

# Hotline

## Use Case Specifications

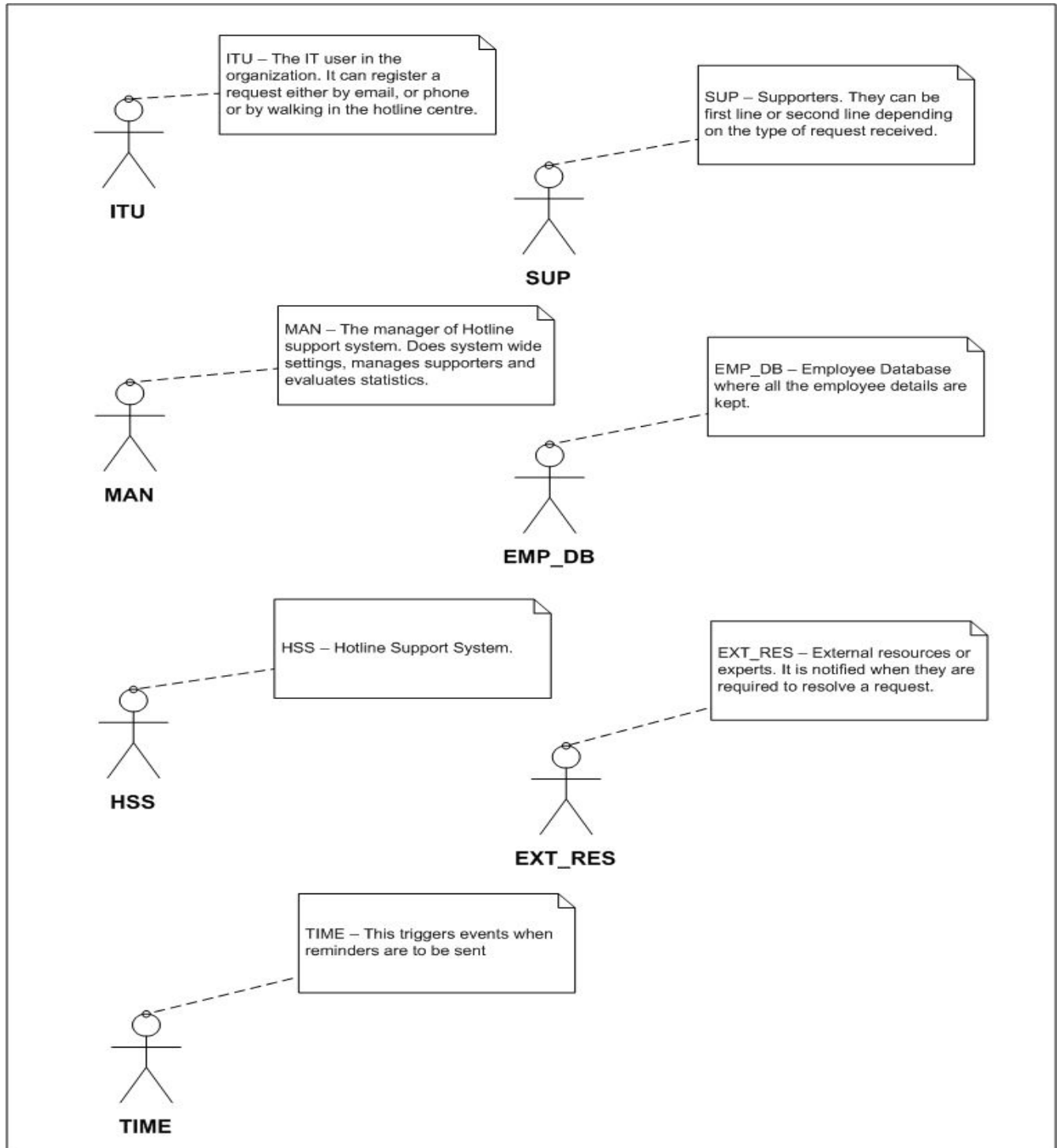
### Version 3.00

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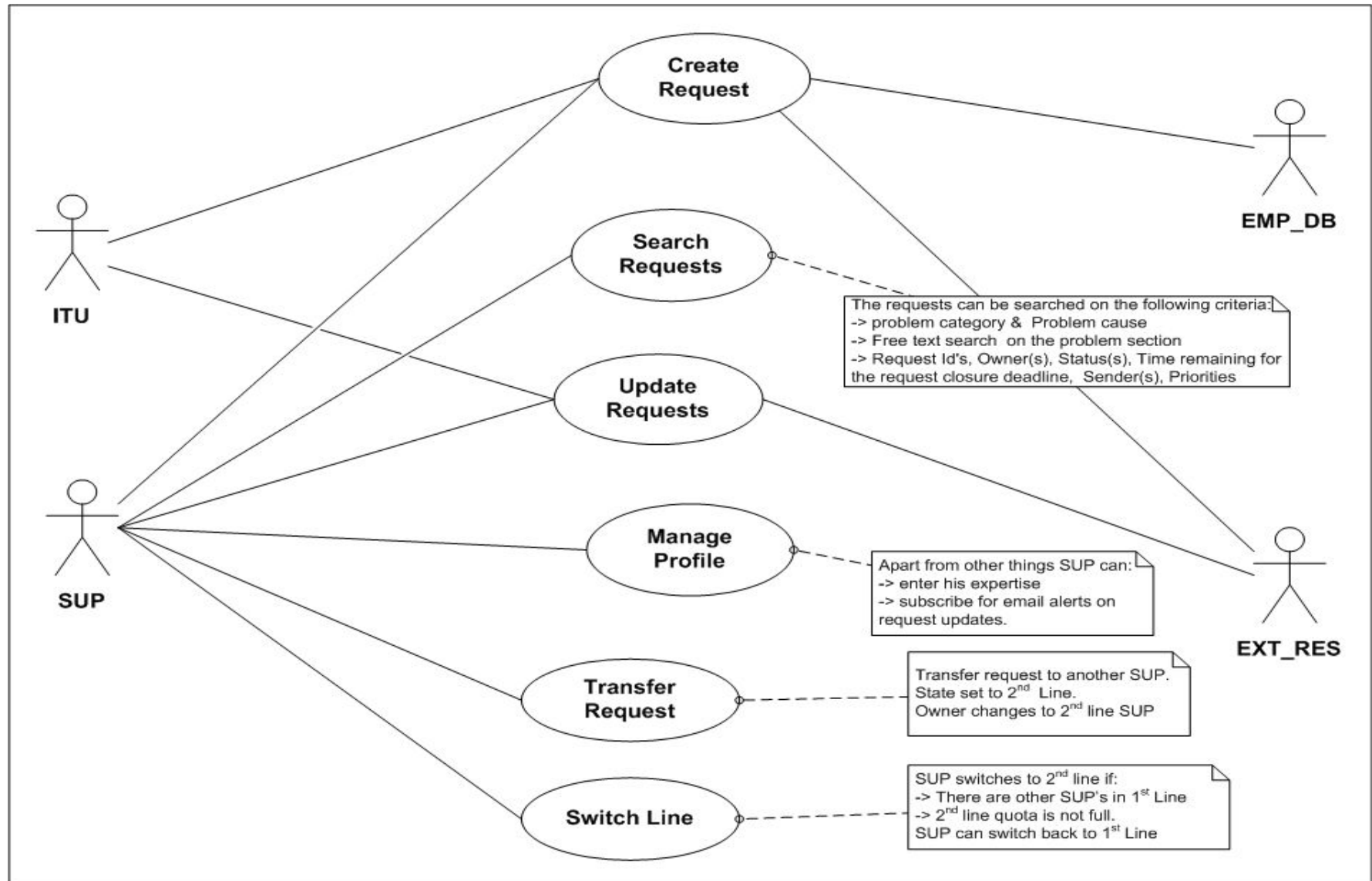
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# Use Case Master Diagram

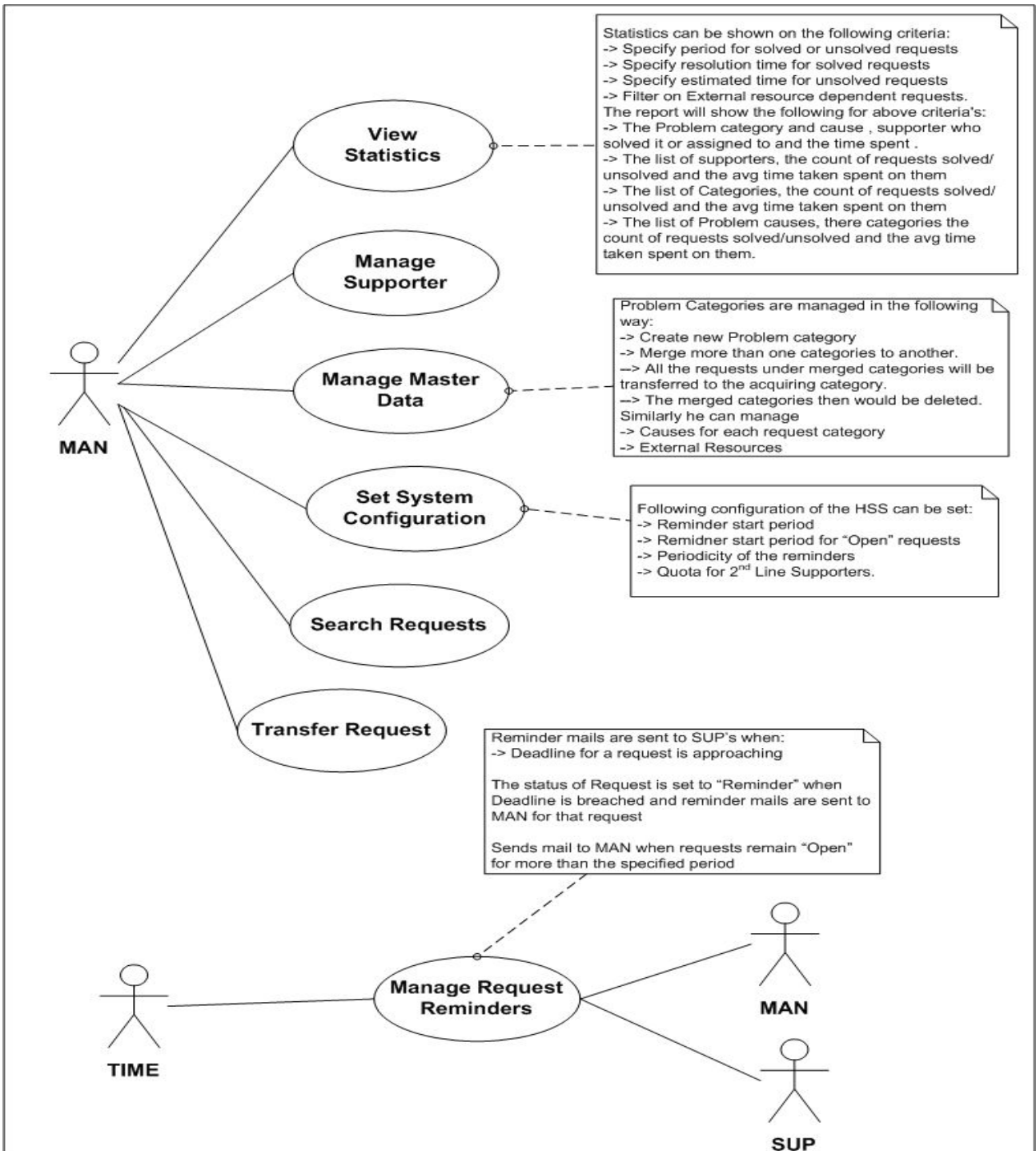
Actors:



## Supporter Functions:



## HSS Management:



## Actors Glossary

Sr. No.	Term	Synonym	Description
1.	ITU	IT User	<p>ITU is the IT user or Employee of the organization. It is associated with the HSS in the way, that it can register a request or complain with HSS in the following way:</p> <ul style="list-style-type: none"> <li>• By going to down to the HSS and speaking with the SUP</li> <li>• By mailing its problem to the <a href="mailto:hotline@organization.com">hotline@organization.com</a>.</li> <li>• By calling up at HSS and talking with the SUP</li> </ul>
2.	SUP	Supporter (First & Second Line)	<p>Supporter is the one who manages all the requests and complaints received and track them to their closure. He can do this in the following way:</p> <ul style="list-style-type: none"> <li>• By handling and solving the problem himself (Firs line)</li> <li>• By transferring it to another SUP (Second line)</li> <li>• By transferring it to another external resource.</li> </ul> <p>First &amp; Second line supporters are defined by at what stage of the requests they are handling it.</p> <ul style="list-style-type: none"> <li>• If the request is being handled directly just after receiving then the SUP is the First Line.</li> <li>• And, if it is handling receiving it from another supporter then the SUP becomes Second Line.</li> </ul>
3.	MAN	Manager	<p>Manager is the person who manages both the HSS and the SUPs in the following way:</p> <ul style="list-style-type: none"> <li>• By configuring the HSS settings.</li> <li>• By adding or deleting the Supporters</li> <li>• By viewing and analysing the request statistics from the HSS.</li> </ul>
4.	EMP_DB	Employee Database	<p>This is the Employee Database maintained by the organization. It is associated with the HSS in the way that it is used to fetch the request sender's (ITU's) details.</p>
5.	HSS	Hotline Support System	<p>The Hotline Support System itself.</p>
6.	EXT_RES	External Resource	<p>This is the External Resources system which is needed for solving certain requests and is out of the HSS boundary. It can of two types:</p> <ul style="list-style-type: none"> <li>• Personnel – an external expert</li> <li>• Material – any hardware component required to sort out the request.</li> </ul>
7.	TIME	Reminder Scheduler	<p>This is service in the HSS which performs or triggers periodic activities like:</p> <ul style="list-style-type: none"> <li>• Sending reminder mails for requests whose deadlines are nearing.</li> <li>• Sending mails for requests which have exceeded there deadlines.</li> </ul>

## Use Case Glossary

S.No.	Use Case Id	Use Case Name	Use Case Description	Participating Actors And Role
1.	<a href="#">HSS_UCS_Create_Request</a>	Create Request	Refer use case summary	<ul style="list-style-type: none"> <li>SUP, ITU</li> <li>HSS, EMP_DB, EXT_RES</li> </ul>
2.	HSS_UCS_Search_Requests	Search Requests	Refer master diagram	<ul style="list-style-type: none"> <li>SUP</li> <li>HSS</li> </ul>
3.	<a href="#">HSS_UCS_Update_Requests</a>	Update Requests	Refer use case summary	<ul style="list-style-type: none"> <li>SUP</li> <li>HSS</li> </ul>
4.	HSS_UCS_Manage_Profile	Manage Profile	Refer master diagram	<ul style="list-style-type: none"> <li>SUP</li> <li>HSS</li> </ul>
5.	HSS_UCS_Transfer_Request	Transfer Requests	-- Do --	<ul style="list-style-type: none"> <li>SUP</li> <li>HSS</li> </ul>
6.	HSS_UCS_Switch_Line	Switch_Line	-- Do --	<ul style="list-style-type: none"> <li>SUP</li> <li>HSS</li> </ul>
7.	HSS_UCS_View_Statistics	View Statistics	-- Do --	<ul style="list-style-type: none"> <li>MAN</li> <li>HSS</li> </ul>
8.	HSS_UCS_Manage_Supporter	Manage Supporter	-- Do --	<ul style="list-style-type: none"> <li>MAN</li> <li>HSS</li> </ul>
9.	HSS_UCS_Manage_Master_Data	Manage Master Data	-- Do --	<ul style="list-style-type: none"> <li>MAN</li> <li>HSS</li> </ul>
10.	HSS_UCS_Set_System_Configuration	Set System Configuration	-- Do --	<ul style="list-style-type: none"> <li>MAN</li> <li>HSS</li> </ul>
11.	HSS_UCS_Search_Requests	Search Requests	-- Do --	<ul style="list-style-type: none"> <li>MAN</li> <li>HSS</li> </ul>
12.	HSS_UCS_Transfer_Requests	Transfer Requests	-- Do --	<ul style="list-style-type: none"> <li>MAN</li> <li>HSS</li> </ul>
13.	HCS_UCS_Manage_Request_Reminders	Manage Request Reminders	-- Do --	<ul style="list-style-type: none"> <li>MAN</li> <li>HSS</li> </ul>

# Create Request

## Use Case Diagram

NA

## Use Case Summary

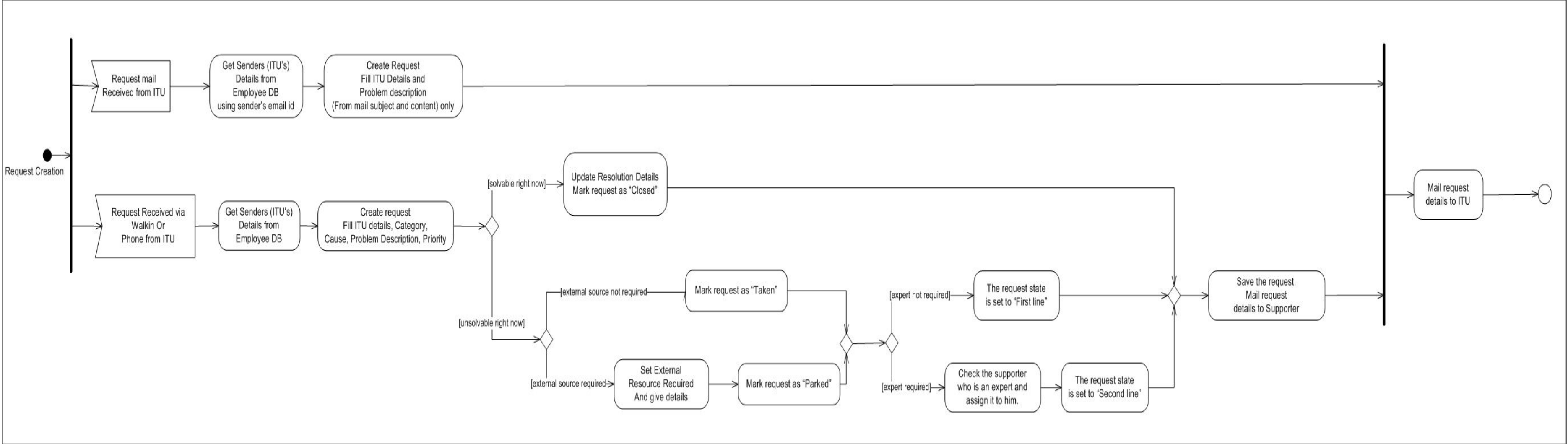
<b>Use-Case Name</b>	Create Request			
<b>Definition</b>	Create a new Request			
<b>Used Case ID</b>	HSS_UCS_Create_Request			
<b>Priority</b>				
<b>Source</b>	HotlineExperiment.pdf			
<b>Primary Business Actors</b>	SUP, ITU			
<b>Other Participating Actors</b>	HSS, EMP_DB, EXT_RES			
<b>Other interested Stakeholders</b>	Soren Lauesen			
<b>Description</b>	<ul style="list-style-type: none"> <li>The use case describes the activities which happen while creating a new request.</li> </ul>			
<b>Precondition</b>				
<b>Base Use Case</b>				
<b>Triggers</b>	This use case is triggered in the following way:: <ul style="list-style-type: none"> <li>By SUP by creating a new request using the HSS create request form</li> <li>By ITU by sending the mail to HSS</li> </ul>			
<b>Basic Flow of events</b>	<b>Step</b>	<b>Actor Action</b>	<b>Step</b>	<b>System Response</b>
	1.	SUP clicks on "New Request"	2.	The HSS returns with a new request form containing the following fields: <ul style="list-style-type: none"> <li>User name</li> <li>User ID</li> <li>User email Id</li> <li>User phone no</li> <li>User password</li> <li>Problem Definition</li> <li>Category</li> <li>Cause</li> <li>Problem Description</li> <li>Status (Taken, Parked, Closed)</li> <li>Priority</li> <li>Estimated time</li> <li>External Resource (Yes/No)               <ul style="list-style-type: none"> <li>Resource Details</li> </ul> </li> <li>Resolution Details</li> <li>Assign To (SUP names with their expertise)</li> </ul> Category and their respective causes, External resource types and their names, and SUP names and their expertise details are fetched from the HSS.
	3.	SUP provides either of user name or user id or email id of the ITU whose request it is handling.	4.	The HSS fetches the rest of the ITU details from the EMP_DB
	5.	SUP enters the problem subject and description.		
	6.	SUP selects or enters the Category and Cause	7.	HSS marks the newly entered Category and Cause, which are not there in the system as "New".



	8.	SUP enters the following: <ul style="list-style-type: none"><li>• Priority</li><li>• Estimated time for the solution</li><li>• External resource required or not and its details</li></ul> SUP sets the status as "Taken" and saves the request	9.	HSS dose the following before saving the request: <ul style="list-style-type: none"><li>• Sets the request state as "First Line"</li><li>• Sets this SUP as the owner of the request</li></ul>
			10.	HSS does the following while saving the request: <ul style="list-style-type: none"><li>• Saves the request</li><li>• Sends a mail to the SUP (if he has subscribed for the same)</li><li>• Sends the mail to the sender (ITU) whose request it is.</li></ul>
Alternate Flows (Optional)	Alt-Step			
	1.1	ITU sends a mail to the HSS on <a href="mailto:hotmail@organization.com">hotmail@organization.com</a>		
	1.2	The HSS receives the mail and creates a new request by filling up the following details: <ul style="list-style-type: none"><li>• Gets ITU details (user name, contact details, etc from EMP_DB by using the email sender's id</li><li>• It creates the Problem description by using the mails subject and content.</li></ul>		
	1.3	The HSS saves this request and marks its status as "Open"		
	8.1.1	SUP enters the following: <ul style="list-style-type: none"><li>• Priority</li><li>• Estimated time for the solution.</li><li>• External resource is marked as yes and details given</li><li>• Request is marked as "Parked".</li></ul>		
	8.1.2	<Flow is same as Step 9 onwards>		
	8.2.1	SUP enters the following: <ul style="list-style-type: none"><li>• Priority</li><li>• Estimated time for the solution.</li><li>• External resource details given, if required</li><li>• Assigns it another SUP depending upon its expertise. Execute use case "Transfer Request".</li></ul> Request is marked as "Taken" and the request is saved		
	8.2.2	HSS dose the following before saving the request: <ul style="list-style-type: none"><li>• Sets the request state as "Second Line"</li><li>• Sets this SUP as the owner of the request.</li></ul>		
	8.2.3	<Flow is same as Step 10 onwards>		
	8.3.1	SUP enters the following: <ul style="list-style-type: none"><li>• Priority</li><li>• Resolution Details</li></ul> Request is marked as "Closed".		
	8.3.2	<Flow is same as Step 9 onwards>		
Alternate Courses	<ul style="list-style-type: none"><li>• From 1 to 1.1 -&gt; If the request is not being created by SUP but HSS from the mail received from ITU.</li><li>• From 8 to 8.1.1 -&gt; If the request will require some external resource and it will be parked for some time.</li><li>• From 8 to 8.2.1 -&gt; If the request will assigned to another SUP</li><li>• From 8 to 8.3.1 -&gt; If the request will be solved there and then and closed.</li></ul>			
Exception Flows (Optional)				
Conclusion				

<b>Successful end conditions</b>	<ul style="list-style-type: none"> <li>• A request is created and saved</li> <li>• Mails are sent to the SUP(subscribed) and the ITU (sender)</li> <li>• Proper states and statuses are assigned to the request.</li> </ul>
<b>Failure End Conditions</b>	Any of the above conditions are not fulfilled: <ul style="list-style-type: none"> <li>• A request is not created or saved</li> <li>• Mails are not sent to any of concerned stakeholders.</li> <li>• Proper states and statuses are assigned to the request</li> </ul>
<b>Extension Points (Optional)</b>	
<b>Business Rules</b>	<ul style="list-style-type: none"> <li>• “Open” is a read only status and can only be set by HSS.</li> <li>• SUP can only set the statuses as “Taken/Parked/Closed”</li> </ul>
<b>Non Functional (Optional)</b>	
<b>Implementation Constraint</b>	
<b>Assumptions</b>	First line and Second line or not request statuses but SUP's states depending on either he is handling request created by him or by HSS, or he is handling referred requests.
<b>Open Issues</b>	

Activity Diagram:



# Update Request

## Use Case Diagram

NA

## Use Case Summary

<b>Use-Case Name</b>	Update Request		
<b>Definition</b>	Updates and existing Request		
<b>Used Case ID</b>	HSS_UCS_Update_Request		
<b>Priority</b>			
<b>Source</b>	HotlineExperiment.pdf		
<b>Primary Business Actors</b>	SUP		
<b>Other Participating Actors</b>	HSS, EXT_RES		
<b>Other interested Stakeholders</b>	Soren Lauesen		
<b>Description</b>	The use case describes the activities which happen while updating a request.		
<b>Precondition</b>	<p>The SUP is seeing a list of requests. This list contains already created requests of the following types:</p> <ul style="list-style-type: none"> <li>• Requests created by HSS via ITU's mail and marked as "Open" with no owner.</li> <li>• Requests created by SUP itself already "Taken" or "Parked" or "Reminder" with himself as owner and state as "First Line"</li> <li>• Requests assigned to the SUP by another SUP already "Taken" or "Parked" or "Reminder" with himself as owner and state as "Second Line"</li> </ul>		
<b>Base Use Case</b>			
<b>Triggers</b>	<p>This use case is triggered in the following way::</p> <ul style="list-style-type: none"> <li>• SUP opens an existing request to update its details or status or any other info.</li> <li>• ITU sends a mail with Request Id in subject and problem updates in the content</li> </ul>		
<b>Basic Flow of events</b>	<b>Step</b>	<b>Actor Action</b>	<b>Step</b>
	1.	SUP clicks an existing request	2.
	3.	SUP updates the problem definition and/or description.	
	4.	SUP selects or enters the Category and Cause	5.
	6.	<p>SUP updates the following:</p> <ul style="list-style-type: none"> <li>• Priority</li> <li>• Estimated time for the solution</li> <li>• External resource required or not and its details</li> <li>• Set the status as "Taken" if its "Open"</li> </ul> <p>SUP saves the request</p>	7.
			<p><b>System Response</b></p> <p>The HSS returns with the details of the existing request:</p> <p>HSS marks the newly entered Category and Cause, which are not there in the system as "New".</p> <p>HSS does the following before saving the request:</p> <ul style="list-style-type: none"> <li>• Sets the request state as "First Line" if not set</li> <li>• Sets this SUP as the owner of the request</li> </ul>

			8.0	HSS does the following while saving the request: <ul style="list-style-type: none"><li>• Saves the request</li><li>• Sends a mail to the SUP (if he has subscribed for the same)</li><li>• Sends the mail to the sender (ITU) whose request it is.</li></ul>
Alternate Flows (Optional)	Alt-Step			
	1.1	ITU sends a mail with Request Id in mail subject and the problem update in the contents section.		
	1.2	HSS get the request with the same request id and appends the problem description with mail contents		
	1.3	HSS saves the request and sends a mail about the up-dation to the ITU and the SUP assigned to the request.		
	6.1.1	SUP updates the following: <ul style="list-style-type: none"><li>• Priority</li><li>• Estimated time for the solution.</li><li>• External resource is marked as yes and details provided.</li><li>• Request is marked as "Parked".</li></ul>		
	6.1.2	<Flow is same as Step 6 onwards>		
	6.2.1	SUP updates the following: <ul style="list-style-type: none"><li>• Priority</li><li>• Estimated time for the solution.</li><li>• External resource details given, if required</li><li>• Assigns it another SUP depending upon its expertise. Execute use case "Transfer Request".</li></ul> Request is marked as "Taken" or "Parked" and the request is saved		
	6.2.2	HSS dose the following before saving the request: <ul style="list-style-type: none"><li>• Sets the request state as "Second Line"</li><li>• Sets this SUP as the owner of the request.</li></ul>		
	6.2.3	<Flow is same as Step 7 onwards>		
	6.3.1	SUP enters the following: <ul style="list-style-type: none"><li>• Priority</li><li>• Resolution Details</li></ul> Request is marked as "Closed".		
	6.3.2	<Flow is same as Step 6 onwards>		
Alternate Courses	<ul style="list-style-type: none"><li>• From 1 to 1.1 -&gt; ITU sends further updates on a request already created</li><li>• From 6 to 6.1.1 -&gt; If the request will require some external resource and it will be parked for some time.</li><li>• From 6 to 6.2.1 -&gt; If the request will assigned to another SUP</li><li>• From 6 to 6.3.1 -&gt; If the request will be solved there and then and closed.</li></ul>			
Exception Flows (Optional)				
Conclusion				
Successful end conditions	<ul style="list-style-type: none"><li>• A request is updated and saved</li><li>• Mails are sent to the SUP(subscribed) and the ITU (sender) with the updates</li><li>• Proper states and statuses are assigned to the request.</li></ul>			
Failure End Conditions	Any of the above conditions are not fulfilled: <ul style="list-style-type: none"><li>• A request is not updated or saved</li><li>• Mails are not sent to any of concerned stakeholders.</li><li>• Proper states and statuses are not assigned to the request</li></ul>			
Extension Points (Optional)				
Business Rules				
Non Functional (Optional)				

<b>Implementation Constraint</b>	
<b>Assumptions</b>	
<b>Open Issues</b>	

## Revision History

Sr. No.	Version No.	Author	Date of Release (DD- MMM-YY)	Section/ Page # Changed	Description of Change	Reviewed By	Approved By
1.	1.00	Saumitra	22-Sep-2009		Use case created	Bindu	
2.	1.01	Bindu	23-Sep-2009	N/A	Marked comments & corrections using track changes		
3.	1.02	Saumitra	23-Sep-2009	Master Use case diagram Update Request	Diagrams updated Changes committed Update Request created	Bindu	
4.	1.03	Saumitra	23-Sep-2009	Use case glossary Update Request	Incorporated review suggestions	Bindu	Bindu
5.	2.00	Bindu	23-Sep-09	N/A	Baseline the document before sharing with client		
6.	3.00	Bindu	29-Sep-09	Entire Document	Removed Header & Updated Footer		