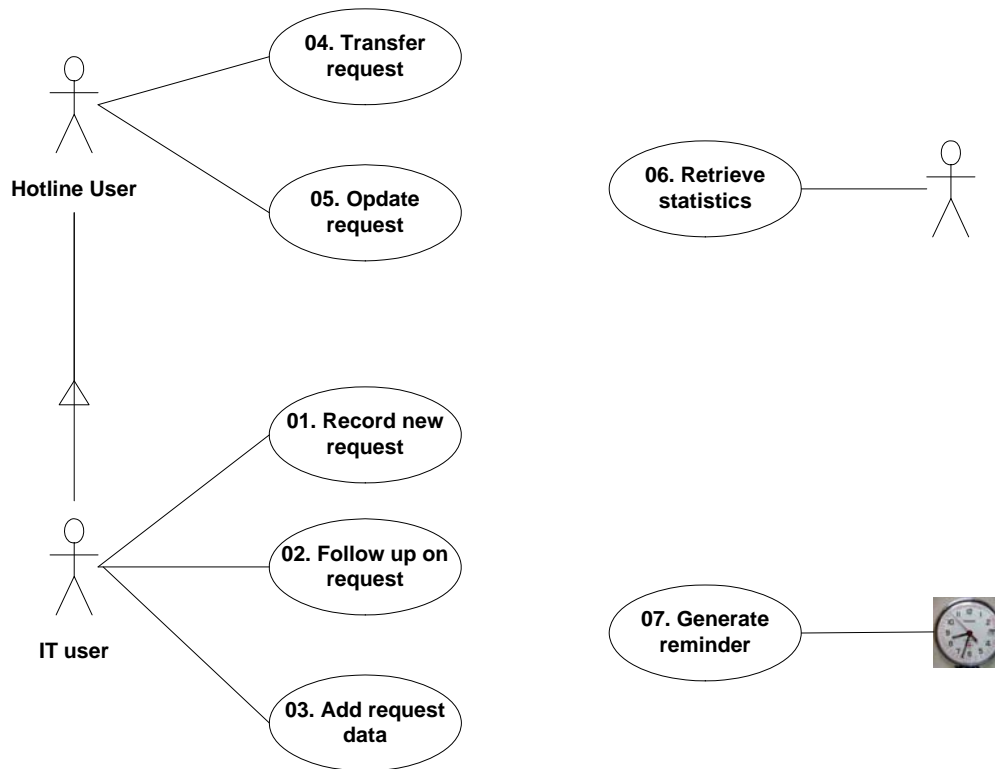


Use Case Diagram for: Hotline support system



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|---|--------------------------|
| Author: Glenn Petersen / 7N | Last changed: 05.10.2009 |
| Reviewer: | Version: 1.1 |
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|--|--|
| USE CASE #01 | Record new request |
| Goal | Creation of hotline request |
| Level | User goal (sea level) |
| Precondition | User is logged in and has the right to record hotline requests |
| Postcondition | The support request has been created |
| Primary, Secondary actors | IT user or Hotline (level 1) |
| Trigger | Primary actor |

| NORMAL FLOW – Request created by IT user | |
|---|---|
| Step | Action |
| 1 | The system shows a dialog for recording a new hotline request |
| 2 | The user enters information (<i>Problem description</i>) |
| 3 | The system validates the information |
| 4 | The system generates a request number (<i>Req</i>) |
| 5 | The system saves the request with status "1st level" |

| VARIANTS | |
|--------------------------|---|
| Step | Action |
| 2a 1 | Support request is recorded by the hotline employee The user enters further information (<i>UserId, Priority, Expected completion time</i>) |
| 2b 1 | User wants notification when state is changed User records that email and/or SMS notification is wanted |
| 5a 1 | Hotline employee records that the request is closed The system saves the request with status "Closed" |
| 5b | Hotline employee transfers the request (<u>UC #04</u>) |
| 5c 1 2 3 | Hotline employee records a need for resources Hotline employee enters a need for resources (e.g. expert or toner) The system validates the resource The system saves the request with status "Parked" |

| Version | Date | Author | Changes |
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| USE CASE #02 | Follow up on request |
| Goal | Show status of the specific support request |
| Level | User goal (sea level) |
| Precondition | User is logged in and has the right to follow the status of requests |
| Postcondition | N/A |
| Primary, Secondary actors | IT user or Hotline |
| Trigger | Primary actor |

| NORMAL FLOW | |
|-------------|---|
| Step | Action |
| 1 | The system shows a list of open requests for the current user |
| 2 | The user selects a request |
| 3 | The system shows current status for the chosen request |
| 4 | The user confirms |

| VARIANTS | |
|----------------|---|
| Step | Action |
| 1a 1 | The user is a hotline user The system shows a list of all open requests |
| 4a 1 | The user wants to see the request history The system shows a list of all state changes for the selected request |

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|--|---|
| USE CASE #03 | Add request data |
| Goal | Addition of data to a specific request |
| Level | User goal (sea level) |
| Precondition | User is logged in and has the right to add request data |
| Postcondition | N/A |
| Primary, Secondary actors | IT user or Hotline |
| Trigger | Primary actor |

| NORMAL FLOW | |
|-------------|---|
| Step | Action |
| 1 | The system shows a list of open requests for the current user |
| 2 | The user selects a request |
| 3 | The system shows request data for the selected request |
| 4 | The user enters new data for the request |
| 5 | The system validates the entered data |
| 6 | The system updates the request |

| VARIANTS | |
|--------------------------|--|
| Step | Action |
| 1a 1 | User is a hotline user The system shows a list of all open requests |
| 4a 1 2 3 | The request is in state "Closed" but the user wants to reopen it The user marks the request as reopened The system sets the request in state "2nd level" The system sends a notification to the owner of the request |
| 4a3a 1 | The request has no owner The system sets the request in state "Reminder" |
| 6a 1 | The system has an owner (different from the specific user) The system sends a notification to the owner of the request |

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| USE CASE #04 | Transfer request |
| Goal | Transfer a request to a specific hotline employee |
| Level | User goal (sea level) |
| Precondition | User is logged in and has the right to transfer requests |
| Postcondition | N/A |
| Primary, Secondary actors | Hotline |
| Trigger | Primary actor |

| NORMAL FLOW | |
|-------------|--|
| Step | Action |
| 1 | The system shows a list of all open requests |
| 2 | The user selects a support request |
| 3 | The system shows request data for the selected request |
| 4 | The system shows a list of hotline employees |
| 5 | The user chooses a hotline employee from the list |
| 6 | The system changes Owner to the selected employee and changes state to "2nd level" |
| 7 | The system updates the request |

| VARIANTS | |
|-----------|---|
| Step | Action |
| 2a | User wants to filter his own requests |
| 1 | The system shows a list of all open requests with the user as Owner |
| 2 | The use case goes to step 2 |

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| USE CASE #05 | Update request |
| Goal | Update data on the request - including status |
| Level | User goal (sea level) |
| Precondition | User is logged in and has the right to update support requests |
| Postcondition | N/A |
| Primary, Secondary actors | Hotline |
| Trigger | Primary actor |

| NORMAL FLOW | |
|-------------|---|
| Step | Action |
| 1 | The system shows a list of all open requests |
| 2 | The user selects a request |
| 3 | The system shows data on the selected request |
| 4 | The user adds/updates data on the request |
| 5 | The system validates the request data |
| 6 | The system updates the request |

| VARIANTS | |
|-----------|---|
| Step | Action |
| 2a | User wants to filter his own requests |
| 1 | The system shows a list of all open requests with the user as Owner |
| 2 | The use case goes to step 2 |
| 4a | User wants to update status |
| 1 | The system shows a list of valid states according to the current state |
| 2 | The user selects state from the list |
| 6a | One or more users have indicated state change of the request |
| 1 | The system sends a notification to the users who have indicated notification on the request |

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|--|--|
| USE CASE #06 | Retrieve statistics |
| Goal | Retrieve one or more predefined statistical reports |
| Level | User goal (sea level) |
| Precondition | User is logged in and has the right to retrieve statistics |
| Postcondition | N/A |
| Primary, Secondary actors | Manager |
| Trigger | Primary actor |

| NORMAL FLOW | |
|-------------|---|
| Step | Action |
| 1 | The system shows a list of existing statistical reports |
| 2 | The user selects a report from the list |
| 3 | The system generates the selected report |
| 4 | The system shows the generated report |

| VARIANTS | |
|-----------|--|
| Step | Action |
| 4a | User wants to print statistics |
| 1 | The system transforms the report to PDF format |
| 2 | The system prints the report |
| 4b | The user wants to save the report in Excel format |
| 1 | The system asks for file name and path |
| 2 | The user selects a path and enters the file name |
| 3 | The system generates the Excel file |
| 4 | The system saves the Excel file |
| 4c | The user wants to save the report in PDF format |
| 1 | The system asks for file name and path |
| 2 | The user selects a path and enters the file name |
| 3 | The system saves the PDF document |

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| USE CASE #07 | Generate reminder |
| Goal | Change status to "Reminder" for requests that have passed the configured time since latest ActOn |
| Level | User goal (sea level) |
| Precondition | |
| Postcondition | N/A |
| Primary, Secondary actors | Manager (but timer generated) |
| Trigger | Time for reminder |

| NORMAL FLOW | |
|-------------|---|
| Step | Action |
| 1 | The system retrieves a list of support requests that have passed the configured time since latest ActOn. Status may not be "Reminder" or "Closed" |
| 2 | The system sets state to "Reminder" |
| 3 | The system updates the request |
| 4 | The system sends notification to the owner of the request |

| VARIANTS | |
|----------------|---|
| Step | Action |
| 4a 1 | The request has no owner The use case stops |

| | |
|----------------|---|
| Missing | Exact criteria are missing for when to remind, depending on the different states. As an example it should be considered whether it is possible to set an explicit reminder time for requests in state "Parked" that triggers a notification to Owner. |
| Other | <other remarks> |

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