# 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 menu item allow view all customer 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 menu item allow view all customer on the menu in navigation bar. | Show buttons and a list of customer as grid which show the following information:   * Create new customer: button * Total available customer: label * Ordinal number: label * Customer’s code: link * Customer’s name: label * Customer’s phone: label * Customer’s contract code: link * Customer’s NFC tag ID: link   [Alternative 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There is no available customer | Show a message notify error to staff |   Exceptions: N/A  Relationships: Add new customer, view customer details.  Business Rules:   * List of customer is always loaded from database. * List of customer is sorted by customer’s code in descending. * Search bar on the top help user finding customer faster. * Pagination must be display if number of customer larger than 10 and auto change based on staff’s selection. * Allow staff select how many customers should be displayed in one page, default is 10 customers per page. | | | |

## View customer details

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 1.0 |
| 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 clicks customer’s code link on customer management page.   Preconditions:   * User must login into the system with role Staff. * Customer management page is loaded successfully.   Post Conditions:   * Success: Customer’s detail information is shown. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff clicks customer’s code link on customer management page. | Customer details page will be shown with following information:   * Go back previous page: button * Update customer’s information: button * Customer’s code: label * Customer’s name: label * Customer’s address: label * Customer’s email: label * Customer’s phone: label * Customer’s personal ID: label * View customer card history: button * Request for new card: button * Customer’s NFC tag ID: link * Card’s activated date: label * Card’s most recent access date: label * View card’s access history: link * Create new contract for this customer: button   A list of customer’s contract as grid which show the following information:   * Ordinal number: label * Customer’s contract code: link * Customer’s contract type: label * Contract’s start date: label * Contract’s expired date: label * Contract’s status: label |   Alternative Scenario: N/A  Exceptions: N/A  Relationships: Update customer information, delete customer.  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. | | | |

## Create new customer

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 1.0 |
| 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 clicks a button allow create new customer 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 a button allow create new customerin customer management page. | Create customer page is shown with following labels and fields, staff must fill out all required field (have \* symbol):   * Go back previous page: button * Enter customer’s full name: textbox, max length: 100, required * Enter customer’s address: textbox, max length: 150, required * Enter customer’s email address: textbox, max length: 100, required * Enter customer’s phone number: textbox, min length: 10, max length: 11, required * Enter customer’s personal ID: textbox, length: 9 * Create new customer: button | | 2 | Staff fill out the form. |  | | 3 | Staff click button to create new customer.  [Alternative 1] | * Validate data   [Exception 1, 2, 3, 4, 5, 6 , 7]   * Add new customer’s information to database. * Display create customer success page. * Write log file. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff click button to go back previous page. | Close page, 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 | Customer’s address field is empty | Show message notify staff enter customer’s address | | 3 | Customer’s email address field is empty | Show message notify staff enter customer’s email address | | 4 | Customer’s email address field’s value is not a valid email | Show message notify entered email is not valid | | 5 | Customer’s phone number field is empty | Show message notify staff enter customer’s phone number | | 6 | Customer’s phone number field is not a valid phone number | Show message notify entered phone number is not valid | | 7 | Length of customer’s personal ID is different from 9 | Show message notify customer’s personal ID must contains 9 digit. |   Relationships: View all customer, view customer details, update customer, delete customer.  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) * Exception must not violate. | | | |

## 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 a button allow update customer’s information in customer details page.   Preconditions:   * User must login into the system with role Staff. * Customer details 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 a button allow update customer’s information in customer details page. | Create customer page is shown with following labels and fields, staff must fill out all required field (have \* symbol):   * Enter customer’s full name: textbox, max length: 100, required * Enter customer’s address: textbox, max length: 150, required * Enter customer’s email address: textbox, max length: 100, required * Enter customer’s phone number: textbox, min length: 10, max length: 11, required * Enter customer’s personal ID: textbox, length: 9 * Update customer’s information: button * Abort this action: button | | 2 | Staff fill out the form. |  | | 3 | Staff click button to update customer’s information.  [Alternative 1] | * Validate data   [Exception 1, 2, 3, 4, 5, 6, 7]   * Update customer’s information to database. * Refresh customer details page. * Write log file. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff click button to abort this action. | Close modal, abort all changes, 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 | Customer’s address field is empty | Show message notify staff enter customer’s address | | 3 | Customer’s email address field is empty | Show message notify staff enter customer’s email address | | 4 | Customer’s email address field’s value is not a valid email | Show message notify entered email is not valid | | 5 | Customer’s phone number field is empty | Show message notify staff enter customer’s phone number | | 6 | Customer’s phone number field is not a valid phone number | Show message notify entered phone number is not valid | | 7 | 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) * Exception must not violate. | | | |

## 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 a button to delete in customer details page.   Preconditions:   * User must login into the system with role Staff. * Customer details 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 a button to delete in customer details page. | Message dialog to confirm customer’s deletion is shown:   * Agree to delete this customer: button * Abort this action: button | | 2 | Staff click button agree to delete this customer.  [Alternative 1] | * Validate data [Exception 1, 2] * Customer is deleted from the system. * Write log file. * Redirect to customer management page. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff click button to abort this action. | Close message dialog, return to customer details screen. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | A NFC tag is assigned to this customer. | Show message to notify staff that this customer having a NFC tag in system. | | 2 | A contract is assigned to this customer. | Show message to notify staff that this customer having a contract in system. |   Relationships: View all customer, view customer details.  Business Rules:   * In case of success scenarios, customer would be deleted from database. * Exception must not violate. | | | |

# 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 | | | |