# <Staff> Overview Use Case

## <Staff, Customer> View profile

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| 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 go to view profile page.   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 go to view profile page. | 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 up-to-date. * If use’s role is Staff, their address and personal ID number could be empty. | | | |

## <Staff, Customer> Change password

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| 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 the system. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User go to change password page. | Change password page will be shown with following information:   * Current password: free text input, required, length 6 – 32 * New password: free text input, required, length 6 – 32 * Confirm new password: free text input, required, length 6 – 32 | | 2 | User enter information |  | | 3 | User sends change password command. | * Validate data   [Exception 1, 2, 3, 4]   * Update user’s new password into the system. * Display message notify user their password has changed successfully. |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Missing of required fields | Show message to notify user input missed fields | | 2 | Current password does not match with user’s password in the system | Show message notify user entered current password does not match with user’s password in the system | | 3 | Length of new password not in range | Show message notify user’s new password is out-of-bounds | | 4 | Confirm new password does not match with new password | Show message notify user entered confirm password is not match with their new password |   Relationships: extended from View profile  Business Rules:   * In case of successful scenario, user’s new password would be updated to the system. * 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”. | | | |

## <Staff> Resolve new card request

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| 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. * There is at least 1 unsolved request for new card from customer.   Post Conditions:   * Success: A customer’s new card request is solved, a new card issued and the date request solved updated. * Fail: Request is unsolved.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff navigate to view all new card request page. | New card request page will be shown as a grid with following information:   * Date of request: date * 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: date * ID of new card: link to card detail information page. | | 2 | Staff add new card for this customer | Update new card information to customer’s request and send notification.   * Date new card issued. * ID of new card |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There are no unsolved new card request | Show message to notify staff there are no unsolved new card request. |   Exceptions: N/A  Relationships: N/A  Business Rules:   * List of new card request is always up-to-date. * 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 issued. | | | |

## <Staff> Resolve compensation

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | Resolve compensation request | | |
| Author | KhaNC | | |
| Date | 27/05/2015 | **Priority** | High |
| 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. * There is at least 1 unsolved request for compensation from customer.   Post Conditions:   * Success: A customer’s compensation request is solved, a compensation decision is made and the date request solved updated. * Fail: Request is unsolved.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff navigate to view list of request for compensation page. | List of compensation request will be shown with following information:   * Request’s code: link to request detail page * Contract’s code: link to contract detail page * Contract’s owner full name: link to customer detail page * Get request date: date * Request solved date: date | | 2 | Staff select an unsolved request to view and resolve. | Compensation request detail page will be shown with following information:   * Contract’s code: link to contract detail page * Contract’s owner full name: link to customer detail page * Driver’s full name: text * Driver’s address: text * Driver’s phone number: text * Driver’s license number: text * Driver’s license type: text * Vehicle’s capacity or seat capacity: text * 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 to attach files * Note for compensation from staff: free text input. * Decision: select one of the options * Status of compensation: select one of the options. | | 3 | Staff make decision and note about it | Update compensation status and notify to customer |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There are no unsolved compensation request | Show message to notify staff there are no unsolved compensation request. |   Exceptions: N/A  Relationships: N/A  Business Rules:   * List of compensation request is always up-to-date. * List of compensation request is sorted by get request date in descending. * With unsolved request, its solved date does not exist. * 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. | | | |

## <Staff> View customer information

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| 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 command.   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 navigate to list of customer page. | List of customer page will be shown with following information:   * Customer’s code: link to customer detail page * Customer’s full name: text * Customer’s phone: text * Customer’s NFC card ID: link to card detail page. * Customer’s contract code: link to contract detail page. | | 2 | Staff select customer to view their detail information. | Customer detail 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   Information of customer’s current card:   * 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:   * Customer’s contract code: link to contract detail page. * Customer’s contract type: text * Contract’s start date: date * Contract’s expired date: date * Contract’s status: text |   Alternative Scenario: N/A  Exceptions: N/A  Relationships: Edit customer information.  Business Rules:   * Customer’s detail information is always up-to-date. * Staff can clicks on NFC tag ID link and contract code link to view their detail information. * Staff can view all customer’s card and each card’s access history. * Contract’s status is one of 6 below: * Pending * No Card * Ready * Expired * Request cancel * Cancelled | | | |

## <Staff> Edit customer information

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| Use Case Name | Edit customer information | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allow staff edit 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. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff navigate to edit customer information page. | Edit customer page is shown with following labels and fields:   * Customer’s full name: free text input, required, length 3 – 80 * Customer’s address: free text input, required, length 3 – 250 * Customer’s email address: free text input, required, length 3 – 250 * Customer’s phone number: free text input, required, length 8 – 15 * Customer’s personal ID: free text input, length 8 – 15 | | 2 | Staff fill out the form. |  | | 3 | Staff sends update customer’s information command.  [Alternative 1] | * Validate data   [Exception 1, 2, 3]   * Update customer’s new information to the system. * Reload customer detail page. |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Missing of required fields | Show message notify staff input missed fields | | 2 | Length of field’s value is out-of-bounds | Show message notify staff which field’s value is out-of-bounds | | 3 | Entered email address is not a valid email | Show message notify entered email is not valid |   Relationships: N/A.  Business Rules:   * In case of success scenarios, customer new information would be updated to the system. * Reloaded customer detail page will display customer updated information. * An email address must be validated by this regular expression: (Add later) * Customer’s current information must be shown in its respective fields. | | | |

## <Staff> Create new customer

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| 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. * This customer is not existed in the system yet.   Post Conditions:   * Success: New customer is added to the system. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff navigate to create customer page. | Create customer page is shown with following labels and fields:   * Customer’s full name: free text input, required, length 3 – 80 * Customer’s address: free text input, required, length 3 – 250 * Customer’s email address: free text input, required, length 3 – 250 * Customer’s phone number: free text input, required, length 8 – 15 * Customer’s personal ID: free text input, length 8 – 15 | | 2 | Staff fill out the form. |  | | 3 | Staff sends create new customer command.  [Alternative 1] | * Validate data   [Exception 1, 2, 3, 4, 5, 6 , 7, 8, 9]   * Add new customer to the system. * Display create customer success page. |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Missing of required fields | Show message notify staff input missed fields | | 2 | Length of field’s value is out-of-bounds | Show message notify staff which field’s value is out-of-bounds | | 3 | Entered email address is not a valid email | Show message notify entered email is not valid |   Relationships: extended by Create new contract  Business Rules:   * In case of success scenarios, a new customer would be added to the system. * An email address must be validated by this regular expression: (Add later) * System will suggest staff create new contract for the customer has just created. | | | |

## <Staff> Create new contract

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| 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. * There is at least 1 customer in the system.   Post Conditions:   * Success: New contract is added to the system * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff navigate to create new contract page. | Contract detail information page is shown with following label and fields:   * Customer’s full name: free text input, required, length 3 – 80   Contract’s information   * Contract’ type: select one of the options. * Contract’s start date: date time picker, required * Contract’s expired date: date time picker, required * Contract’s fee: free text input, required, length 1 – 10   Vehicle’s information:   * Vehicle’s plate number: free text input, required, length 4 – 15 * Vehicle’s brand: free text input, required, length 2 – 20 * Vehicle’s model code: free text input, required, length 2 – 20 * Vehicle’s type: free text input, required, length 2 – 20 * Vehicle’s color: free text input, required, length 2 – 20 * Vehicle’s engine: free text input, required, length 2 – 20 * Vehicle’s chassis: free text input, required, length 2 – 20 * Vehicle’s capacity: free text input, required, length 2 – 20 * Vehicle’s year of manufacture: free text input, required, length: 4 * Vehicle’s empty weight: free text input, required, length 1 – 4 * Vehicle’s seat capacity: free text input, required, length 1 – 3 | | 2 | Staff fill out the form. |  | | 3 | Staff sends create new contract command. | Display review contract’s information page. | | 4 | Staff confirm create new contract command.  [Alternative 1] | * Validate data   [Exception 1, 2]   * Add new contract’s information to the system. * Notify to staff created contract successfully. |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Missing of required fields | Show message notify staff input missed fields | | 2 | Length of field’s value is out-of-bounds | Show message notify staff which field’s value is out-of-bounds | | 3 | Entered vehicle is existed in the system | Show message notify staff this vehicle is existed. |   Relationships: extended from Create new contract  Business Rules:   * In case of success scenarios, a new contract would be added to the system. * Staff can search and select a contract owner from available customers. * A new contract created successfully will has status is “Ready”. * Contract’s start date must not be earlier than create contract date. * Contract’s term must not exceed 1 year. * Default contract’s term is 1 year. * Contract’s expired date must not be earlier than contract’s start date. * Contract’s type must be one of the following values: * “Xe trên 50cc có BH cho người trên xe” * “Xe trên 50cc không có BH cho người trên xe” * “Xe dưới 50cc có BH cho người trên xe” * “Xe dưới 50cc không có BH cho người trên xe” * “Xe mô tô ba bánh, xe gắn máy và các loại xe tương tự” | | | |

## <Staff> Renew contract

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| 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. * Contract’s status must be “Ready” or “Expired”.   Post Conditions:   * Success: Contract is renewed * 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:   * Contract’s new start date: date time picker, required * Contract’s new expired date: date time picker, required * Renew contract fee: free text input, required, length 1 – 10 * Pay of charge date: date time picker, required * Description: free text input, length 1 – 2000 * Name of staff: free text input, required, length 3 – 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]   * Update contract’s information to the system. * Reload contract detail page. |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Missing of required fields | Show message notify staff input missed fields | | 2 | Length of field’s value is out-of-bounds | Show message notify staff which field’s value is out-of-bounds |   Relationships: N/A  Business Rules:   * In case of success scenarios, a new expired date of contract would be updated to the system. * A contract renewed successfully will has status is “Ready”. * Contract’s start date must not be earlier than create contract date. * Contract’s term must not exceed 1 year. * Default contract’s term is 1 year. * Contract’s expired date must not be earlier than contract’s start date. | | | |

## <Staff> Cancel contract

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.1 |
| 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. * Contract’s status must not be “Cancelled”   Post Conditions:   * Success: Contract is cancelled * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff navigate to cancel contract page. | Cancel contract detail information page is shown with following information:   * The reason why cancel contract: free text input, required, length 1 – 250 * Description: free text input, length 1 – 2000 * Name of staff: free text input, required, length 3 – 80 | | 2 | Staff fill out the form. |  | | 3 | Staff sends cancel contract command. | Display confirm cancel contract page. | | 4 | Staff confirm cancel contract command.  [Alternative 1] | * Validate data   [Exception 1, 2]   * Update contract’s information to the system. * Reload contract detail page. |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Missing of required fields | Show message notify staff input missed fields | | 2 | Length of field’s value is out-of-bounds | Show message notify staff which field’s value is out-of-bounds |   Relationships: N/A  Business Rules:   * No notification will be send to user when a staff cancel a contract. * A contract cancelled successfully will has status is “Cancel”. | | | |