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| USE CASE – MIC001 | | | |
| Use Case No. | MIC001 | **Use Case Version** | 1.0 |
| Use Case Name | Register | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: Guest  Summary: This use case help guest register new insurance contract.  Goal: Guest can register new insurance contract.  Triggers: Guest goes to “Trang chủ” page.  Preconditions:   * No account logging in.   Post Conditions:   * Success: Show contract’s information for user review. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Guest goes to “Trang chủ” page. | Show list of input fields that require guest input their information includes name, address, email, phone number .etc.. | | 2 | Guest inputs the required information and click “Tiếp tục” button. | Show list of input fields that require guest input their motor’s information.  [Exception 1] | | 3 | Guest inputs the required information about their motor and then click “Tiếp tục” button.  [Alternative 1] | Show review of the insurance contract that guest just registered includes insurance information and fees. And show guest payment gateways to choose.  [Exception 2] | | 4 | Guest clicks “Kết thúc” button to complete.  [Alternative 2] | Return “Trang chủ” page.  [Exceptions 3] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Guest clicks “Quay lại” button. | Return step 2. | | 2 | Guest clicks “Quay lại” button. | Return step 3. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Guest input missed one of required fields as “Họ tên”, “Địa chỉ”, “Email”, “Số điện thoại”, “Quyền lợi bảo hiểm”, “Ngày bắt đầu”. | Show the message that notify user what field is missed. | | 2 | Guest input missed one of required fields in their motor’s information. | Show the message that notify user what field is missed. | | 3 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules: | | | |

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| USE CASE – MIC002 | | | |
| Use Case No. | MIC002 | **Use Case Version** | 1.0 |
| Use Case Name | View contract information | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: User  Summary: This use case help user view their contract’s information.  Goal: User can review their contract’s information.  Triggers: User click “Thông tin bảo hiểm” tab in the home page.  Preconditions:   * User must login into the system.   Post Conditions:   * Success: Show contract’s information to user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User click “Thông tin bảo hiểm” tab in the home page. | Show information about the insurance contract includes contract ID, expiry date,… and the motor’s information.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules: | | | |

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| USE CASE – MIC003 | | | |
| Use Case No. | MIC003 | **Use Case Version** | 1.0 |
| Use Case Name | Cancel contract | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: User  Summary: This use case help user cancel their contract.  Goal: User can cancel the contract.  Triggers: User click “Hủy Hợp Đồng” button in the “Thông tin bảo hiểm” page.  Preconditions:   * User must login into the system. * User’s contract must be valid.   Post Conditions:   * Success: Send to the staff the cancel insurance request. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User click “Hủy Hợp Đồng” button. | Display new popup ask user to choose the reason of cancel contract request and a box to attach data. | | 2 | User choose the reason why he/her want to cancel contract and attach the related file (if any). Then click “Xác nhận” botton to send the request.  [Alternative 1] | Send the request to the staff.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | User click “Hủy bỏ” button. | Return to the “Thông tin bảo hiểm” page. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules: | | | |

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| USE CASE – MIC004 | | | |
| Use Case No. | MIC004 | **Use Case Version** | 1.0 |
| Use Case Name | Renew contract by user | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: User  Summary:  Goal:  Triggers:  Preconditions:  Post Conditions:  Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 |  |  | | 2 |  |  |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 |  |  |   Relationships:  Business Rules: | | | |

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| USE CASE – MIC005 | | | |
| Use Case No. | MIC005 | **Use Case Version** | 1.0 |
| Use Case Name | View compensation history. | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: User  Summary: This use case help user to view compensation history.  Goal: User can view compensation history.  Triggers: User click “Bồi thường” tab in the home page.  Preconditions:   * User must login into the system.   Post Conditions:   * Success: Show the compensation history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User click “Bồi thường” tab. | Display new page that show user the history of compensations include date, description, records, etc.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules: | | | |

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| USE CASE – MIC006 | | | |
| Use Case No. | MIC006 | **Use Case Version** | 1.0 |
| Use Case Name | Request compensation | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: User  Summary: This use case help user to request compensation.  Goal: User can request compensation.  Triggers: User click “Yêu cầu bồi thường” button in the “Bồi thường” page.  Preconditions:   * User must login into the system. * User’s contract must be valid.   Post Conditions:   * Success: Send to the staff the compensation request. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User click “Yêu cầu bồi thường” button. | Display new popup ask user to input required information about the accident. | | 2 | User fill required information and attach the minutes of the accident (if any). Then click “Xác nhận” button to send the request.  [Alternative 1] | Send the request to the staff.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | User click “Hủy bỏ” button. | Return to the “Bồi thường” page. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules: | | | |

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| USE CASE – MIC007 | | | |
| Use Case No. | MIC007 | **Use Case Version** | 1.0 |
| Use Case Name | Lost card request | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: User  Summary: User can inform about card loss to the system.  Goal:  Triggers:  Preconditions:   * User must login into the system.   Post Conditions:  Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | |  |  |  | |  |  |  |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules: | | | |

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| USE CASE – MIC008 | | | |
| Use Case No. | MIC008 | **Use Case Version** | 1.0 |
| Use Case Name | View payment history | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: User  Summary: This use case shows user the history of the payments.  Goal: User can view list of transactions were made.  Triggers: User click “Lịch sử giao dịch” tab in the home page.  Preconditions:   * User must login into the system.   Post Conditions:   * Success: Show the transactions history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User click “Lịch sử giao dịch” tab. | Display new page that show user list of transaction history information includes time, transaction ID, type of transaction and the value.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules: | | | |

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| USE CASE – MIC009 | | | |
| Use Case No. | MIC009 | **Use Case Version** | 1.0 |
| Use Case Name | View punishment history | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: User  Summary: This use case shows user the history of the punishment.  Goal: User can view list of their punishment history.  Triggers: User click “Lịch sử vi phạm luật ATGT” tab in the home page.  Preconditions:   * User must login into the system.   Post Conditions:   * Success: Show the punishment history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User click “Lịch sử vi phạm luật ATGT” tab. | Display new page that show user list of punishments information include date, description, records and violating level.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules: | | | |

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| USE CASE – MIC010 | | | |
| Use Case No. | MIC010 | **Use Case Version** | 1.0 |
| Use Case Name | View accident history | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: User  Summary: This use case shows user the history of the accidents.  Goal: User can view list of their accidents history.  Triggers: User click “Lịch sử tai nạn” tab in the home page.  Preconditions:   * User must login into the system.   Post Conditions:   * Success: Show the accidents history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User click “Lịch sử tai nạn” tab. | Display new page that show user list of accidents information include date, description, records, etc.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules: | | | |

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| USE CASE – MIC011 | | | |
| Use Case No. | MIC011 | **Use Case Version** | 1.0 |
| Use Case Name | Resolve compensation request | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: Staff  Summary: This use case helps staff update the status of the compensation process.  Goal: Resolve the user’s compensation request.  Triggers: Staff click “Bồi thường” tab in the admin page.  Preconditions:   * Staff must login into the system.   Post Conditions:   * Success: Update the status of the compensation process. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff click “Bồi thường” tab in admin page. | Show a list of all compensation in process. | | 2 | Staff choose a compensation to update its status (approved/ rejected/ in progress), note, indemnity, etc. And then click “Cập nhật” button to update the compensation.  [Alternative 1] | Show message to staff: “Cập nhật thành công”.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Staff chooses searching properties and input keyword into the search boxes, then click “Chọn lọc hiển thị” to search for the specified compensation requests. | Show a list of compensation that meet the user’s searching.  Return to step 2. | | 2 | Staff click “Reset” button. | Reset all fields of the search boxes. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối, xin thử lại sau!”. |   Relationships:  Business Rules: | | | |

**Checker mobile app:**

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| USE CASE – | | | |
| Use Case No. |  | **Use Case Version** | 1.0 |
| Use Case Name | Verify card | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: Traffic Police/ Police Department  Summary: Traffic Police and Police Department can use the device to view card’s information and check if the card is valid or not.  Goal: Check if the insurance card is valid or not.  Triggers: Police can put the NFC card near the device to read card information.  Preconditions:   * The application in home screen.   Post Conditions:   * Success: Show the insurance card information. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Police put the NFC card close to the device. | Show the insurance contract and the motor information. Highly the card status (“Thẻ hợp lệ”, “Thẻ đã hết hạn”, “Thẻ sắp hết hạn”).  [Alternative 1]  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 |  | If unable to read the card or the card is invalid, show message to the police. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Can’t connect to server. | Show message: “Không thể kết nối đến server, xin thử lại sau!”. |   Relationships:  Business Rules: | | | |
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| USE CASE – | | | |
| Use Case No. |  | **Use Case Version** | 1.0 |
| Use Case Name | Add punishment information | | |
| Author | TriPQM | | |
| Date | 19/5/2015 | Priority | High |
| Actor: Traffic Police/ Police Department  Summary: Traffic Police and Police Department can use the device to add punishment information of the driver into database.  Goal: Add punishment information of the driver into database.  Triggers: The device read NFC card successful.  Preconditions:   * The application in Verify card page. * The NFC card is valid.   Post Conditions:   * Success: Add punishment information of the driver into database. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Police touch the “+ “ button to open the menu. | Show the menu includes 2 button:   * Thêm thông tin vi phạm. * Thoát | | 2 | Police touch the “Thêm thông tin vi phạm” button.  [Alternative 1] | Display new screen that require police add description about the punishment and a picture of the punishment record. | | 3 | Police fill the punishment information and take a picture of the punishment record from camera. Then click the “Gửi đi” button.  [Alternative 2] | Add punishment information into database.  Show message: “Thêm thông tin vi phạm thành công”.  [Exception 1]  [Exception 2] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Police touch the “Thoát” button. | Return to the home screen. | | 2 | Police touch the “Quay lại” button. | Return to the Verify card page. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Police input missed one of punishment description and picture of punishment record. | Show message: “ Chưa có mô tả về vi phạm hoặc ảnh chụp biên bản vi phạm”. | | 2 | Can’t connect to server. | Show message: “Không thể kết nối đến server, xin thử lại sau!”. |   Relationships:  Business Rules: | | | |
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