# <Staff> Overview Use Case

## <Staff, Customer> View profile

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | View profile | | |
| Author | KhaNC | | |
| Date | 27/05/2015 | **Priority** | Normal |
| Actor:   * Staff * Customer   Summary:   * This use case allow user view their profile.   Goal:   * User can view their detailed profile.   Triggers:   * User sends request to view profile.   Preconditions:   * User must login into the system with roles Customer of Staff.   Post Conditions:   * Success: User profile information is shown. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User send requests to view profile. | User profile page will be shown with following information:   * User’s code: text * User’s full name: text * User’s address: text * User’s email: text * User’s phone: text * User’s personal ID: text |   Alternative Scenario: N/A  Exceptions: N/A  Relationships: N/A  Business Rules:   * User’s detail profile is always loaded from database. * If use’s role is Staff, their address and personal ID number could be empty. * User’s code (username) must be highlight. | | | |

## <Staff, Customer> Change password

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Change password | | |
| Author | KhaNC | | |
| Date | 27/05/2015 | **Priority** | Normal |
| Actor:   * Staff * Customer   Summary:   * This use case allow user change their password.   Goal:   * User can change their account password.   Triggers:   * User sends change password command.   Preconditions:   * User must login into the system with roles Customer of Staff.   Post Conditions:   * Success: User’s new password is updated to database. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends change password command. | Change password page will be shown with following information:   * Current password: password input field, required, min length: 8, max length: 30 * New password: password input field, required, min length: 8, max length: 30 * Confirm new password: password input field, required, min length: 8, max length: 30 | | 2 | User fill out the form |  | | 3 | User submits their new password and approve to change  [Alternative 1] | * Validate data   [Exception 1, 2, 3, 4, 5, 6]   * Update user’s new password to database. * Display message notify user their password has changed successfully. * Write log file. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | User abort this action. | Return to view profile page. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Current password field is empty | Show message notify user enter current password | | 2 | Current password is not match | Show message notify user entered current password is not match | | 3 | New password field is empty | Show message notify user enter new password | | 4 | Length of new password is not in range | Show message notify user entered new password is not a valid password | | 5 | Confirm new password field is empty | Show message notify user enter their new password again | | 6 | Confirm new password is not match with new password | Show message notify user entered confirm password is not match |   Relationships: Login  Business Rules:   * In case of successful scenario, user’s new password would be updated to database. * The user should be able to know how strong their password is when they input their new password. * Passwords could be rated in one of three ways: “Weak”, “Moderate” and “Strong” and it has color for each value while displaying. | | | |

## <Staff> Resolve new card request

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Resolve new card request | | |
| Author | KhaNC | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff view and solve new card request.   Goal:   * Staff can view and solve request for new card from customers.   Triggers:   * Staff sends view and solve new card request command.   Preconditions:   * User must login into the system with role Staff.   Post Conditions:   * Success: List of new card request is shown and available to resolve. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff sends view and solve new card request command. | New card request page will be shown as a grid with following information:   * Ordinal number: positive integer, ascending * Date of request: dd/mm/yyyy * Note of customer: text * ID of lost card: link to card detail information page. * Name of card owner: link to page has detailed information of the customer who own this card. * Date a new card be issued for this customer: dd/mm/yyyy * ID of new card: link to card detail information page. | | 2 | Staff add new card for this customer | Update new card information.   * Date new card issued. * ID of new card |   Alternative Scenario: N/A  Exceptions: N/A  Relationships: N/A  Business Rules:   * List of new card request is always loaded from database. * List of new card request is sorted by date of request in descending. * The lost card will changes status from “Ready” to “Deactivated”. * The new card will changes status from “Deactivated” to “Ready”. * Search bar on the top help user finding card or customer faster. * Pagination must be display if number of requests larger than 10 and auto change based on staff’s selection. * Allow staff select how many requests should be displayed in one page, default is 10 requests per page. * Staff can click on card ID link and customer’s full name link to view their detail information. * A solved request must have code of new card and the date this card be issued. | | | |

## <Staff> Resolve compensation

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Resolve compensation request | | |
| Author | KhaNC | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff view and solve compensation request.   Goal:   * Staff can view and solve request for compensation from customers.   Triggers:   * Staff sends view and solve compensation request command.   Preconditions:   * User must login into the system with role Staff.   Post Conditions:   * Success: List of new card request is shown and available to resolve. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff sends view and solve compensation request command. | Compensation request detail page will be shown with following information:   * Contract’s code: link to contract details page * Contract’s owner full name: link to customer details page * Driver’s full name: text * Driver’s address: text * Driver’s phone number: text * Driver’s license number: positive integer * Driver’s license type: text * Vehicle’s capacity or seat capacity: number * Accident vehicle plate number: text * Time of the accident: text * Place of the accident: text * Police department solved accident: text * Description of the accident: text * Human damaged in the accident: text * Asset damaged in the accident: text * Name of the observer: text * Detail of compensation request from customer: text * Attachment: link * Note for compensation from staff: free input field. * Decision: select from a list. * Status of compensation: select from a list. | | 2 | Staff make decision and note about it | Update compensation status and notify to customer |   Alternative Scenario: N/A  Exceptions: N/A  Relationships: N/A  Business Rules:   * List of compensation request is always loaded from database. * List of compensation request is sorted by date of request in descending. * A compensation request could have one of three decision is “Chưa quyết định”, “Chấp nhận bồi thường” and “Từ chối bồi thường”. * A compensation request could have one of three status is “Đang xử lý”, “Hoàn tất” and “Hủy bỏ”. * Search bar on the top help user finding contract or customer faster. * Pagination must be display if number of requests larger than 10 and auto change based on staff’s selection. * Allow staff select how many requests should be displayed in one page, default is 10 requests per page. * Staff can click on links to view its detail information. * A solved request must have solved date. | | | |

## <Staff> View customer information

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | View customer details | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff view customer details.   Goal:   * Staff can view customer’s detail information.   Triggers:   * Staff sends view customer information commands.   Preconditions:   * User must login into the system with role Staff.   Post Conditions:   * Success: Customer’s detail information is shown. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff sends view customer information commands. | Customer details page will be shown with following information:   * Customer’s code: text * Customer’s full name: text * Customer’s address: text * Customer’s email address: text * Customer’s phone: text * Customer’s personal ID: text * Customer’s NFC card ID: link to detail information page. * Card’s activated date: text * Card’s most recent access date: text   A list of customer’s contract as grid which show the following information:   * Ordinal number: positive integer, ascending * Customer’s contract code: link to contract detail page. * Customer’s contract type: text * Contract’s start date: dd/mm/yyyy * Contract’s expired date: dd/mm/yyyy * Contract’s status: text |   Alternative Scenario: N/A  Exceptions: N/A  Relationships: Edit customer information.  Business Rules:   * Customer’s detail information is always loaded from database. * Separate customer’s information into 3 parts: personal information, customer NFC tag and customer’s contract for better vision. * Staff can clicks on NFC tag ID link and contract code link to view their detail information. * Contract’s status is colored by different colors. | | | |

## <Staff> Edit customer information

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Edit customer information | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff update customer’s information.   Goal:   * Customer’s information is updated to the system.   Triggers:   * Staff sends update customer’s information command.   Preconditions:   * User must login into the system with role Staff.   Post Conditions:   * Success: Customer’s information is updated. Log file is generated. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff sends update customer’s information command. | Edit customer page is shown with following labels and fields:   * Enter customer’s full name: free input field, required, min length: 3, max length: 80 * Enter customer’s address: free input field, required, min length: 5, max length: 100 * Enter customer’s email address: free input field, required, min length: 5, max length: 100 * Enter customer’s phone number: free input field, required, min length: 10, max length: 11 * Enter customer’s personal ID: free input field, length: 9 | | 2 | Staff fill out the form. |  | | 3 | Staff approve to update customer’s information.  [Alternative 1] | * Validate data   [Exception 1, 2, 3, 4, 5, 6, 7, 8, 9]   * Update customer’s information to database. * Refresh customer details page. * Write log file. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff abort this action. | Return to customer details screen. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Customer’s full name field is empty | Show message notify staff enter customer’s full name | | 2 | Length of customer’s full name is out of range | Show message notify staff entered customer’s full name is not valid | | 3 | Customer’s address field is empty | Show message notify staff enter customer’s address | | 4 | Length of customer’s address is out of range | Show message notify staff entered customer’s address is not valid | | 5 | Customer’s email address field is empty | Show message notify staff enter customer’s email address | | 6 | Customer’s email address field’s value is not a valid email | Show message notify entered email is not valid | | 7 | Customer’s phone number field is empty | Show message notify staff enter customer’s phone number | | 8 | Customer’s phone number field is not a valid phone number | Show message notify entered phone number is not valid | | 9 | Length of customer’s personal ID is different from 9 | Show message notify customer’s personal ID must contains 9 digit. |   Relationships: View customer details.  Business Rules:   * In case of success scenarios, customer new information would be updated to database. * Reloaded customer details page will display customer updated information. * An email address must be validated by this regular expression: (Add later) * All required fields must have the \* symbol belongs with its label. * Customer’s current information must be shown in fields. * Exception must not violate. | | | |

## <Staff> Create new customer

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Create new customer | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff create new customer.   Goal:   * A new customer is added to the system.   Triggers:   * Staff sends request to create new customer.   Preconditions:   * User must login into the system with role Staff.   Post Conditions:   * Success: New customer is added to the system. Log file is generated. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff sends request to create new customer. | Create customer page is shown with following labels and fields:   * Enter customer’s full name: free input field, required, min length: 3, max length: 80 * Enter customer’s address: free input field, required, min length: 5, max length: 100 * Enter customer’s email address: free input field, required, min length: 5, max length: 100 * Enter customer’s phone number: free input field, required, min length: 10, max length: 11 * Enter customer’s personal ID: free input field, length: 9 | | 2 | Staff fill out the form. |  | | 3 | Staff approve to create new customer.  [Alternative 1] | * Validate data   [Exception 1, 2, 3, 4, 5, 6 , 7, 8, 9]   * Add new customer’s information to database. * Display create customer success page. * Write log file. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff abort this action | Return to customer management screen. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Customer’s full name field is empty | Show message notify staff enter customer’s full name | | 2 | Length of customer’s full name is out of range | Show message notify staff entered customer’s full name is not valid | | 3 | Customer’s address field is empty | Show message notify staff enter customer’s address | | 4 | Length of customer’s address is out of range | Show message notify staff entered customer’s address is not valid | | 5 | Customer’s email address field is empty | Show message notify staff enter customer’s email address | | 6 | Customer’s email address field’s value is not a valid email | Show message notify entered email is not valid | | 7 | Customer’s phone number field is empty | Show message notify staff enter customer’s phone number | | 8 | Customer’s phone number field is not a valid phone number | Show message notify entered phone number is not valid | | 9 | Length of customer’s personal ID is different from 9 | Show message notify customer’s personal ID must contains 9 digit. |   Relationships: N/A  Business Rules:   * In case of success scenarios, a new customer would be added to database. * An email address must be validated by this regular expression: (Add later) * All required fields must have the \* symbol belongs with its label. * Exception must not violate. | | | |

## <Staff> Create new contract

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Create new contract | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff create new contract.   Goal:   * A new contract is added to the system.   Triggers:   * Staff sends create new contract command.   Preconditions:   * User must login into the system with role Staff.   Post Conditions:   * Success: New contract is added to the system. Log file is generated. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff sends create new contract command. | Contract detail information page is shown with following label and fields:   * Enter customer’s full name: free input field, required, min length: 3, max length: 80 * Contract’s start date: date time picker, required * Contract’s expired date: date time picker, required * Contract’s sign date: date time picker, required * Contract’s sign place: free input field, required, min length: 5, max length: 100 * Name of staff signed contract: free input field, required, min length: 3, max length: 80 * Enter vehicle’s plate number: free input field, required, min length: 8, max length: 10 * Enter vehicle’s brand: free input field, required, min length: 2, max length: 30 * Enter vehicle’s model code: free input field, required, min length: 2, max length: 30 * Enter vehicle’s type: free input field, required, min length: 2, max length: 15 * Enter vehicle’s color: free input field, required, min length: 2, max length: 30 * Enter vehicle’s engine: free input field, required, length: 7 * Enter vehicle’s chassis: free input field, required, length: 7 * Enter vehicle’s capacity: free input field, required, min length: 2, max length: 3 * Enter vehicle’s year of manufacture: free input field, required, length: 4 * Enter vehicle’s empty weight: free input field, required, min length: 2, max length: 3 * Enter vehicle’s seat capacity: free input field, required, length: 2 * Image of vehicle registration certificate: free input field | | 2 | Staff fill out the form. | Display review contract’s information page. | | 3 | Staff approve to create this contract  [Alternative 1] | * Validate data   [Exception 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31]   * Add new contract’s information to database. * Display create contract success page. * Write log file. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff abort this action | Return to contract management screen. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Customer’s full name field is empty | Show message notify staff enter customer’s full name | | 2 | Length of customer’s full name is out of range | Show message notify staff entered customer’s full name is not valid | | 3 | Contract’s start date field is empty | Show message notify staff pick contract’s start date | | 4 | Contract’s expired date field is empty | Show message notify staff pick contract’s expired date | | 5 | Contract’s sign date field is empty | Show message notify staff pick contract’s sign date | | 6 | Contract’s sign place field is empty | Show message notify staff enter contract’s sign place | | 7 | Length of contract’s sign place is out of range | Show message notify staff entered contract’s sign place is not valid | | 8 | Sign contract staff field is empty | Show message notify staff enter name of staff signed contract | | 9 | Length of name of staff signed contract is out of range | Show message notify staff entered name of staff sign is not valid | | 10 | Vehicle’s plate number field is empty | Show message notify staff enter vehicle’s plate number | | 11 | Length of vehicle’s plate number is out of range | Show message notify staff entered vehicle’s plate number is not valid | | 12 | Vehicle’s brand field is empty | Show message notify staff enter vehicle’s brand | | 13 | Length of vehicle’s brand is out of range | Show message notify staff entered vehicle’s brand is not valid | | 14 | Vehicle’s model code field is empty | Show message notify staff enter vehicle’s model code | | 15 | Length of vehicle’s model code is out of range | Show message notify staff entered vehicle’s model code is not valid | | 16 | Vehicle’s type field is empty | Show message notify staff enter vehicle’s type | | 17 | Length of vehicle’s type is out of range | Show message notify staff entered vehicle’s type is not valid | | 18 | Vehicle’s color field is empty | Show message notify staff enter vehicle’s color | | 19 | Length of vehicle’s color is out of range | Show message notify staff entered vehicle’s color is not valid | | 20 | Vehicle’s engine field is empty | Show message notify staff enter vehicle’s engine | | 21 | Length of vehicle’s engine is out of range | Show message notify staff entered vehicle’s engine is not valid | | 22 | Vehicle’s chassis field is empty | Show message notify staff enter vehicle’s chassis | | 23 | Length of vehicle’s chassis is out of range | Show message notify staff entered vehicle’s chassis is not valid | | 24 | Vehicle’s capacity field is empty | Show message notify staff enter vehicle’s capacity | | 25 | Length of vehicle’s capacity is out of range | Show message notify staff entered vehicle’s capacity is not valid | | 26 | Vehicle’s year of manufacture field is empty | Show message notify staff enter vehicle’s year of manufacture | | 27 | Length of vehicle’s year of manufacture is out of range | Show message notify staff entered vehicle’s year of manufacture is not valid | | 28 | Vehicle’s empty weight field is empty | Show message notify staff enter vehicle’s empty weight | | 29 | Length of vehicle’s empty weight is out of range | Show message notify staff entered vehicle’s empty weight is not valid | | 30 | Vehicle’s seat capacity field is empty | Show message notify staff enter vehicle’s seat capacity | | 31 | Length of vehicle’s seat capacity is out of range | Show message notify staff entered vehicle’s seat capacity is not valid |   Relationships: N/A  Business Rules:   * In case of success scenarios, a new contract would be added to database. * Staff can search and select a contract owner from available customers. * A new contract created successfully will has status is “Ready”. * Default contract term is 01 year. * All required fields must have the \* symbol belongs with its label. * Exception must not violate. | | | |

## <Staff> Renew contract

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Renew contract | | |
| Author | KhaNC | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff renew contract.   Goal:   * Contract’s new expired date is updated to the system.   Triggers:   * Staff sends renew contract command.   Preconditions:   * User must login into the system with role Staff.   Post Conditions:   * Success: Contract is renewed. Log file is generated. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff sends renew contract command. | Renew contract detail information page is shown with following information:   * New contract’s start date: date time picker, required * New contract’s expired date: date time picker, required * Amount of paid renew contract fee: free input field, required, min length: 5, max length: 10 * Pay of charge date: date time picker, required * Description: free input field * Name of staff: free input field, required, min length: 3, max length: 80 | | 2 | Staff fill out the form. | Display review contract’s information page. | | 3 | Staff approve to renew this contract  [Alternative 1] | * Validate data   [Exception 1, 2, 3, 4, 5, 6, 7]   * Update contract’s information to database. * Reload contract detail page. * Write log file. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff abort this action | Return to contract management screen. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | New contract’s start date field is empty | Show message notify staff pick new contract’s start date | | 2 | New contract’s expired date field is empty | Show message notify staff pick new contract’s expired date | | 3 | Amount of paid renew contract fee field is empty | Show message notify staff enter amount of paid renew contract fee | | 4 | Length of amount of paid renew contract fee is out of range | Show message notify staff entered amount of paid renew contract fee is not valid | | 5 | Pay of charge date field is empty | Show message notify staff pick pay of charge date | | 6 | Sign contract staff field is empty | Show message notify staff enter name of staff signed contract | | 7 | Length of name of staff signed contract is out of range | Show message notify staff entered name of staff sign is not valid |   Relationships: N/A  Business Rules:   * In case of success scenarios, a new expired date of contract would be updated to database. * A contract renewed successfully will has status is “Ready”. * Default contract term is 01 year. * All required fields must have the \* symbol belongs with its label. * Exception must not violate. | | | |

## <Staff> Cancel contract

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Cancel contract | | |
| Author | KhaNC | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff cancel a contract.   Goal:   * Contract’s new status is updated to the system.   Triggers:   * Staff sends cancel contract command.   Preconditions:   * User must login into the system with role Staff.   Post Conditions:   * Success: Contract is cancelled. Log file is generated. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff sends cancel contract command. | Cancel contract detail information page is shown with following information:   * The reason why cancel contract: select from a list, required * Description: free input field * Name of staff: free input field, required, min length: 3, max length: 80 | | 2 | Staff fill out the form. | Display review contract’s information page. | | 3 | Staff approve to cancel this contract  [Alternative 1] | * Validate data   [Exception 1, 2, 3, 4, 5, 6, 7]   * Update contract’s information to database. * Reload contract detail page. * Write log file. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff abort this action | Return to contract management screen. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Reason to cancel contract field is empty | Show message notify staff select a reason to cancel contract | | 2 | Cancel contract staff field is empty | Show message notify staff enter name of staff cancelled contract | | 2 | Length of name of staff cancel contract is out of range | Show message notify staff entered name of staff cancelled is not valid |   Relationships: N/A  Business Rules:   * When a staff cancel a contract, other activities (fee refund, negotiations…) must be done outside of the system. No notification will be send to user when a staff cancels a contract. * A contract cancelled successfully will has status is “Cancel”. * All required fields must have the \* symbol belongs with its label. * Exception must not violate. | | | |