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1. Introduction 2. Functional Goals 3. Non-functional goals 4. Context model goalscoring context Diagram System External 5. Use Case Model System Use Case Diagram Use Case Descriptions Login User Register User Register Preferences Location Order (Client) (Sales Agent) Lift Customer Bill Client Assistance 6. Class Model 7. Annex This is a requirements Specification document for a new web-based sales system for solar-based energy, Inc. (SBE). SBE is a distributor of alternative energy products, including windmills, photovoltaics and fuel cells. The new system will upgrade the current websites to customers and employees custom browsing the product catalog and the ability to complete product orders on-line. This document describes the scope, goals and purpose of the new system. In addition to describing non-functional requirements, this document models the functional requirements with usage cases, interaction diagrams and class models. This document is intended to direct the design and implementation of the target system in an object-oriented language. Project Name: SBE Sales System Project Manager: Mary Beth Lohse, CEO, CIS 616 Consulting Project Analysts: Benjamin B. Bolz, Lead Analyst Cynthia C. Caldwell, Senior Analyst David D. Dreese, Analyst Helen H. Hitchcock, Analyst Responsible Users: Imogene I. Ives, President of SBE Benjamin B. Baker, Vice President of Sales SBE selling state-of-the-art alternative energy systems SBE customers include both individuals and businesses interested in incorporated wind or solar sources SBE has identified two trends that they believe will cause explosive growth in demand for their products. The first is the ongoing energy crisis in the western United States. The second is the ripening of fuel cell technology that has a feasible system for storing excess power generation for later use. SBE verkoop state-of-the-art alternatieve energie stelsels gebruik te maak van wind en sonkrag. SBE customers include both individuals and businesses interested in incorporated wind or solar sources into either new or existing construction. SBE has identified several trends that they believe will cause explosive growth in demand for their products. This includes growing consumer discomfort with deregulated energy markets, the potential for disruption to energy imports, and the ripening of fuel cell technology that provides a feasible system for storing excess power generation for later use. Due to the innovative and technical nature of their products, use SBE sales that can guide customers by the process of choosing an alternative energy system. Other SBE employees are identified as a product owners. The product owner is the expert on a specific product or product line. As the authoritative source of product information he produces white papers - highly technical and focused documents on product specifications. As alternative energy becomes more mainstream, SBE expects changes in the needs of their customers. Some customers will be more knowledgeable and will need less help from a sales agent. Expanding sales outside the United States will be the need for service customers in other languages than English. Currently there are two separate websites. The public website (www.sbe.com) is static HTML. It provides general information about SBE and its products. Clients interested in ordering are provided contact information for the nearest SBE sales office. The internal website (www.sbesales.com) is limited to SBE employees and provides detailed product information. Sales orders are placed by agents on this website. Two different Oracle databases underline these sites. Problems with the current system include limiting the information available on the public and the user cannot immediately post an order that means the existence of two databases means information is often inconsistent or wrong users who need more technical information, struggling to access the white papers concerned, struggling to reach product owners Imogene I. Ives, President of SBE requested that an analysis be done in order to reinstated management of the current sales system. The new system must allow customers to allow direct access to product information and ordering, as well as to provide support to the existing sales agent network. 1.4 Project Scope The scope of this project is a web-based system that supports the marketing of SBE products directly to customers as well as through the existing sales agent network. Advertising of products, stock control and account billing is not part of this project. The two current websites will be replaced by this new system. In addition, changes are expected to the logical and physical design of the current databases. The actual implementation of a new database system is not part of this project. A web search engine and language translator will be acquired as purchased components for the new system. Their internal details are not part of this project. Issues of website security, except password protection within the site, are not part of this project. 1.5 System purpose 1.5.1 Users Those who will mainly benefit from the new system and those affected by the new system include Customers: When implementing the new system, customers will site Find, product identification and product order easier. Customers will to choose whether you should buy directly from SBE or work with a sales agent. Sales agents: The new system will provide sales agents with more detailed, accurate and up-to-date product information. They will be notified more quickly of potential customers and they will have faster access to the product owner. Product Owners: Product owners will be allowed to maintain the data about their products directly. This will eliminate delays to get new products or change product specifications in the system. Customer Service Department: The new system must reduce the workload of customer service as customers can find the information they need from the website. Marketing Department: Site Navigation Data can be sent to the Marketing Department. Understanding how a customer uses the website to make a purchase will lead to improvements to get and retain customers. Accounting Department: Purchase information will be sent directly to Accounting, which allows for more accurate and timely billing. Shipping department: Purchase information will be sent directly to stock control and order processing. Information Technology Department: This department will be responsible for the implementation of the new database, offering the website and maintaining the system. 1.5.2 Location The system will be available for any potential client using the Internet. SBE employees can also use the system from anywhere and will be able to access limited areas of the site through a password protection scheme. 1.5.3 Responsibilities The primary responsibilities of the new system: provide clients direct access to up-to-date, accurate product information on which they may make a decision to purchase product offerings to specific users, allow differential access to web pages based on the type of user to place an order through the website, which allows customers to request the help of a sales agent to provide sales agents that provide access to product information and product owners to access product information and product owners to provide access to product information. about their products directly allow access to white papers on request order information directly to Accounting and Sent Other Desired Features of the new system: a consistent look and feel throughout the website full-text searches of the web pages a user has permission to access on-line assistance in website navigation password protection scheme for non-public webpages translation of a webpage the system will not be responsible for a , or stock control. 1.5.4 Need this system is needed to serve the expected increase in demand for alternative energy products. Replacing the current websites will of those websites. The new system will allow SBE to increase sales quickly without a huge and expensive increase in the number of sales agents and other support employees. 1.6 Overview of document The rest of this document gives the detailed specifications for the new sales system. It is organized as follows: Section 2: Functional Objectives Each goal gives a desired behaviour for the system, a business justification and a measure to determine if the final system has successfully adheisted the objective. These goals are organized by priority. In order to successfully consider the new system, all high priority objectives must be adjoined. Section 3: Non-Functional Objectives This section is organized by category. Each goal specifies a technical requirement or limitation on the overall properties of the system. Each goal is measurable. Section 4: Context model This section gives a text description of the purpose of the system, and an artarial description of the range of the system in a context diagram. Those entities outside the system that interact with the system are described. Section 5: Use Case Model The specific behaviour requirements of the system are set out in a series of usage cases. Each use case reaches a business task and shows the interaction between the system and some outside actor. Each use case is described with both text and an interaction chart. An interface prototype is also shown. The system use case diagram shows the interactions between all use cases and system actors. Section 6: Class model A-class is a collection of objects in the system that have the same data and behavior. All analysis classes and their relationships are shown on the class diagram. Article 7: A schedule with a glossary that defines terms specific to this project 2.1 High priority The system will allow for on-line product ordered by either the customer or the sales agent. For customers, this will eliminate the current delay between their decision to buy and post the order. This will reduce the time a sales agent spent on an order with x%. The cost of processing an order will result in \$y. The system will reflect a new and altering product description within x minutes of the database updated by the product owner. This will reduce the number of incidents of incorrect displayed information by x%. This eliminates the current excess update of information, but \$y dollar savings annually. The system will display information adjusted based on the user's company, work function, application and locale. This feature will improve service by reducing the average number of web pages a user needs to navigate to x per session. This should reduce unnecessary calls to sales agents and staff by x%. The system will allow employees to see the owner of any product. An employee must be able to The system will allow a customer to contact directly the nearest sales office in its region. This will improve by reducing the time to respond to a client request to not more than x days. The system will provide accounting with accurate purchase transaction data. This will improve customer service by reducing billing complaints by x% and correcting \$y the slump in accounts. The system should be sent with accurate order data. This will allow the order to be processed in x days and stock to be updated within hours. 2.2 Medium Priority The system must provide a search facility that will allow full-text search of all web pages that the user is allowed to access. The system must support the following searches: find all words specified any word specified find the exact phrase Boolean search The system will make white papers available from the product page. This will allow customers to answer product questions themselves and reduce customer service \$x costs. 2.3 Low Priority The system will allow the user's status to be saved for the next time he returns to the website. This will save the user x minutes by visit by not already re-entering provided data. The system will provide marketing with customer navigation information. This information will allow marketing to determine which information a purchase prompt and target potential customers more effectively. This will increase annual revenue \$x in additional sales. The system will translate web pages into the languages of the countries where the company's products are available. This will improve customer service and reduce the number of support calls from foreign customers by x%. 3.1 Reliability The system will be completely operational at least x% of the time. Downtime after a failure will not exceed x hours. 3.2 Sales agent must be able to use the system in his work after x days of training. A user who already knows which product he is interested in should be able to find and see that page in x seconds. The number of web pages navigator to access product information from the top page should not exceed x. 3.3 performance The system must be able to support x simultaneous users. The average time to view a web page over a 56Kbps modem connection will not exceed x seconds. The average time to download and see and white paper in PDF format for a 56Kbps modem will not exceed x seconds. 3.4 Security The system must provide password-protected access to web pages to be viewed by employees only. Transaction data must be transferred in encrypted form. 3.5 Supportability The system must be able to accommodate new products and product lines without great re-engineering. The system site will be viewed from internet Explorer 4.0 or later, Netscape Navigator/Communicator 3.0 or later and the America Online web browser 3.0 or later. 3.6 Online user documentation and help The system provide a web page explaining how navigate the website. This page must be customized based on which pages that user is allowed to access. This help page must be accessible from all other pages. 3.7 Purchased components A language translation tool from English to French and English to German will be necessary. A website search engine will be needed. 3.8 Interfaces The system must interface with the current Oracle Database Systems for Product and Order Information The current Oracle Financial Accounting System The current AccountPro stock system The acquired language translation tool The acquired website search engine 4.1 Purpose declaration The purpose of the system is to allow SBE to increase sales revenue by x% over the next years with only a 2% increase in sales and customer service staff by allowing complete and accurate customers and ordering information captured directly from the client as well as sales agents that provide customers and sales agents quick access to up-to-date and accurate product information and white papers. 4.2 Context Diagram 4.3 System external client a client is any user of the system that has not identified itself as an SBE employee. A customer can search for public product information through keyword, access white papers for a specific product, order a product or request help from a sales agent. A client who provides personal information will get search and keyword results adjusted for his preferences. Sales agent A Sales Agent is a user who has been verified as an SBE employee. A sales agent can access all available product information and white papers, including the product owner. A sales agent may place an order on behalf of a client. He will be informed by the system of any customers in his region who requested help. Product Owner The product owner is a user who has been verified as an SBE employee. The product owner can work product information and white papers for the products for which he is responsible. Accounting The Accounting Department is responsible for all SBE financial transactions. The Accounting Department has been informed of all purchases and is responsible for later collection of accounts receivable. Shipping The Shipping Department has been informed of purchases so that it can process the order and update stock. Marketing The Marketing Department is responsible for creating demand for SBE products. It will receive website navigation data to use in planning marketing strategies. Notes: For all use cases, the user can cancel the user case on any step that requires user supply. This action ends the user case. Any data collected during that user case is lost. For all use cases that require a logged on in the user, the current updated during the usage case to reflect the navigation paths through the usage case. Logon User Case Name: Log in user summary: To get personalized or limited information, instead of do other specialized transactions that a user must report so that the system can determine its access level. Basic flow: The user starts when a user indicates that he wants to log on. The system requests the user name and password. The user enters its user name and password. The system verifies the user name and password against all registered users. The system starts a login session and displays a welcome message based on the user's preferences. Alternate flow: Step 4: if username is invalid, the user case goes back to step 2. Step 4: if the password is invalid, request the system that the user re-enter the password. When the user enters another password, the user case continues with step 4 using the original user name and new password. Extension Marks: No Conditions: The user is registered. Postboards: The user can now obtain data and perform functions according to its registered access level. Business rules: Some data and features are limited to certain types of users or users with a specific access level. Register User User Name: Register User Summary: To get personal or limited information, place orders or do other specialized transactions, a new user must register a username and password. Basic flow: The user begins when a user indicates that he wants to register. The system requests a user name and password. The user enters a user name and password. The system checks that the user name does not duplicate any existing registered user names. The system requests a name (*), street, city, state, zipcode(*), telephone and email address. Items marked by (*) are required. The user enters the information. The system determines the user's location and access level and stores all user information. The system performs use case Registry Preferences. The system starts a login session and displays a welcome message based on the user's preferences. Alternative flow: Step 4: If the user name duplicates an existing username, the system displays a message and the user case goes back to step 2. Step 5: If the user does not enter a required field, a message is displayed and the usage case repeat step 4. Extension Points: Registry Conditions: No Postconditions: The user can now obtain data and perform functions according to his registered access level. Business Rules: A registered user's location is the SBE location closest to its zion code. Access levels are 0: A user can access only data classification 0 1: The user can access data classification < > 2 The default access level is 0. Register Preferences Use Case Name: Registry Preferences This user allows a registered user to import or modified its preferences. Basic flow: The user begins when a user indicates that he wants to enter or change his preferences. The system displays all current product lines. That's it. any product lines the user has currently selected. The user chooses/delects product lines. The system displays current language preferences. This indicates the language preference currently selected. The user may choose a different language preference. The system stores any change to language preference. Alternative flow: no Extension points: no Conditions: The user has been reported. Postal Conditions: The system can customize a welcome message based on the user's revised preferences. Business rules: Language choices allowed are English (default), French and German. Place Order (Client) Use Case Name: Place order scenario: Client places his own order. Summary: This user matter allows a registered client to place an order for a product. Basic flow: The use case begins when a client indicates he wants to place an order for the current product displayed. The system displays the client's information: name, street, city, zip, phone, email. The client can add or change any of the information. The system stores any changes. If the zipcode has changed, the system changes the client's location. The system requests the quantity to order and the shipping address. The client enters quantity and shipping address. The system displays the payment options available to this client. The client chooses a payment option. The system completes the payment by carrying out the usage case Charge Client or Bill Client, depending on which option is selected. The system stores the order information, reduces the quantity on hand for the product and sends the order details to shipping. The system displays an order-prompt message and sends a receipt to the user. Alternative flow: Step 9: If the selected payment method could not be validated, go to step 8 to get another payment option. Step 10: If the quantity on hand is not sufficient for this order, a message is sent to the client and the usage case is cancelled. Extension Points: Lift client; Bill Customer Preconditions: The customer has been logged in and completed a search for the product to order postconditions: The product is sold. Business rules: If a client is previously authorized for billing by a sales agent, the client can be billed for the order. Otherwise, the client must pay in full per credit card at the time of the order. Location Order (Sales Agent) Use Case Name: Place Order Scenario: Sales Agent places an order for a customer. Summary: This user case allows a sales agent to place an order for a registered client. It also allows the sales agent to change the customers access level and payment options. Basic flow: The user starts when a sales agent indicates he wants a for a customer farm. The system requests the customers user name. The sales agent enters the user name. The system displays the registered client information, including access level access level payment options. The sales agent makes changes to customer information. The system stores any updated information. The system requests the product id, quantity and shipping address. The sales agent enters the product id, quantity and shipping address. The system displays payment options for this client. The sales agent chooses a payment option. The system completes the payment by carrying out the use case Charge Client or Bill Client The system stores the order information, reduces the quantity on hand for the product, sends the order details after shipping. The system displays an order completion message and sends a receipt to the client. Alternate Flow: Step 11: If the selected payment method could not be validated, go to step 10 to get another payment option. Step 12: If the quantity on hand is not sufficient for this order, a message is sent to the sales agent and the usage case is cancelled. Extension Points: Lift client; Bill Customer Conditions: The sales agent is logged in, knows the customer's name, its payment method and the product to be ordered. Postal conditions: The product is sold and the sales agent is credited with the sale. Business rules: Sales agent has the authority to allow a client to be billed. They can also increase the client's access level to product data. Charge Customer Use Case Name: Lift Customer Summary: This use case charges the order currently placed on a credit card. Basic flow: The user starts when a user chooses Credit Card as a payment option, while in case Place order The system requests the credit card number, type and expiration date. The user enters the information. The system verifies that the credit card is valid for the amount to be charged and completes the credit card transaction. The system stores the payment details and gives a conversion message Alternative flow: Step 4: If the credit card cannot be validated the use case ends, returning a failure message Extension Points: no Conditions: The system is carrying out the use case Place Order. Postconditions: The client is charged for the order. Business rules: Credit cards accepted are Visa, MasterCard and Discover. Bill Customer Use Case Name: Bill Customer Summary: This system gets the billing details for the order. They will be part of the Daily Transaction Report sent to Accounting in the case Report Daily Transactions. Billing and collection are handled outside of this system by Accounting. Basic flow: The user starts when a user chooses Bill me as a payment option, while in case Location Order The system the billing address. The user enters the billing address. The system saves the payment details. Alternative flow: no Extension points: no Conditions: The system is carrying out use case Location Order and the client is authorized for billing. Postal conditions: Accounting may for this order. Business rules: Customers can be billed if previously authorized by a sales agent. Request Assistance Use Case Name: Request assistance Summary: This use case allows anyone to use the website to request a contact from a sales agent. Basic flow: The user starts when the client asks for help. The system displays all product lines, and provides room for the client to type an (optional) question. The client chooses the product line(s) he is interested in and can enter a question. The system calls for a name, email address and zon code. The client enters name, email address and zon code. The system selects a sales agent based on the customer's location and product lines selected in step 3. The system displays message that informs the client of which agent will be in touch. The system sends the request information to the selected sales agent. This stores the request information for registered customers. Alternative flow: Step 4: If the client is registered and previously provided his name, email address and postal code, skip the usage case to Step 6. Step 6: If the client is registered and previously assisted by a sales agent, the same agent is chosen. Extension Points: no Conditions: no Postconditions: The sales agent has the customer contact information. Business rules: Customers are allocated to a sales agent at the nearest SBE location whose specialties fit closest to the product lines the customer indicated. If there is more than one such sales agent, the one with the least customer assistance requests is selected. That sales agent is still assigned to that client for any future requests. The actual contact between the sales agent and the client is out of the system. White paper Technical paper containing detailed product specifications. Specifications.

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