * **Success**: customer information is edited successfully. * **Fail:** Cannot edit customer information.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click “Thông tin cá nhân” on menu. | Show customer information  Display customer details includes:   * Họ và tên: Label * Tên đăng nhập: Label * Địa chỉ Email: Label * Giới tính: Label * Ngày sinh: Label * Địa chỉ: Label * Số điện thoại: Label | | 2 | Click “Sửa thông tin” on submenu. | Display office details includes:   * Họ và tên: Textbox (min length: 6, max length: 50) * Tên đăng nhập:   In format: /^(\w+[\.])\*\w+@@(\w+\.)+[a-zA-Z]+$/   * Địa chỉ Email: Textbox * Mật khẩu: Password Filed (min length: 8, max length: 20) * Xác nhận mật khẩu: Password Field (min length: 8, max length: 20) * Giới tính: Dropdownlist * Ngày sinh: Date time picker * Quận: Dropdownlist * Phường: Textbox * Số nhà/ đường: Textbox * Số điện thoại: Textbox (min length: 10, max length: 11)   In format: /^[0-9]\*$/   * Đồng ý[ OK :button] * Hủy[Cancel:button] | | 2 | Click “Đồng ý” button on screen.  [Alternative 1] | Show successful message “Sửa thông tin thành công” on screen.  [Exception 1] | |  |  |  |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Click “Huỷ” button. | Close rate office page and go to home page. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Cannot send request due to database connection | Show error message: “Không thể sửa thông tin, vui lòng thử lại sau.” |   **Relationships:** Member  **Business Rules:**   * Customer can edit information. | | | | |



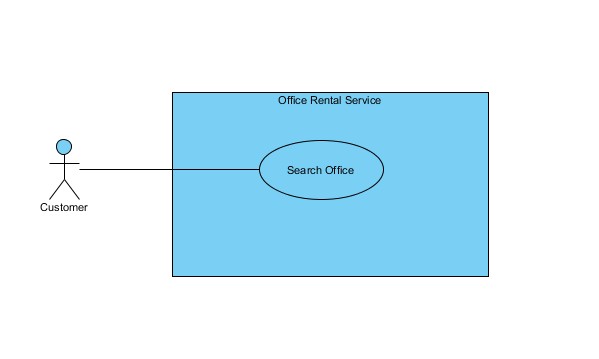
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – LOGIN** | | | | |
| **Use-case No.** | UC050 | **Use-case Version** | | 2.0 |
| **Use-case Name** | Login | | | |
| **Author** | Trần Lê Tuấn | | | |
| **Date** | 25/05/2015 | **Priority** | Normal | |
| **Actor:**   * Guest   **Summary:**   * This use case allows user to login to system   **Goal:**   * User can login into system   **Triggers:**   * Click “Đăng nhập” button.   **Preconditions:**   * The member has already had an account of this system.   **Post Conditions:**   * **Success:** User successfully login into the system * **Failure:** User cannot login, error message is display   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click “Đăng nhập” button | Show [Login Page] with the login form:   * Tên đăng nhập: Textbox   In format: /^(\w+[\.])\*\w+@@(\w+\.)+[a-zA-Z]+$/   * Mật khẩu: Password Filed (min length: 8, max length: 32) * Đăng Nhập: Button * Tạo tài khoản: Link * Quên mật khẩu: Link | | 2 | Input email and password.  Click on “Đăng Nhập” button.  [Alternative 1,2] | [Exceptions 1,2 3]  Save login session  Redirect to [Curent Page]. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | |  | Actor Action | System Response | | 1 | Click on “Tạo tài khoản” link. | Redirect to Register page. | | 2 | Click on “Quên mật khẩu” link. | Redirect to ResetPassword page. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Email or Password textbox is empty. | Display error message “Vui lòng nhập đầy đủ thông tin địa chỉ email và mật khẩu!”. | | 2 | Email or Passowrd not correct. | Display error message “Email hoặc mật khẩu không chính xác, vui lòng thử lại!” | | 3 | Cannot login due to database connection | Display error message “Không thể đăng nhập. Vui lòng thử lại” |   **Relationships:** Account  **Business Rules:**   * Customer can only login in [customer login] page * Staff and admin can only login in [staff login] page | | | | |



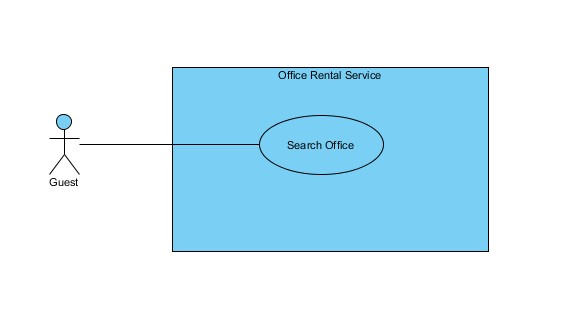
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – REGISTER** | | | | |
| **Use-case No.** | UC049 | **Use-case Version** | | 2.0 |
| **Use-case Name** | Register | | | |
| **Author** | Trần Lê Tuấn | | | |
| **Date** | 18/09/2014 | **Priority** | Normal | |
| **Actor:**   * Guest   **Summary:**   * This use case allows guest create account.   **Goal:**   * Help guest to create new account.   **Trigger:**   * Click “Đăng ký” button.   **Pre-conditions:**   * User want to create new account   **Post conditions:**   * **Success**: The new account will be added into database. * **Failure**: Cannot create account. System displays error message on register page.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click “Đăng ký” button | System redirect to [Register Page], contain a register form :   * Họ và tên: Textbox (min length: 6, max length: 50) * Tên đăng nhập:   In format: /^(\w+[\.])\*\w+@@(\w+\.)+[a-zA-Z]+$/   * Địa chỉ Email: Textbox * Mật khẩu: Password Filed (min length: 8, max length: 20) * Xác nhận mật khẩu: Password Field (min length: 8, max length: 20) * Ngày sinh: Date time picker * Quận: Dropdownlist * Phường: Textbox * Số nhà/ đường: Textbox * Số điện thoại: Textbox (min length: 10, max length: 11)   In format: /^[0-9]\*$/   * Đăng ký[ Register :button] * Xóa[Clear: button] | | 2 | Input information.  Clicks “Đăng ký” button. | [Exceptions 1,2 3,4,5,6]  Redirect to [Home Page] and displays popup:”Bạn đã đăng ký tài khoản thành công!”. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | |  | Actor Action | System Response | | 1 | Click on the “Xóa trắng” button. | All information in register form is cleared. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | “Họ và tên”, “Địa chỉ email”, “Mật khẩu”, “Xác nhận mật khẩu”, “Ngày sinh”, “Địa chỉ” are blank. | Display error message:” Vui lòng nhập đầy đủ thông tin yêu cầu!” | | 2 | Email is already exists. | Display error message:”Email này đã được sử dụng để đăng ký thành viên!” | | 3 | Password is less than 8 or more than 32 characters characters. | Display error message “Yêu cầu mật khẩu từ 8-32 kí tự!” | | 4 | Guest fills password and re-password different | Display error message” Mật khẩu nhập lại chưa chính xác !” | | 5 | Phone Number is not a number or less than 10 numbers or greater than 11 numbers. | Display error message “Số điện thoại không hợp lệ!” | | 6 | Full Name is less than 6 characters or greater than 50 characters. | Display error message “Vui lòng nhập tên từ 6 đến 50 ký tự!” |   **Relationships:** N/A  **Business Rules**:   * Username must be different from username of existed account of system. | | | | |



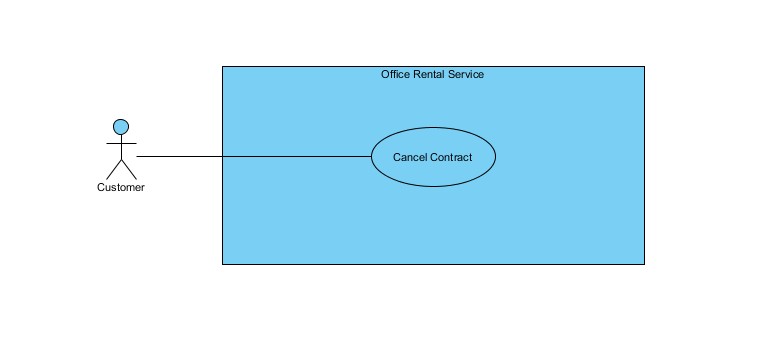
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – CREATE APPOINTMENT REQUEST** | | | | |
| **Use-case No.** | UC049 | **Use-case Version** | | 2.0 |
| **Use-case Name** | Register | | | |
| **Author** | Trần Lê Tuấn | | | |
| **Date** | 18/09/2014 | **Priority** | Normal | |
| **Actor:**   * Customer   **Summary:**   * This use case allows customer request appointment   **Goal:**   * Customer can request appointment after they found suitable office   **Trigger:**   * Click to office which is suitable * Click “Đặt lịch hẹn” in office detail page   **Pre-conditions:**   * User must log in the system with Customer role. * Customer must have enough information (phone, address, name) to request appointment   **Post conditions:**   * **Success:** Request appointment successful. * **Fail:** Show message error and show which information error.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click to office which suitable with customer | Open office detail :   * Tên văn phòng: Label * Thông tin văn phòng: Text area * Số điện thoại: Text * Đặt lịch hẹn: Button | |  | Click “Đặt lịch hẹn” button. | Show popup with required information of the customer: | | 3 | Input required information to popup | * Tên khách hàng: Textbox * Số điện thoại: Textbox * Email: Textbox * Tên yêu cầu: Textbox * Yêu cầu: Text area * Gửi: Button. * Xóa trắng: Button. | | 4 | Click “Gửi” button  [Alternative 1] | [Exception 1]  Show error message or success message |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | |  | Actor Action | System Response | | 1 | Click to “Xóa trắng” button. | All information in register form is cleared. |   **Exceptions:**   |  |  |  | | --- | --- | --- | |  | Actor action | System Response | | 1 | Cannot send request due to database connection | Show error message: “Không thể sửa thông tin, vui lòng thử lại sau.” |   **Relationships:** N/A  **Business Rules**:   * Customer can request appointment which offices have status available. | | | | |



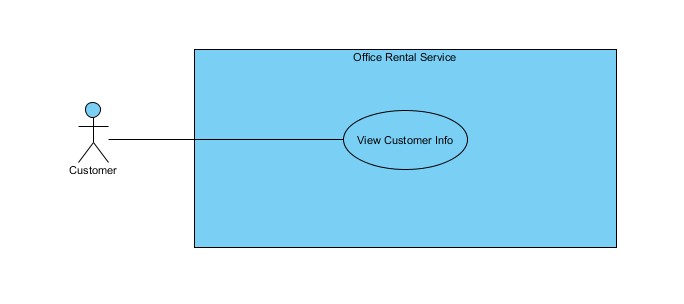
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – SEARCH OFFICE** | | | | |
| **Use-case No.** | UC049 | **Use-case Version** | | 2.0 |
| **Use-case Name** | Search office | | | |
| **Author** | Trần Lê Tuấn | | | |
| **Date** | 18/05/2015 | **Priority** | Normal | |
| **Actor:**   * Customer   **Summary:**   * This use case allows customer search office.   **Goal:**   * Customer can find success an office.   **Trigger:**   * Fill information in text fill or choice some available information. * Click “Tìm kiếm” in home page.   **Pre-conditions:**  **Post conditions:**   * **Success:** Search office successful. * **Fail:** Show message error and show which information error.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Fill information in home page. | Show search form:  Tên văn phòng: Textbox  Giá thuê: Dropdown list  Quận: Dropdown list  Thành phố: Dropdown list  Số người: Dropdown list | | 2 | Click “Tìm kiếm” button.  [Alternative 1] | [Exceptions 1]  Show result page. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | |  | Actor Action | System Response | | 1 | Click to “Xoá trắng” button. | All information in register form is cleared. |   **Exceptions:**   |  |  |  | | --- | --- | --- | |  | Actor Action | System Response | | 1 | Cannot send request due to database connection | Show error message: “Không thể sửa thông tin, vui lòng thử lại sau.” |   **Relationships:** N/A  **Business Rules**: . | | | | |



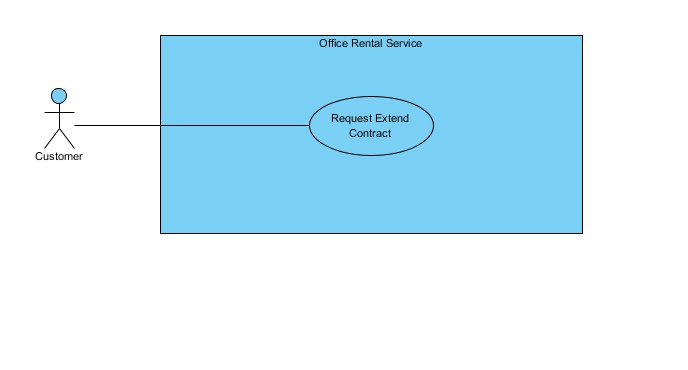
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – SEARCH OFFICE** | | | | |
| **Use-case No.** | UC049 | **Use-case Version** | | 2.0 |
| **Use-case Name** | Search office | | | |
| **Author** | Trần Lê Tuấn | | | |
| **Date** | 18/05/2015 | **Priority** | Normal | |
| **Actor:**   * Guest   **Summary:**   * This use case allows customer search office.   **Goal:**   * Guest can find success an office.   **Trigger:**   * Fill information in text fill or choice some available information. * Click “Tìm kiếm” in home page.   **Pre-conditions:**  **Post conditions:**   * **Success:** Search office successful. * **Fail:** Show message error and show which information error.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Fill information in home page. | Show error message or success message  Tên văn phòng: Textbox  Giá thuê: Dropdown list  Quận: Dropdown list  Thành phố: Dropdown list  Số người: Dropdown list | | 2 | Click “Tìm kiếm” button.  [Alternative 1] | [Exceptions 1]  Show result page. |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | |  | Actor Action | System Response | | 1 | Click to “Xoá trắng” button. | All information in register form is cleared. |   **Exceptions:**   |  |  |  | | --- | --- | --- | |  | Actor Action | System Response | | 1 | Cannot send request due to database connection | Show error message: “Không thể sửa thông tin, vui lòng thử lại sau.” |   **Relationships:** N/A  **Business Rules**: . | | | | |



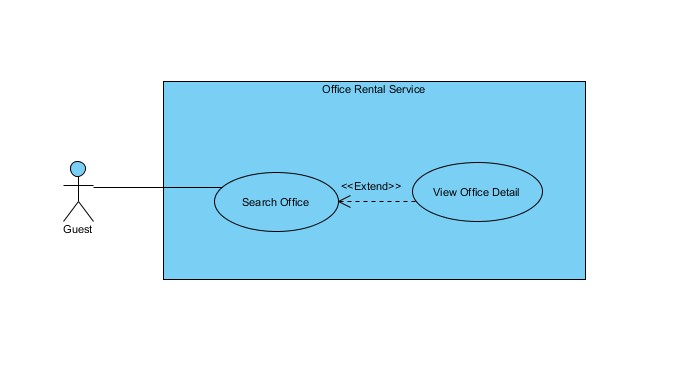
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – CANCEL CONTRACT** | | | | |
| **Use-case No.** | UC002 | **Use-case Version** | | 2.0 |
| **Use-case Name** | Cancel contract | | | |
| **Author** | Trần Lê Tuấn | | | |
| **Date** | 25/05/2015 | **Priority** | Normal | |
| **Actor:**   * Customer   **Summary:**   * This use case allows customer to send request cancel to manager.   **Goal:**   * Customer can send request cancel to manager successful.   **Triggers:**   * Click “Thông tin văn phòng” in menu. * Click “Gửi yêu cầu hủy hợp đồng” submenu. * Fill information in the text box. * Click “Gửi” button.   **Preconditions:**   * Customer must have an avaiable contract.   **Post Conditions:**   * **Success**: request cancel is sent successfully. * **Fail:** Cannot send request cancel.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click “Gửi yêu cầu hủy hợp đồng” on submenu. | Show page create request  Display office details includes:   * Details of request: * Tên yêu cầu: textbox * Địa chỉ: label * Email: textbox * Yêu cầu : textbox   “Gửi” : button  “Huỷ” : button | | 2 | Click “Gửi” button on screen.  [Alternative 1] | Show successful message “Gửi yêu cầu thành công.” on screen.  [Exception 1] | |  |  |  |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Click “Huỷ” button. | Close request page and go to home page. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Cannot send request due to database connection | Show error message: “Không thể gửi yêu cầu, vui lòng thử lại sau.” |   **Relationships:** Contract Customer  **Business Rules:**   * Customer can send request to manager. * Request must be approved by manager. | | | | |



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – EDIT CUSTOMER INFORMATION** | | | | |
| **Use-case No.** | UC002 | **Use-case Version** | | 2.0 |
| **Use-case Name** | View Customer Info | | | |
| **Author** | Trần Lê Tuấn | | | |
| **Date** | 25/05/2015 | **Priority** | Normal | |
| **Actor:**   * Customer   **Summary:**   * This use case allows customer view customer information.   **Goal:**   * Show successful customer information.   **Triggers:**   * Click “Thông tin cá nhân” in menu.   **Preconditions:**   * Customer must be login.   **Post Conditions:**   * **Success**: customer information is showed successfully. * **Fail:** Cannot view customer information.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click “Thông tin cá nhân” on menu. | Show customer information  Display customer details includes:   * Họ và tên: Label * Tên đăng nhập: Label * Địa chỉ Email: Label * Giới tính: Label * Ngày sinh: Label * Địa chỉ: Label * Số điện thoại: Label   [Exception 1] |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | |  |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Cannot view due to database connection | Show error message: “Không xem thông tin, vui lòng thử lại sau.” |   **Relationships:** Customer  **Business Rules:**   * Customer information must exist in database. | | | | |



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – EDIT CUSTOMER INFORMATION** | | | | |
| **Use-case No.** | UC002 | **Use-case Version** | | 2.0 |
| **Use-case Name** | Request Extend Contract | | | |
| **Author** | Trần Lê Tuấn | | | |
| **Date** | 25/05/2015 | **Priority** | Normal | |
| **Actor:**   * Customer   **Summary:**   * This use case allows customer edit information.   **Goal:**   * Customer can edit information.   **Triggers:**   * Click “Thông tin hợp đồng” in menu. * Click “Gia hạn hợp đồng” submenu. * Fill information in the text box. * Click “Gửi” button.   **Preconditions:**   * Customer must be login. * Contract information must exist in database   **Post Conditions:**   * **Success**: Customer send request successfully. * **Fail:** Cannot send request.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click “Thông tin hợp đồng” on menu. | Show page rate and comment  Display office details includes:   * Details of product: * Tên văn phòng: label * Địa chỉ: label * Email: textbox * Tên yêu cầu : textbox * Nội dung yêu cầu : text area   “Gửi” : button  “Xoá trắng” : button | | 2 | Fill information in page. |  | | 3 | Click “Gửi” button on screen.  [Alternative 1] | Show successful message “Gửi yêu cầu thành công” on screen.  [Exception 1] | |  |  |  |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Click “Xoá trắng” button. | All information in request form is cleared. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Cannot send request due to database connection | Show error message: “Không thể gửi yêu cầu, vui lòng thử lại sau.” |   **Relationships:** Customer Contract  **Business Rules:**   * Contract information must exist in database. | | | | |



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **USE CASE – EDIT CUSTOMER INFORMATION** | | | | |
| **Use-case No.** | UC002 | **Use-case Version** | | 2.0 |
| **Use-case Name** | View Office Detail | | | |
| **Author** | Trần Lê Tuấn | | | |
| **Date** | 25/05/2015 | **Priority** | Normal | |
| **Actor:**   * Guest   **Summary:**   * This use case allows guest search office information.   **Goal:**   * Guest can search information.   **Triggers:**   * Fill information in the textbox or chose some suggest in search form. * Click “Tìm kiếm” button.   **Preconditions:**  **Post Conditions:**   * **Success**: Office result is showed successfully. * **Fail:** Cannot show office information.   **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Click on suggest offices. | Show office information include:  Tên văn phòng: Label.  Giới thiệu văn phòng: Text Area.  Quận: Label  Thành phố: Label  Số người: Label  Giá Thuê: Label  Thông tin thêm: Text Area.  [Exception 1] |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | |  |  |  |   **Exceptions:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Cannot send request due to database connection | Show error message: “Không thể xem thông tin, vui lòng thử lại sau.” |   **Relationships:** Office  **Business Rules:** | | | | |