# **Web application**

## Guest components:

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | Login | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Guest.   Summary:   * This use case allow guest to log in the system.   Goal:   * Guest can logs in the system.   Triggers:   * Guest goes to the home page.   or   * When guest accesses a protected page, the system displays a login form.   Preconditions: N/A  Post Conditions:   * Success: User renew contract or send a renew contract base on the payment way he/she used. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Guest goes to the home page or when guest accesses a protected page. | Display a login form:   * Username: text input free, required, length 6-12. * Password: password, required, length 6-20 | | 2 | Guest enters correct username and password. Then send login command. | The system authenticate the user then  display the user page or the protected page that the user requested.  [Exception 1]  [Exception 2] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | The guest enters wrong username and password. | Show message: “Tên đặng nhập hoặc mật khẩu không đúng” | | 2 | User not allowed to access the projected page requested. | Show message:”Bạn không được phép truy cập trang này” | | 3 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules:   * If role of user is staff, system returns the staff manage page. * If role of user is customer, system returns the customer page. | | | |

## Customer components:

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | Renew contract by user | | |
| Author | TriPQM | | |
| Date | 20/05/2015 | **Priority** | High |
| Actor:   * Customer.   Summary:   * This use case help user to renew their contract.   Goal:   * User can renew their insurance contract.   Triggers:   * User sends renew contract command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: User renew contract or send a renew contract base on the payment way he/she used. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends renew contract command. | Display new page show user the payment gateways and the renewal fee:   * Payment gateways:   + PayPal: radio button.  + Direct payment: radio button.   * Renewal fee: currency. | | 2 | If user chooses PayPal gateway and send confirm command.  [Alternative 1] | Forward to PayPal payment page to process the payment. | | 3 | User process the PayPal payment | If payment succeed,  Update information to database. Renew user insurance contract.  Show message: “Gia hạn thành công”  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If user chooses direct payment and send confirm command. | Show list of company brands address. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If payment failed | Show message: “Thanh toán không thành công. Gia hạn bị hủy bỏ” |   Relationships: Extend “PayPal payment”.  Business Rules:   * If user paid the renew fee through PayPal, system automatically change the contract status to Ready. * If user paid the renew fee directly, Staff will update the payment for that contract and change contract status to Ready. * If the card expired date is more than 2 months, the user can’t make a renew contract request. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | Cancel contract | | |
| Author | TriPQM | | |
| Date | 20/05/2015 | **Priority** | High |
| Actor:   * Customer.   Summary:   * This use case help user cancel their contract..   Goal:   * Customer can cancel the contract.   Triggers:   * Customer sends cancel contract request.   Preconditions:   * User must login into the system with role Customer. * User’s contract must be valid.   Post Conditions:   * Success: Send to the staff the cancel contract request. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends cancel contract request command. | Display new page with radio buttons ask user to choose the reason why he/she cancel contract request and a button to attach file:   * List of reasons to cancel contract: radio buttons. * Other reason: input text free. * Attach file: button. | | 2 | User chooses the reason why he/she want to cancel contract and attach the related file (if any). Then send confirm command.  [Alternative 1] | Show success message.  [Exception 1]  [Exception 2] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | User send exit request. | Return to the contract information page. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If user doesn’t check any radio button | Show message: “Xin vui lòng cho biết lý do hủy hợp đồng”. | | 2 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules:   * The inputted data from user is stored into database. * System update status of the contract to “Request cancel” * A notification will be sent to staff to notify about the cancel request, staff will approve to cancel the contract with customer. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | View payment history | | |
| Author | TriPQM | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user the history of the transactions.   Goal:   * User can view list of transactions were made.   Triggers:   * User sends view payment history command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Show the transactions history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view payment history command. | Display new page that show user list of transaction history information includes:   * Date of transaction: date * Method: text * Service: text * Amount: currency * Receiver: text * PayPal transaction ID: text   [Alternative 1]  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If there is no transaction were made | Show message: “Không có giao dịch nào” |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules:   * System will load transactions from database. * Transactions list is sorted by date order. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | View accident history | | |
| Author | TriPQM | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user the history of the accidents.   Goal:   * User can view list of their accidents history.   Triggers:   * User sends view accident history command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Show the accidents history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view accident history command | Display new page show list of accidents information includes:  // Đợi ERD và prototype  [Alternative 1]  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There is no accident | Show message:”Không có lịch sử tai nạn nào” |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules:   * System will load accidents from database. * Accidents list is sorted by date order. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | View punishment history | | |
| Author | TriPQM | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user the history of the punishment.   Goal:   * User can view list of their punishment history.   Triggers:   * User sends view punishment history command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Show the punishment history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view punishment history command | Display a table shows list of punishments information includes:   * Date of punishment: date * Punishment title: text * Punishment record: link   [Alternative 1]  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There is no punishment | Show message: “Không có vi phạm nào” |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules:   * Punishments will be loaded from database. * Punishments list is sorted by date order. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | Request compensation | | |
| Author | TriPQM | | |
| Date | 20/05/2015 | **Priority** | High |
| Actor:   * Customer.   Summary:   * This use case help user to request compensation.   Goal:   * User can request compensation.   Triggers:   * User sends request compensation command.   Preconditions:   * User must login into the system with role Customer. * User’s contract must be valid.   Post Conditions:   * Success: Store the compensation request to into database. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends request compensation command. | Display new page ask user to input required information includes:   * Driver name: input text free, required, length 1- 50. * License number: input text free, required, length 12. * License type: input text free, required, length 2. * Driver phone: input text free, required, length 10 - 20 * Vehicle capacity: number, required * Driver address: input text free, required, length 10 - 256 * Plate number of accident motor: input text free, required, length 3- 12 * Date of accident: date, required * Place of accident: input text free, required, length 10 - 256 * Control Police Department: input text free, required, length 5 - 256 * Description: input text free, required, length 10 – max. * Human damage: input text free, required, length 10 - 256 * Asset damage: input text free, required, length 10 - 256 * Observer: input text free, required, length 5 - 50 * Compensation note: input text free, max length 256. * Attachment file: button. | | 2 | User fill required information and attach the minutes of the accident (if any). Then send confirm command.  [Alternative 1] | Store information into database.  Show message:”Yêu cầu bồi thường được gửi thành công”.  [Exception 1]  [Exception 2] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | User send cancel command. | Return to the compensation history page. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | User input missed one of requirement information. | Show message to notify user what required information is missing. | | 2 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules:   * Inputted data is stored into database. * System will notify staffs about new compensation request. * After insurance company resolve the compensation, staff will update information and resolve the compensation in the system. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | View compensation history. | | |
| Author | TriPQM | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case help user to view compensation history.   Goal:   * User can view compensation history.   Triggers:   * User sends view compensation history command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Show the compensation history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view compensation history command. | Display new page that show user the history of compensations includes:   * Driver name: text * License number: text * License type: text * Driver phone: text * Vehicle capacity: text * Driver address: text * Plate number of accident motor: text * Date of accident: date * Place of accident: date * Control Police Department: text * Description: text * Human damage: text * Asset damage: text * Observer: text * Compensation note: text * Attachment: link * Created date: date * Resolve date: date * Decision: text * Resolve note: text   [Alternative 1]  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If there is no compensation | Show message: “Không có bồi thường nào” |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules:   * Information is loaded from database. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | New card request | | |
| Author | TriPQM | | |
| Date | 20/05/2015 | **Priority** | High |
| Actor:   * Customer.   Summary:   * This use case help user to request a new card.   Goal:   * User can request a new card.   Triggers:   * User sends new card request command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: New card request is stored into database. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends new card request command. | Display a new page shows user:   * A text box to confirm by password: password input, required, length 8-20 * Payment gateways:   + Direct payment: radio button  + PayPal: radio button   * The fee: currency | | 2 | User enter password and choose the PayPal payment gateway. Then send confirm command.  [Alternative 1] | Forward to PayPal payment process page.  [Exception 1] | | 3 | User process the PayPal payment. | If payment succeed,  Show message: “Thanh toán thành công, hệ thống sẽ gửi thẻ mới cho bạn trong thời gian sớm nhất”  [Exception 2]  [Exception 3] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | User enter password and choose the direct payment. Then send confirm command. | Show company information: address, telephone number. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If user enter wrong password | Show message:”Mật khẩu không đúng. Xin thử lại” | | 2 | If payment failed | Show message: “Thanh toán không thành công. Yêu cầu bị hủy bỏ” |   Relationships:  Business Rules:   * At a time, user can only has one new card request for each contract. * System will notify to staffs about new card request. * When staff print new card for customer, the status of the request will be changed automatically. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | View card information | | |
| Author | TriPQM | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user their card information.   Goal:   * User can view their card information.   Triggers:   * User sends view card information command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Show the user’s card information and the access history. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view card information command | Display new page shows the card information includes:   * Card ID: text * User name: text * Card status: text * Activated date: date   And a table shows list of access history information includes:   * Access date: date * Access device: text * Request: text * Response: text   [Exception 1] | |  |  |  |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules:   * System loads all card information from database. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | View personal information | | |
| Author | TriPQM | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user their personal information.   Goal:   * User can review their card information.   Triggers:   * User sends view personal information command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Show the user’s personal. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User send view personal information command | Display new page shows the user information includes:   * User code: text * User name: text * Address: text * Email: text * Phone number: text * Personal ID: text   [Exception 1] | |  |  |  |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules:   * System loads all personal information from database. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Change password. | | |
| Author | TriPQM | | |
| Date | 20/05/2015 | **Priority** | High |
| Actor:   * Customer.   Summary:   * This use case help user to change their password.   Goal:   * User can change the password.   Triggers:   * User sends change password command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Update new user’s password to database. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends change password command. | Display new page contains textboxes for user to input their current and new password:   * Current password: password input, length 8-20 * New password: password input, length 8-20 * Confirm new password: password input, length 8-20 | | 2 | User input their current password, new password and confirm new password. Then send confirm command. | Show message:”Thay đổi mật khẩu thành công”  [Exception 1]  [Exception 2]  [Exception 3] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If user input the wrong current password | Show message: “Mật khẩu hiện tại không đúng. Vui lòng thử lại” | | 2 | If the new password and the confirm new password not matched. | Show message: “Xác nhận mật khẩu mới không đúng. Vui lòng thử lại” | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules:   * System will update new password for user into database if provided information is correct. | | | |