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Model Documentation

Model Detail

This document provides a complete overview of all element details. For simpler and more focused reports, simply copy this initial template and turn off the sections not required.

Diagrama de Classe

Type: **Package**
Status: Proposed. Version 1.0. Phase 1.0.
Package: Model
Detail: Created on 13/04/2013. Last modified on 13/04/2013
GUID: {C021986A-A4AD-48f4-B05A-055E59952972}

Diagrama de Classe - (Logical diagram)

Created By: Humberto on 13/04/2013
Last Modified: 13/04/2013
Version: 1.0. **Locked:** False
GUID: {4D948BB9-FB41-4b31-A742-F716C81E8FDA}

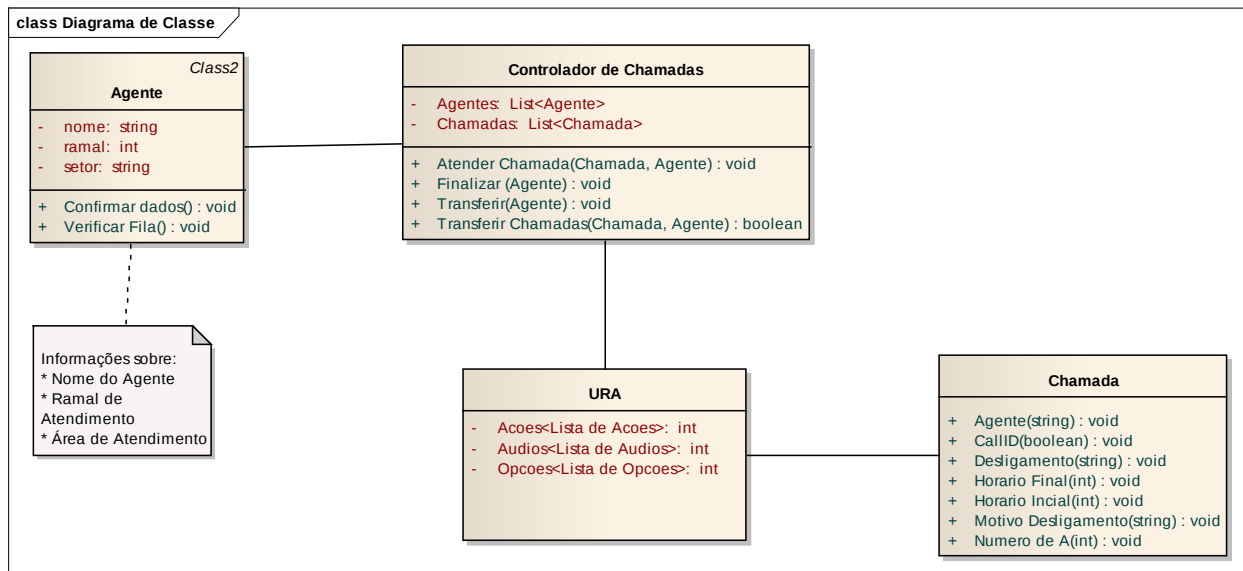


Figure: 1

Agente

Type: **Class** **Class2**
Status: Proposed. Version 1.0. Phase 1.0.
Package: Diagrama de Classe **Keywords:**
Detail: Created on 13/04/2013. Last modified on 13/04/2013.
GUID: {5611C29B-9D36-48e1-8625-4E27A5BAA886}

ramal: interger

Custom Properties

- isActive = False

Connections

Connector	Source	Target	Notes
Association Unspecified	Public Controlador de Chamadas	Public Agente	
Generalization Source -> Destination	Public Agente	Public Class2	
NoteLink Source -> Destination	Public <anonymous>	Public Agente	

Attributes

Attribute	Notes	Constraints and tags
nome string Private		<i>Default:</i>
ramal int Private		<i>Default:</i>
setor string Private		<i>Default:</i>

Operations

Method	Notes	Parameters
Confirmar dados() void Public		

Method	Notes	Parameters
Verificar Fila() void Public		

Chamada

Type: Class
Status: Proposed. Version 1.0. Phase 1.0.
Package: Diagrama de Classe **Keywords:**
Detail: Created on 13/04/2013. Last modified on 13/04/2013.
GUID: {C5A55082-9E80-40db-B6D2-BEBDA5991555}

Custom Properties

- isActive = False

Connections

Connector	Source	Target	Notes
<u>Association</u> Unspecified	Public URA	Public Chamada	

Operations

Method	Notes	Parameters
Agente() void Public		string [in] Agente
CallID() void Public		boolean [in] Identificador Unico de Chamada
Desligamento() void Public		string [in] Quem desligou
Horario Final() void Public		int [in] Horairo Termino
Horario Inicial() void Public		int [in] Horario de Entrada
Motivo Desligamento() void Public		string [in] Motivo Desligamento
Numero de A() void Public		int [in] Numero Cliente

Class2

Type: Class Class3
Status: Proposed. Version 1.0. Phase 1.0.
Package: Diagrama de Classe **Keywords:**
Detail: Created on 13/04/2013. Last modified on 13/04/2013.
GUID: {576B7017-9670-4510-94D3-B6F925BEB3AA}

Custom Properties

- isActive = False

Connections

Connector	Source	Target	Notes
Generalization Source -> Destination	Public Class2	Public Class3	
Generalization Source -> Destination	Public Agente	Public Class2	
NoteLink Source -> Destination	Public <anonymous>	Public Class2	

Attributes

Attribute	Notes	Constraints and tags
confirma dados string Private		Default:
verificar fila string Private		Default:

Class3

Type: Class Class4, Class5
Status: Proposed. Version 1.0. Phase 1.0.
Package: Diagrama de Classe **Keywords:**

Detail: Created on 13/04/2013. Last modified on 13/04/2013.
GUID: {C3F15506-428D-4005-9C5D-E89B638BAC6E}

Custom Properties

- isActive = False

Connections

Connector	Source	Target	Notes
Generalization Source -> Destination	Public Class3	Public Class5	
Generalization Source -> Destination	Public Class3	Public Class4	
Generalization Source -> Destination	Public Class2	Public Class3	
NoteLink Source -> Destination	Public <anonymous>	Public Class3	

Attributes

Attribute	Notes	Constraints and tags
transferir chamada int Private		<i>Default:</i>

Class4

Type: **Class** **Class5**
Status: Proposed. Version 1.0. Phase 1.0.
Package: Diagrama de Classe *Keywords:*
Detail: Created on 13/04/2013. Last modified on 13/04/2013.
GUID: {8AB4DE83-F7DE-4489-9404-9E97B9412B24}

Custom Properties

- isActive = False

Connections

Connector	Source	Target	Notes
Generalization Source -> Destination	Public Class4	Public Class5	
Generalization Source -> Destination	Public Class3	Public Class4	
NoteLink Source -> Destination	Public <anonymous>	Public Class4	

Attributes

Attribute	Notes	Constraints and tags
atender chamada string Private		<i>Default:</i>

Class5*Type:**Status:**Package:**Detail:**GUID:***Class**

Proposed. Version 1.0. Phase 1.0.

Diagrama de Classe *Keywords:*

Created on 13/04/2013. Last modified on 13/04/2013.

{427D2118-30CE-44ab-9486-BB40C918853F}

Custom Properties

- isActive = False

Connections

Connector	Source	Target	Notes
Generalization Source -> Destination	Public Class3	Public Class5	
Generalization Source -> Destination	Public Class4	Public Class5	
NoteLink Source -> Destination	Public <anonymous>	Public Class5	

Connector	Source	Target	Notes

Attributes

Attribute	Notes	Constraints and tags
finalizar chamada int Private		<i>Default:</i>

Controlador de Chamadas

Type: Class
Status: Proposed. Version 1.0. Phase 1.0.
Package: Diagrama de Classe **Keywords:**
Detail: Created on 13/04/2013. Last modified on 13/04/2013.
GUID: {99B5BF12-D69B-459d-9090-4E1BAEF0B2BA}

Custom Properties

- isActive = False

Connections

Connector	Source	Target	Notes
<u>Association</u> Unspecified	Public Controlador de Chamadas	Public URA	
<u>Association</u> Unspecified	Public Controlador de Chamadas	Public Agente	

Attributes

Attribute	Notes	Constraints and tags
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Attribute	Notes	Constraints and tags
Agentes List<Agente> Private		<i>Default:</i>
Chamadas List<Chamada> Private		<i>Default:</i>

Operations

Method	Notes	Parameters
Atender Chamada() void Public		Chamada [in] Chamada Agente [in] Agente
Finalizar () void Public		Agente [in] Agente
Transferir() void Public		Agente [in] Agente
Transferir Chamadas() boolean Public		Chamada [in] Chamada Agente [in] Agente

URA*Type:**Status:**Package:**Detail:**GUID:***Class**

Proposed. Version 1.0. Phase 1.0.

Diagrama de Classe *Keywords:*

Created on 13/04/2013. Last modified on 13/04/2013.

{D45828B4-CF6A-467f-965C-D545FC25453F}

Custom Properties

- isActive = False

Connections

Connector	Source	Target	Notes
<u>Association</u> Unspecified	Public URA	Public Chamada	
<u>Association</u> Unspecified	Public Controlador de Chamadas	Public URA	

Attributes

Attribute	Notes	Constraints and tags
Acoes<Lista de Acoes> int Private		<i>Default:</i>
Audios<Lista de Audios> int Private		<i>Default:</i>
Opcoes<Lista de Opcoes> int Private		<i>Default:</i>