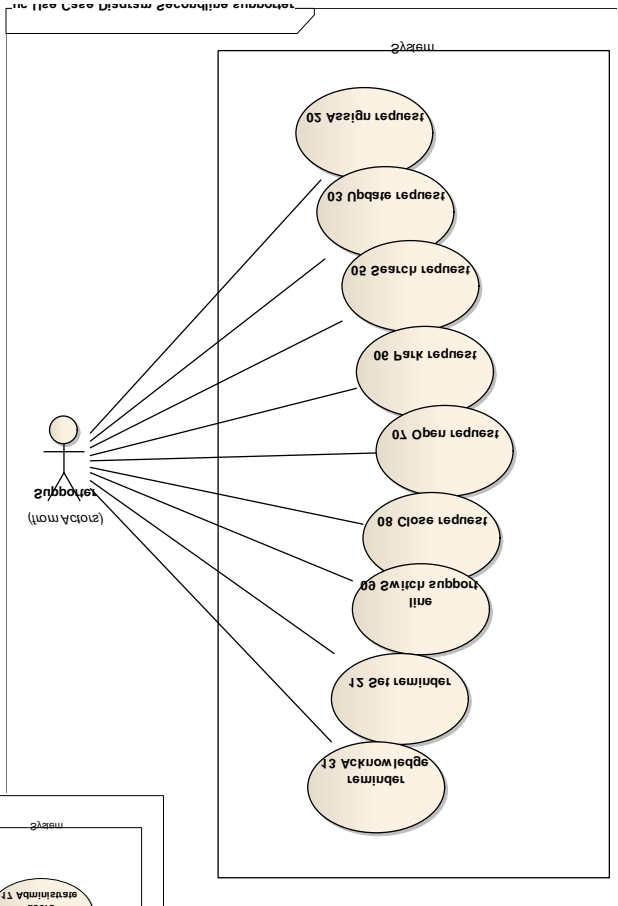
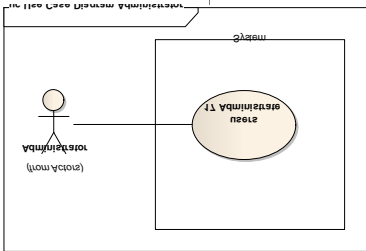
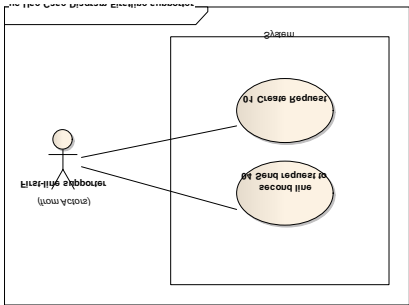
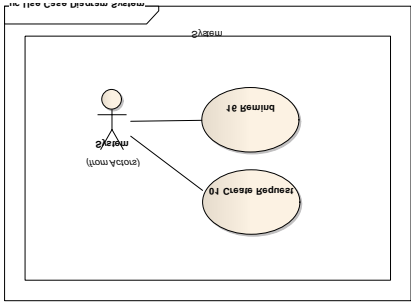
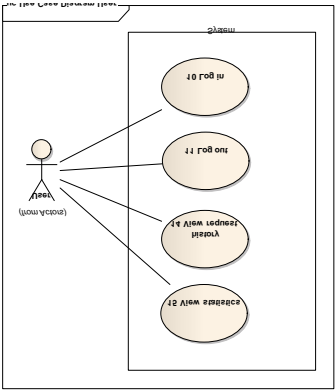
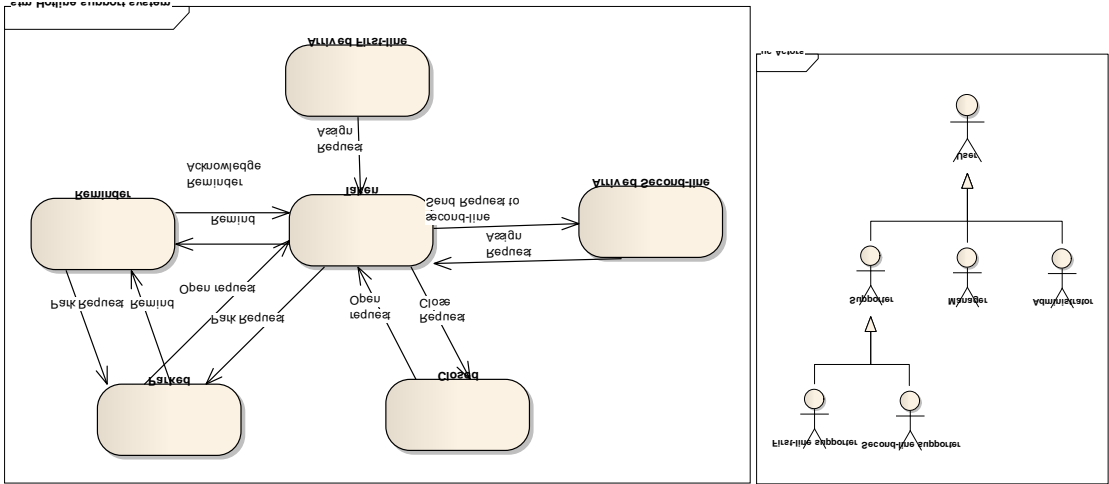


List of Use cases for the Hot line support system

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Diagrams



01 Create request

See use case specification.

02 Assign request

Description and Purpose

This use case describes how a supporter takes a request and assigns it to himself either as a first-line supporter or as a second-line supporter.

Trigger

A request has arrived and the supporter wants to take it.

Preconditions

- The request has to be in the state “Arrived firstline” and the user has to be a first-line supporter, or the request has to be in the state “Arrived secondline” and the user is a second-line supporter.

Post conditions

- The request is in the state “Taken”.
- The user is set as owner of the request.

Special requirements

SR ID	Description
SR 1	As a first-line supporter it is only possible to assign requests in state “Arrived Firstline”. As a second-line supporter it is only possible to assign requests in state “Arrived Secondline”.

03 Update request

See use case specification.

04 Send request to second-line

Description and Purpose

This use case describes how a first-line supporter sends a request to be handled by the second-line support.

Trigger

The First-line supporter finds that the request needs to be moved to second line, for example because of more time needed or need of external resources or experts.

Preconditions

- The request has to be in the state “Taken” .
- The user has to be a first-line supporter.

Post conditions

- The request is in the state “Arrived secondline”.

06 Park request

Description and Purpose

This use case describes how a supporter parks a request while awaiting something, for example an external delivery.

Trigger

The supporter awaits something before the work with the request can go on and wants to park it meanwhile.

Preconditions

- The request has to be in the state “Taken” or in the state “Reminder”.

Post conditions

- The request is in the state “Parked”.

07 Open request

Description and Purpose

This use case describes how a supporter opens a request that has been parked or closed.

Trigger

The supporter wants to open a request that is parked or closed.

Preconditions

- The request has to be in state “Parked” or in state “Closed”.

Post conditions

- The request is in the state “Taken”.

08 Close request

Description and Purpose

This use case describes how a supporter closes a request.

Trigger

The supporter wants to close a request that finished.

Preconditions

- The request has to be in state “Taken”.

Post conditions

- The request is in the state “Closed”.

09 Switch support line

Description and Purpose

This use case describes how a user switches between being a First-line supporter to be a Second-line supporter and vice versa.

Trigger

The supporter wants to change from first line to second line or from second line to first line..

Preconditions

- The user has the role as First-line supporter or Second-line supporter.

Post conditions

- The user has changed role from First-line supporter to Second-line supporter or vice versa.

Special requirements

SR ID	Description
SR 1	If the user is the only First-line supporter logged in to the system, the system will inform the user that there will be no First-line supporter in the system when the user has switched to second-line support.

10 Log in

Description and Purpose

This use case describes how a user logs in to the Hotline support system.

Trigger

The user shall start working with the Hotline support system and wants to log in to the system.

Preconditions

- The user is authorised as a user in the system.

Post conditions

- The request is in the state “Taken”.

Special requirements

SR ID	Description
SR 1	A user can log in as First-line supporter, Second-line supporter or as Manager.

11 Log out

Description and Purpose

This use case describes how a user logs out to the Hotline support system.

Trigger

The user has finished work for this time and wants to log out from the Hotline support system.

Preconditions

- The user is logged in to the system.

Post conditions

- The user is logged out.

Special requirements

SR ID	Description
SR 1	If there will be no First-line supporter logged in to the system when the user has logged out, the system will inform the user about that.

12 Set reminder

Description and Purpose

This use case describes how a user can set a reminder to a request. When the time that is set occurs, the system will remind the owner of the request. The time can be set as a fixed time or as time before due date when the system shall remind the owner.

Trigger

The supporter wants to set a reminder on a request.

Preconditions

- The request has to be either in state “Taken” or in state “Parked”.

Post conditions

- A reminder is set for the request.

Special requirements

SR ID	Description
SR 1	Only one reminder can be set at a time.

13 Acknowledge reminder

Description and Purpose

This use case describes how a supporter acknowledges a reminder on a request.

Trigger

The supporter wants to acknowledge the reminder on a request.

Preconditions

- The request is in state “Reminder” (the system has reminded the owner of the request).

Post conditions

- The request is in the state “Taken”.

14 View request history

Description and Purpose

This use case describes how a user views the history of a request with timestamps and state transitions.

Trigger

Any user wants to view the history of a request.

15 View statistics

Description and Purpose

This use case describes how a user views statistics in the system. It is done by predefined queries and report formats. It may be number of requests being resolved during a specified time period, or number of requests being into a certain state and grouped per assignee.

Trigger

Any user wants to view statistics for example for follow up or planning..

16 Remind

Description and Purpose

This use case describes how the system reminds the owner of a request which has the reminder set.

Trigger

The time set by use case “Set Reminder” expires.

Preconditions

- The reminder has to be set.
- The request has to be in state “Taken” or in state “Parked”.

Post conditions

- The request is in state “Reminder”.
- The reminder is reset.

17 Administrate users

Description and Purpose

This use case describes how an administrator manages users of the system concerning access, permissions, roles etc.

Trigger

The administrator wants to add a new user, remove a user or change settings and permissions for a user.

Preconditions

Post conditions

- The user exists in the system with correct settings and permissions.

Hotline System

Use Case Specification

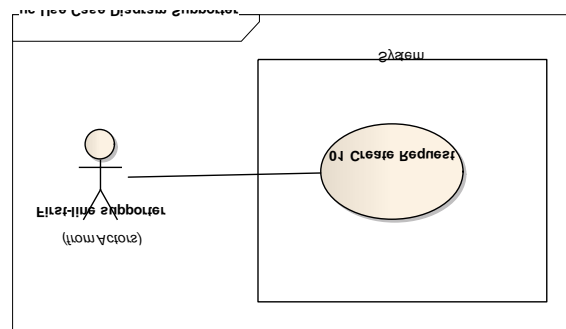
01 Create Request

02 Use Case Create Request

02.1 Description and Purpose

This use case describes how to create a request.

02.2 Use Case Diagram



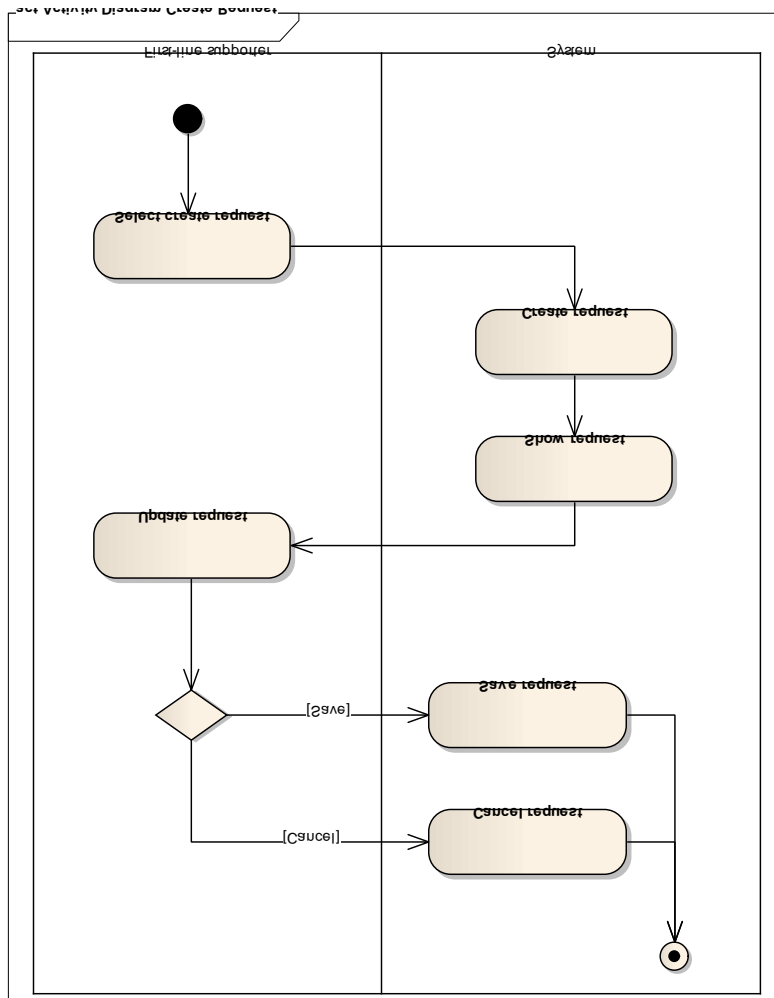
02.3 Preconditions

- The first-line supporter has to be logged on to the Hotline Support system.

02.4 Post conditions

- A new request is created and available in the Hotline Support System
- The request is in state "Arrived Firstline".

03 Flows of events



02.5 Basic Flow – Create Request

02.5.1.1 Trigger

The supporter has got an impulse to create a request, for example by a phone call, an email or a conversation.

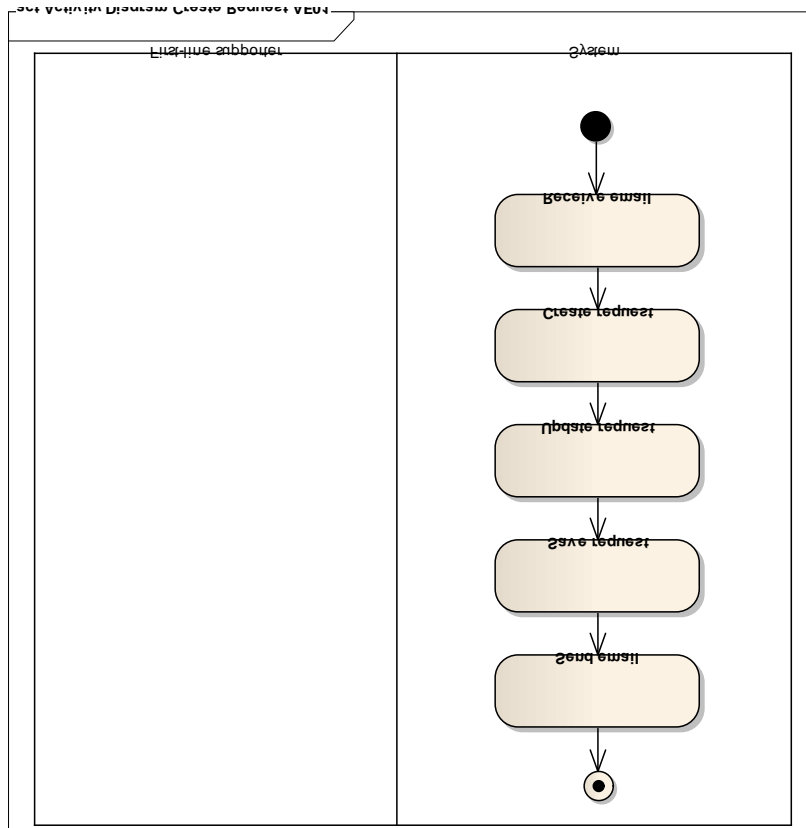
02.5.1.2 Description and Purpose

This flow describes how the supporter creates a request.

Actor Action	System Response
1. The First-line supporter selects to create a request.	2. The system creates a request and sets the following attributes ID = unique identification number. Creator = The First-line supporter creating the request. State = Arrived First Line.
	3. The system shows the request.
4. The First-line supporter updates the request and may enter: Contact Notes Subject Cause .	
5. The First-line supporter selects to save the request.	6. The system saves the request.
..	Use case ends.

02.6 Alternative Flows

02.6.1 Alternative flow 01 – Automatically create request from mail



02.6.1.1 Trigger

The system receives an email.

02.6.1.2 Description and Purpose

This flow describes how the system automatically creates a request when an email arrives.

Actor Action	System Response
	1. The system receives an email and identifies it to be a new request.
	2. The system creates a request and sets the following attributes ID = unique identification number. State = Arrived First Line.
	3. The system updates the request with information from the email: Creator = the sender of the email. Contact Notes Subject Cause
	4. The system replies an email to the sender with a standard phrase and with information about: ID State Creator Contact Notes Subject Cause
..	5. The system saves the request.
	Use case ends.

02.6.2 Alternative flow 02 –Create already resolved request

02.6.2.1 Trigger

The First-line supporter has resolved a request that is not registered as a request in the system.

02.6.2.2 Description and Purpose

This flow describes how the First-line supporter can create a request in a quick manner. It is useful when the First-line supporter has resolved a request that is not yet created in the system and want to create it in the system afterwards for statistics and for trouble shooting knowledge.

Actor Action	System Response
1. The First-line supporter selects to create a request for a case that is already resolved.	2. The system creates a request and sets the following attributes ID = unique identification number. Creator = The First-line supporter creating the request. State = Closed. Owner = The First-line supporter creating the request.
	3. The system shows the request.
4. The First-line supporter updates the request and may enter: Contact Notes Subject Cause Priority Due date .	
5. The First-line supporter selects to save the request.	6. The system saves the request.
..	Use case ends.

02.6.3 Alternative flow 03 –Cancel request

02.6.3.1 Trigger

The First-line supporter wants to cancel the request he is creating..

02.6.3.2 Description and Purpose

This flow describes how the First-line supporter cancels the request being created.

Actor Action	System Response
	The alternative flow starts in Basic flow at step 5, or in Alternative Flow 02 at step 5.
1. The user selects to cancel the ongoing request.	2. The system cancels the ongoing request and returns to main screen.

..	Use case ends.
----	----------------

02.7 Error Flows

N/A

04 Special requirements

SR ID	Description
SR 1	The identification number, ID, shall be automatically calculated and unique for each request.
SR 2	It shall not be possible to calculate and use an ID from a previously cancelled request.

Hotline System

Use Case Specification

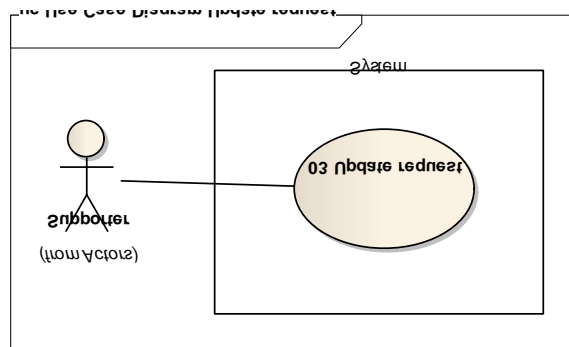
03 Update Request

05 Use Case Update Request

02.8 Description and Purpose

This use case describes how to view and update a request.

02.9 Use Case Diagram



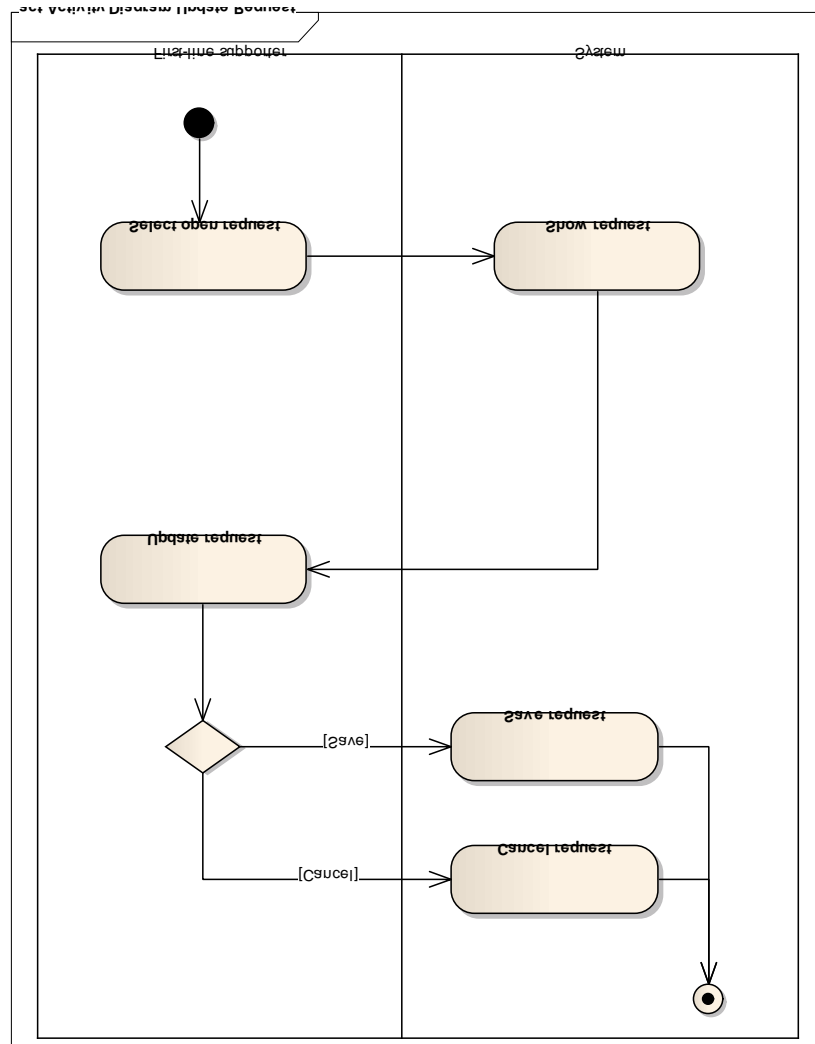
02.10 Preconditions

- The user must be logged on to the Hotline Support system.
- The user must be authorised to use the specified functionality
- The request has to be in state “Taken” or in state “Parked”.

02.11 Post conditions

- The request has not changed state.

06 Flow of Events



02.12 Basic Flow – Update Request

02.12.1 Trigger

The user has got an impulse to update a specific request.

02.12.2 Description and Purpose

This flow describes how the user updates a specific request.

Actor Action	System Response
7. The user selects to open a request.	8. The system shows the request.
9. The user updates the request. The following attributes of the request may be updated: Owner Priority Due date Cause Subject Notes Contact	
10. The user selects to save the request.	11. The system saves the request.
.	Use case ends.

02.13 Alternative Flows

02.13.1 Alternative flow 01 –Cancel request

02.13.1.1 Trigger

The user wants to cancel the updates being done.

02.13.1.2 Description and Purpose

This flow describes how the supporter cancels the updates of the request.

Actor Action	System Response
	The alternative flow starts in Basic flow at step 4.
3. The user selects to cancel the ongoing request.	4. The system cancels the ongoing request and returns to main screen.
..	Use case ends.

02.14 Error Flows

Not applicable.

07 Special requirements

Not applicable.