# Manage customer

## View all customer

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 1.0 |
| Use Case Name | View all customer | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff view the entire available customer.   Goal:   * Staff can view all customer list.   Triggers:   * Staff clicks “Khách hàng” on the menu in navigation bar.   Preconditions:   * User must login into the system with role Staff.   Post Conditions:   * Success: List of all available customer is shown. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff clicks “Khách hàng” on the menu in navigation bar. | Show list of customer as grid which show the following information:   * “#”: label * “Mã khách hàng”: label * “Tên khách hàng”: label * “Địa chỉ”: label * “Số điện thoại”: label * “Email”: label * “CMND/Hộ chiếu”: label * “Sửa”: button * “Xóa”: link   [Alternative 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There is no available customer | Show message “Danh sách khách hàng trống, vui lòng thêm mới hoặc quay lại sau” |   Exceptions: N/A  Relationships: Add new customer, update customer, delete customer.  Business Rules:   * List of customer is always loaded from database. * List of customer is sorted by “Mã khách hàng” in descending. * Search bar on the top and fast scroll bar on the right help user finding customer faster. | | | |

## Add customer

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 1.0 |
| Use Case Name | Add customer | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff add new customer.   Goal:   * A new customer is added to the system.   Triggers:   * Staff clicks “Thêm” button in customer management page.   Preconditions:   * User must login into the system with role Staff. * Customer management page is loaded successfully.   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 clicks “Thêm” button in customer management page | Modal “Thêm khách hàng” is shown:   * “Mã khách hàng \*”: textbox * “Tạo mã KH”: button * “Tên khách hàng \*”: textbox * “Địa chỉ \*”: textbox * “Số điện thoại \*”: textbox * “Email \*”: textbox * “CMND/Hộ chiếu”: textbox * “Thêm”: button * “Hủy”: button | | 2 | Staff fill out the form. |  | | 3 | Staff click button “Thêm”.  [Alternative 1, 2] | * Validate data [Exception 1, 2, 3, 4, 5, 6, 7, 8] * Add new customer’s information to database. * Write log file. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff click button “Tạo mã KH”. | Generate customer’s ID. | | 2 | Staff click button “Hủy”. | Close modal, return to customer management screen. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Customer’s ID is existed. | Show message “Mã khách hàng này đã tồn tại” | | 2 | “Mã khách hàng” field is empty | Show message “Vui lòng nhập mã khách hàng” | | 3 | “Tên khách hàng” field is empty | Show message “Vui lòng nhập tên khách hàng” | | 4 | “Địa chỉ” field is empty | Show message “Vui lòng nhập địa chỉ của khách hàng” | | 5 | “Số điện thoại” field is empty | Show message “Vui lòng nhập số điện thoại của khách hàng” | | 6 | “Số điện thoại” field is not number | Show message “Số điện thoại không đúng” | | 7 | “Email” field is empty | Show message “Vui lòng nhập email của khách hàng” | | 8 | “Email” field’s value is not a valid email | Show message “Email không đúng” |   Relationships: View all customer, update customer, delete customer.  Business Rules:   * Generated customer ID while click “Tạo mã KH” button is valid. | | | |

## Update customer

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 1.0 |
| Use Case Name | Update customer | | |
| 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 clicks “Sửa” button in customer management page.   Preconditions:   * User must login into the system with role Staff. * Customer management page is loaded successfully.   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 clicks “Sửa” button in customer management page | Modal “Sửa khách hàng” is shown:   * “Mã khách hàng \*”: textbox - disabled * “Tên khách hàng \*”: textbox * “Địa chỉ \*”: textbox * “Số điện thoại \*”: textbox * “Email \*”: textbox * “CMND/Hộ chiếu”: textbox * “Lưu”: button * “Hủy”: button | | 2 | Staff fill out the form. |  | | 3 | Staff click button “Lưu”.  [Alternative 1] | * Validate data [Exception 1, 2, 3, 4, 5, 6] * Update customer’s information to database. * Write log file. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff click button “Hủy”. | Close modal, return to customer management screen. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | “Tên khách hàng” field is empty | Show message “Vui lòng nhập tên khách hàng” | | 2 | “Địa chỉ” field is empty | Show message “Vui lòng nhập địa chỉ của khách hàng” | | 3 | “Số điện thoại” field is empty | Show message “Vui lòng nhập số điện thoại của khách hàng” | | 4 | “Số điện thoại” field is not number | Show message “Số điện thoại không đúng” | | 5 | “Email” field is empty | Show message “Vui lòng nhập email của khách hàng” | | 6 | “Email” field’s value is not a valid email | Show message “Email không đúng” |   Relationships: View all customer.  Business Rules: N/A | | | |

## Delete customer

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 1.0 |
| Use Case Name | Delete customer | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff delete a customer.   Goal:   * A customer is deleted from the system.   Triggers:   * Staff clicks “Xóa” button in customer management page.   Preconditions:   * User must login into the system with role Staff. * Customer management page is loaded successfully.   Post Conditions:   * Success: Customer is deleted from the system. Log file is generated. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff clicks “Xóa” button in customer management page | Modal “Xóa khách hàng” is shown:   * “Mã khách hàng”: textbox - disabled * “Tên khách hàng”: textbox - disabled * “Địa chỉ”: textbox - disabled * “Số điện thoại”: textbox - disabled * “Email”: textbox - disabled * “CMND/Hộ chiếu”: textbox - disabled * “Xóa”: button * “Hủy”: button | | 2 | Staff click button “Xóa”.  [Alternative 1] | * Validate data [Exception 1, 2] * Customer is deleted from the system. * Write log file. * Reload customer management page. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff click button “Hủy”. | Close modal, return to customer management screen. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | A NFC tag is assigned to this customer. | Show message “Không thể xóa, thẻ NFC của khách hàng vẫn còn tồn tại trong hệ thống” | | 2 | A contract is assigned to this customer. | Show message “Không thể xóa, hợp đồng của khách hàng vẫn còn tồn tại trong hệ thống.” |   Relationships: View all customer.  Business Rules: N/A | | | |

# Manage contract

## View all contract

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 1.0 |
| Use Case Name | View all contract | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff view the entire available contract.   Goal:   * Staff can view all contract list.   Triggers:   * Staff clicks “Hợp đồng” on the menu in navigation bar.   Preconditions:   * User must login into the system with role Staff.   Post Conditions:   * Success: List of all available contract is shown. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff clicks “Hợp đồng” on the menu in navigation bar. | Show list of contract as grid which show the following information:   * “#”: label * “Mã hợp đồng”: link * “Loại hợp đồng”: label * “Mã khách hàng”: label * “Tên khách hàng”: label * “Ngày hết hạn”: label * “Ghi chú”: label * “Trạng thái”: label * “Sửa”: button * “Xóa”: link   [Alternative 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There is no available contract | Show message “Danh sách hợp đồng trống, vui lòng thêm mới hoặc quay lại sau” |   Exceptions: N/A  Relationships: View contract details, add new contract, update contract, delete contract.  Business Rules:   * List of contract is always loaded from database. * List of contract is sorted by “Mã hợp đồng” in descending. * Search bar on the top and fast scroll bar on the right help user finding contract faster. | | | |

## View contract details

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 1.0 |
| Use Case Name | View contract details | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff view a specified contract details.   Goal:   * Staff can view contract detail information.   Triggers:   * Staff click the hyperlink of contract’s ID in contract management page.   Preconditions:   * User must login into the system with role Staff. * Contract management page is loaded successfully   Post Conditions:   * Success: Detail information of selected contract is shown. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff click the hyperlink of contract’s ID in contract management page. | Contract detail information page is shown:   * “Mã hợp đồng”: textbox - disabled * “Loại hợp đồng”: textbox - disabled * “Mã khách hàng”: textbox - disabled * “Tên khách hàng”: textbox - disabled * “Số điện thoại khách hàng”: textbox - disabled * “Địa chỉ khách hàng”: textbox - disabled * “Ngày ký hợp đồng”: textbox - disabled * “Ngày hết hạn”: textbox - disabled * “Nhân viên/Đại lý”: textbox - disabled * “Ghi chú”: textbox - disabled * “Trạng thái”: textbox - disabled * “Quay lại”: button |   Alternative Scenario: N/A  Exceptions: N/A  Relationships: N/A  Business Rules: N/A | | | |

## Add contract

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 1.0 |
| Use Case Name | Add contract | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff add new contract.   Goal:   * A new contract is added to the system.   Triggers:   * Staff clicks “Thêm hợp đồng” button in contract management page.   Preconditions:   * User must login into the system with role Staff. * Contract management page is loaded successfully.   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 clicks “Thêm hợp đồng” button in contract management page. | Contract detail information page is shown:   * “Mã hợp đồng \*”: textbox * “Tạo mã HĐ”: button * “Loại hợp đồng \*”: drop-down list * “Mã khách hàng \*”: textbox * “Tạo KH”: button * “Tên khách hàng \*”: textbox - disabled * “Số điện thoại khách hàng \*”: textbox - disabled * “Địa chỉ khách hàng \*”: textbox - disabled * “Ngày ký hợp đồng \*”: datetimepicker * “Ngày hết hạn \*”: datetimepicker * “Nhân viên/Đại lý \*”: drop-down list * “Ghi chú”: textbox * “Trạng thái \*”: drop-down list * “Thêm”: button * “Hủy”: button | | 2 | Staff fill out the form. |  | | 3 | Staff click button “Thêm”.  [Alternative 1, 2] | * Validate data [Exception 1, 2, 3, 4, 5, 6, 7, 8] * Add new contract’s information to database. * Write log file. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff click button “Tạo mã HĐ”. | Generate contract’s ID | | 2 | Staff click button “Tạo KH”. | Open add customer modal. | | 3 | Staff click button “Hủy”. | Return to contract management screen. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Contract’s ID is existed. | Show message “Mã hợp đồng này đã tồn tại” | | 2 | “Mã hợp đồng” field is empty | Show message “Vui lòng nhập mã hợp đồng” | | 3 | “Mã khách hàng” field is empty | Show message “Vui lòng nhập mã khách hàng” | | 4 | “Ngày ký hợp đồng” field is empty | Show message “Vui lòng nhập ngày ký hợp đồng” | | 5 | “Ngày ký hợp đồng” field value is larger than current day | Show message “Ngày ký hợp đồng không hợp lệ” | | 6 | “Ngày hết hạn” field is empty | Show message “Vui lòng nhập ngày hết hạn hợp đồng” | | 7 | “Nhân viên/Đại lý” field is empty | Show message “Vui lòng nhập nhân viên/đại lý ký hợp đồng” |   Relationships: View all contract, view contract details, update contract, delete contract.  Business Rules:   * Generated contract ID while click “Tạo mã HĐ” button is valid. | | | |

## Update contract

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 1.0 |
| Use Case Name | Update contract | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff update contract’s information.   Goal:   * Contract’s information is updated to the system.   Triggers:   * Staff clicks “Sửa” button in contract management page.   Preconditions:   * User must login into the system with role Staff. * Contract management page is loaded successfully.   Post Conditions:   * Success: Contract’s information is updated to the system. Log file is generated. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff clicks “Sửa” button in contract management page. | Contract detail information page is shown:   * “Mã hợp đồng \*”: textbox - disabled * “Loại hợp đồng \*”: drop-down list * “Mã khách hàng \*”: textbox * “Tạo KH”: button * “Tên khách hàng \*”: textbox - disabled * “Số điện thoại khách hàng \*”: textbox - disabled * “Địa chỉ khách hàng \*”: textbox - disabled * “Ngày ký hợp đồng \*”: datetimepicker * “Ngày hết hạn \*”: datetimepicker * “Nhân viên/Đại lý \*”: drop-down list * “Ghi chú”: textbox * “Trạng thái \*”: drop-down list * “Lưu”: button * “Hủy”: button | | 2 | Staff fill out the form. |  | | 3 | Staff click button “Thêm”.  [Alternative 1, 2] | * Validate data [Exception 1, 2, 3, 4, 5, 6, 7, 8] * Add new contract’s information to database. * Write log file. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff click button “Tạo KH”. | Open add customer modal. | | 2 | Staff click button “Hủy”. | Return to contract management screen. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | “Mã khách hàng” field is empty | Show message “Vui lòng nhập mã khách hàng” | | 2 | “Ngày ký hợp đồng” field is empty | Show message “Vui lòng nhập ngày ký hợp đồng” | | 3 | “Ngày ký hợp đồng” field value is larger than current day | Show message “Ngày ký hợp đồng không hợp lệ” | | 4 | “Ngày hết hạn” field is empty | Show message “Vui lòng nhập ngày hết hạn hợp đồng” | | 5 | “Nhân viên/Đại lý” field is empty | Show message “Vui lòng nhập nhân viên/đại lý ký hợp đồng” |   Relationships: View all contract, view contract details, delete contract.  Business Rules:   * Generated contract ID while click “Tạo mã HĐ” button is valid. | | | |

## Delete contract

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 1.0 |
| Use Case Name | Delete contract | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff delete a contract.   Goal:   * A contract is deleted from the system.   Triggers:   * Staff clicks “Xóa” button in contract management page.   Preconditions:   * User must login into the system with role Staff. * Contract management page is loaded successfully.   Post Conditions:   * Success: Contract is deleted from the system. Log file is generated. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff clicks “Xóa” button in contractmanagement page | Modal “Xóa hợp đồng” is shown:   * “Mã hợp đồng”: textbox - disabled * “Loại hợp đồng”: textbox - disabled * “Mã khách hàng”: textbox - disabled * “Tên khách hàng”: textbox - disabled * “Số điện thoại”: textbox – disabled * “Ngày hết hạn”: textbox – disabled * “Trạng thái”: textbox – disabled * “Xóa”: button * “Hủy”: button | | 2 | Staff click button “Xóa”.  [Alternative 1] | * Validate data [Exception 1] * Contract is deleted from the system. * Write log file. * Reload customer management page. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff click button “Hủy”. | Close modal, return to contract management screen. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Cannot delete contract. | Show message “Không thể xóa hợp đồng, vui lòng thử lại hoặc liên hệ admin” |   Relationships: View all contract.  Business Rules: N/A | | | |