Use Case Specification

DMT/RM01/TMP

|  |  |
| --- | --- |
| Project Code | PRJ\_RaiseTicket\_002 |
| Project Name | Issue Tracking System |

|  |  |  |
| --- | --- | --- |
| Prepared/Modified by | Role | Date of Preparation |
| Amit Pandit | Test Engineer | 20th December, 2017 |
| Reviewed by | Role | Date of Review |
| Smita Sharma | Test Lead | 22nd December, 2017 |
| Approved by | Role | Date of Approval |
| Shubhangi Bharti | Test Manager | 24th December, 2017 |
| Circulation List |  | Version Number of the template:1.1 |
| Version Number | 1.1 |  |

<<Customer>> REVIEW HISTORY

<<Customer comments on the Use case along with the signed off is tracked here>>

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Version | <<Version number>> |  |  |  |  |  |
| Date | <<Date of Review>> |  |  |  |  |  |
| Reviewed by | << Reviewer Name>> |  |  |  |  |  |
| Reviewed UI Specification doc | << Whether UI Specification doc is reviewed >> |  |  |  |  |  |
| All Open Queries/issues closed | << Whether all the open queries and issues resolved>> |  |  |  |  |  |
| Agreement on Assumptions | <<Whether all the assumptions have been agreed upon by the customer>> |  |  |  |  |  |
| Sign Off | <<Signature>> |  |  |  |  |  |

Disclaimer:

The scope of the project ‘FlyWithMe Airline System’ is restricted to the contents of this signed off use case.

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Use Case Name: raise ticket in issue tracking system

**Use Case ID:**  RTITS.EMP.RAISETICKET.UC002

**Brief Description:** Present Use Case describes the detailed process by which the employee can raise a

In Issue Tracking System using the valid link given in home page

Actor(s)

Employee

Preconditions

1. Employee is already registered with the Tracking System’s website.
2. Customer has valid User Name and Password to login in the system.
3. Customer has already logged into the airline’s website.
4. IT Infrastructure Management function is within the scope of the employee.

Flow of Events

4.1 Basic FloW: Successful Raise of Ticket

1. Employee opens the URL <http://its.servicedesk.com> from the Google Chrome.
2. The Tracking System displays **Login** page
3. Employee enters valid domain **Username**
4. Employee enters valid **Password**
5. Employee clicks on the **Login** button
6. The system validates **Username** & **Password**
7. The system navigates employee to the **Home Page**
8. Employee clicks on ‘Raise New Ticket’ option given on the home page and the form will be displayed.
9. Employee selects the valid function name applicable to him.
10. Employee selects category,subcategory and priority and enters subject.
11. Employee enters the description and a valid file is attached as a proof.
12. Employee selects proper valid location and extension number.
13. Employee selects the Project Name and enters the email id.
14. Employee click on submit button.
15. System generates a valid RaiseTicketID.

Alternative Flows

4.2.1 Alternate Flow 1: Successful Raise of Ticket by login to the system in Second Attempt

1. Employee opens the URL <http://its.servicedesk.com> from the Google Chrome.
2. The Tracking System displays **Login** page
3. Employee enters invalid **Username**
4. Employee enters **Password**
5. Employee clicks on the **Login** button
6. The system validation fails due to invalid employee credentials.
7. The system prompts the employee to re-enter the username and password
8. The step 6 of Basic flow is followed.

4.2.2 Alternate Flow 2: Successful Raise of Ticket by filling the correct data in all the field fields marked as (\*)

1. Employee opens the URL <http://its.servicedesk.com> from the Google Chrome.
2. The Tracking System displays **Login** page
3. Employee enters valid domain **Username**
4. Employee enters valid **Password**
5. Employee clicks on the **Login** button
6. The system validates **Username** & **Password**
7. The system navigates employee to the **Home Page**
8. Employee clicks on ‘Raise New Ticket’ option given on the home page and the form will be displayed.
9. Employee selects the valid function name applicable to him.
10. Employee selects category,subcategory and priority and enters subject
11. Employee forgoets to enters the description and clicks on submit button
12. System Prompts the user to enter all the marked fields.
13. Employee enters the mandatory fields.
14. Employee clicks on submit button.
15. System generates a valid RaiseTicketID.

4.2.3 Alternate Flow 3: Successful Raise of Ticket on behalf of other employee

1. Employee opens the URL <http://its.servicedesk.com> from the Google Chrome.
2. The Tracking System displays **Login** page
3. Employee enters valid domain **Username**
4. Employee enters valid **Password**
5. Employee clicks on the **Login** button
6. The system validates **Username** & **Password**
7. The system navigates employee to the **Home Page**
8. Employee clicks on ‘Raise New Ticket’ option given on the home page and the form will be displayed.
9. Employee selects the valid function name applicable to him.
10. Employee selects category,subcategory and priority and enters subject
11. Employee enters the description and a valid file is attached as a proof.
12. Employee enters other employee’s id in the field ‘On Behalf’ of.
13. The step 12 of Basic Flow is followed

Exception Flows

Exception Flow 1: Login Attempts Exceeded.

1. Employee opens the URL <http://its.servicedesk.com> from the Google Chrome.
2. The Tracking System displays **Login** page
3. Employee enters valid domain **Username**
4. Employee enters valid **Password**
5. Employee clicks on the **Login** button
6. The system validates **Username** & **Password** for 5th time.
7. The system validation fails due to invalid user credentials and no more login attempts remaining
8. The system temporarily blocks the employee account
9. The system informs the user that his/her account has been temporarily blocked.

Exception Flow 2: Web Server Down

1. Employee opens the URL <http://its.servicedesk.com> from the Google Chrome.
2. The system displays an error message regarding web server unavailability problem

Exception Flow 3: Database Connectivity Error

1. Employee opens the URL <http://its.servicedesk.com> from the Google Chrome
2. The system displays **Login** page.
3. Employee enters **Username**
4. Employee enters **Password**
5. User clicks on the **Login** button
6. The system validates **Username** & **Password**
7. The system displays an error message regarding database connectivity problem.

Exception Flow 4: Network Connectivity Error

* 1. Employee opens the URL <http://its.servicedesk.com> from the Google Chrome
  2. The system displays **Login** page.
  3. Employee enters **Username**
  4. Employee enters **Password**
  5. User clicks on the **Login** button
  6. The system validates **Username** & **Password**

1. The system displays an error message regarding network connectivity problem.

Post Conditions

| Flow Name | Post Condition |
| --- | --- |
| successful login to Tracking System on first attempt AND employee Successfully raise ticket | User will be logged in to the system successfully and system should navigate user to the home page where raise a ticket option is available |
| successful login to Tracking System on second attempt AND USER Successfully raise a ticket | User will be logged in to the system successfully and system should navigate user to the home page where raise a ticket option is available |
| Exceeded Login Attempts | The system should suspend the user account and should inform the user that his/her account has been blocked. |
| Web Server Down | The system should display an error message to the user regarding web server unavailability problem. |
| Database Connectivity Error | The system should display an error message to the user regarding the database connectivity problem. |
| Network Connectivity Error | The system should display an error message to the user regarding the network connectivity problem. |
| User leaves the description column blank and click on submit | The System Prompts the user to enter all the marked fields(\*) |

Special Requirements

Performance

1. The system should generate the RaiseTicketID within 10 seconds of submission of form.

Availability

* 1. The employee should be able to raise a ticket anytime he is facing problems.

User Interface

* 1. The Labels of the form shall be bold
  2. All the by drop down menus should have a default option
  3. Mandatory fiels should be marked by astricks(\*)
  4. The logout and back button should be available on every page of the form.

Security

1. Remember my credential option should save username and password in html cookies.
2. The Issue Tracking System will allow employee to Cancel the ticket raised at any point of time

Extension Points

Extension in Alternate Flow 1:

In step 3, if the employee has entered wrong user credentials

1.The system prompts the employee to re-enter the credentials

2. Employee enters the username and password

3. Step 5 of basic flow is followed

<<Use extension points to specify the point of an extended use case where an extending use case's behaviour should be inserted>>

Business Rules

| Business Rule Name | Business Rule Description | System action (if BR fails) |
| --- | --- | --- |
| BR01 | Fields marked with asterisk(\*) is mandatory | The system should display an error message if marked fields are left blank |
| BR02 | Extension number should be of 4 digits | The system should display an error message “Incorrect extension number” |
| BR03 | The application accepts files with only format :-.gif,.jpg,.doc | The system displays message “Invalid format of file selected |

Diagrams

Use Case Diagram



Activity Diagram

<< Activity Diagram gives the high level interaction between the user, system and sub systems. Ideally only one activity diagram should be made per use case. >>

Scenarios

Success Scenarios

* Basic Flow

1. Successful raise of the ticket

* Alternate Flow

1. Successful raise of ticket by login in second attempt
2. Successful raise of ticket by filling all the fields correctly in second attempt.
3. Successful raise of ticket using other employee’s id.

Failure Scenarios

* Exception Flow

1. Failed to raise ticket because of exceeded login attempts.
2. Failed to raise ticket due to the web server issue
3. Failed to raise a ticket due to database connectivity problem
4. Failed to raise a ticket due to network connectivity issue

Issues

UI Specifications

<< Provide a link to the UI specification document of the Use case. Please don’t embed the document here>>

Inter System Dependencies

<<Mention the related functionality within the application that is impacted because of this use case. E.g variable or value settings in this use-case which will have a direct impact on the functionality of another use-case. Or vice-versa.>>

**Module:** <<Specify the Module, which will get impacted because of this use case>>

Use case name: <<Use case Name>>

**Impact**: <<Mention the impact on the above mentioned Use case because of this use case>>

Integration with an already existing System of the <<Customer>>

<< This is especially applicable if the project at hand is an enhancement to an existing system.>>

**Module:** <<Specify the Module, which will get impacted because of this use case>>

**Entity:** <<List down the entities, which can be impacted because of this use case>>

**Information: <<**Mention the Impact in brief. >>

Assumptions

1. Issue Tracking System application is up & running.
2. Employee should have latest version of browser for best view of site
3. There should be a stable internet connectivity for smooth execution of process

REVISION HISTORY OF THE WORK PRODUCT

<to be maintained by projects>

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | Date | Version # | Section Changed | Details of changes made | Approved By |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |