Healing Paws System – Receive Private Message from Customer

Name:
Receive private message from customer

Description:
This use case covers the function of the application to enable staffs to communicate with customers in the manner of receiving and sending private message.

Actors:
Staff

Triggers:
The use case is triggered by the requirement that staffs intend to progress a detailed conversation with customers, especially with the emergence of divergence about time like the operation time, or receiving messages from customers.

Precondtions:
None

Postconditions:
After the use case is complete, staffs have the ability to send private messages to customers in a single dialog box of a particular interface

Courses of events:
Basic course of events:
1. The user clicks the 'all message' button of the main interface
2. Then it would turn to a new interface with all customers' messages represented in single dialog box for everyone
3. The user choose a customer who sends messages to process detailed communication by clicking the customer button, and then sends message by entering words and clicking 'send' button, as well as replies of customers are shown on the dialog box

Alternate course of events:
1. The user clicks the 'All message' button of the main interface
2. Then it would turn to a new interface with all customers' messages represented in single dialog box for everyone
3. The user uses 'Search' button to find a registered customer when intends to send messages to a customer who have not sent messages before. Through

entering the username of the customer, dialog box could be represented by clicking the searching result

4. The user then sends message by entering words and clicking 'send' button, as well as replies of customers are shown on the dialog box

Extension Points:
None

Inclusions:
None