



**Computer Science Department**

**Second Semester 2017/2018**

**Instructor: Adel Taweel**

**Comp433 – Software Engineering**

**Project-Phase Three – Task 3.1**

**G1- Developer Group – Scenario Analysis**

**Students:**

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***Scenarios***

**Scenario#1 (Admin)
By Ahmad Thabet**

**Initial assumption:** Samer enters the website wanting to edit some insurance companies so he added a new company, then he removed another company, after that he edited some company informations, then viewed customers list, he was able to add a new user, edit existing users and remove users, he downloaded a copy of the monthly auto-generated Financial inventory to get some statistics, after that he moved to the report section where he generated some customers reports that are linked to the companies.

**Normal**: the admin can enter the system and modify companies and customers data, also generate reports

**Alternative:** monthly report can only be generated every month but due to database queries it can be generated any time for a given period.

**Error:** change database user access if it is required to add extra taxes for a user it is not possible because there is no ability to edit it directly from the system.

**Scenario#2 ( Employee)**

**By Maryam Shaheen**

**Initial Assumption:** Lama enters the website wanting to create insurance, and review some other insurance, after that he viewed customers list, she was able to see new users, and their activities.

**Normal:** the employee can enter the system review and create insurances, also view customers lists.

**Alternative:** monthly report can only be generated every month but due to database queries it can be generated any time for a given period, for new user’s reports and other insurances efficiency based on how many customers used it.

**Error:** if there is no internet connection, or if the system is down, the employee can’t see or add new insurances, but she can view costumes list from the database.

**Scenario#3 ( Insurance Company)**

**By Maryam Shaheen**

**Initial Assumption:** the insurance Company, wanted to manage customers, where it can remove/ add/ view customers records/ profiles, and manage payments where it can add prices and view payed insurances and the type of payments that has been done by the customers, also it can manage policies, where it can search, view, and edit them.

**Normal:** the insurance Company can enter the system review and manage customers, payments and policies.

**Alternative:** monthly report can only be generated every month but due to database queries it can be generated any time for a given period, for new user’s reports, and the amount of users, also the amount of removed users.

**Error:** if there is no internet connection, or if the system is down, the insurance Company can’t see or manage customers, payments and policies.

**Scenario#4 (Customer )
By Nouran Abu Sharbak**

**Initial Assumption:** Abbass heard that he can make insurance to his new car online by a website, so he searched for that website, and he found it, Now he wants to register a new account, then website ask him to enter his username, password and another information,then it send a verification msg to his email or phone, after that he can choose the offer he wants, after 3 month when he login to his account he found a record of his payments with the date of each payment, future fees and discount, after 9 month he try to login to his account he lost his password , but he find a link that help him to restore his password by email or phone.

**Normal:**The customer register in the website, so he can choose an offer or type of insurance he wants, then he can pay in the time of the payments.

**Alternative:**When the customer register a new account he receives a verification msg to his phone or email , if his phone is closed he receives an email of verification.

**Error:** If sms system down and the customer can’t connecting with the internet, he can’t receive any email from the website.

**Scenario#5 (System Assistance)
By Sanaa Bader**

**Initial Assumption:** Abbas wanted to make insurance for his car, he choose our insurance car system to do that, so he visited the website . It took him 5 minutes to recognize how it works , but at the end he asked for help from the system assistance of how the system works to achieve his goal from this operation and give him some tips.

**Normal:** The customer visits the website , he had misunderstanding of how to use the system , so they asked the system assistance for help.

**Alternative:** How the customer/ user will reach the assistance or communicate with it . The system provides a help manual includes all tips & information of how to use the site . Also there's a chat bar provided to make the operation of communicating more flexible & easy.

**Error:** Not applicable for people who can't read

**Error:** Not provided in multiple languages

**Scenario#6 (System Reminder )
By Eman Ghazawneh**

**Initial Assumption:** Abbas was playing games in his phone and he get a notification from insurance system that tell him , there’s still three days to pay so he should pay before the payment end , so he open the website and pay for the insurance.

**Normal:** The customer get a notification that tell him to pay before the payment end.

**Alternative:** if his mobile phone not in range ، he also received a telephone call from the company.

**Error:** if his phone and telephone was out of service he also can get email .