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| **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 “Office Information” in menu. * Click “Request repair” submenu. * Fill information in the text box. * Click “Submit” 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 “Request repair” on submenu. | Show page create request  Display office details includes:   * Details of product: * Request name: textbox * Address: label * Email: textbox * Request : textbox   “Submit” : button  “Cancel” : button | | 2 | Click “Submit” button on screen.  [Alternative 1] | Show successful message “Send request successful” on screen.  [Exception 1] | |  |  |  |   **Alternative Scenario:**   |  |  |  | | --- | --- | --- | | No. | Actor Action | System Response | | 1 | Click “Cancel” 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: “Cannot send request, try again later.” |   **Relationships:** Manage Member  **Business Rules:**   * Customer can send request to manager. * Request must be approved by manager. | | | | |