

USE-CASE DESCRIPTION

پروژه درس مهندسی
نرم افزار

گروه 404

صبا رفیعی

فاطمه پور باقری

فائزه قیاسی

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| Use case name: Sign In | ID: UC-01 | Importance level: High |
| Primary actor: Registered Person Secondary actor: Admin | | Use case type: Essential, Detail |
| Brief description: This use case allows registered users, including lawyers and regular user, to log into the system securely. | | |
| Trigger: The user selects the "Sign In" option. | | |
| Type: External | | |
| Associations: Include: N/A Extend: Password Recovery: Allows users to recover their password if they cannot log in. | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The registered user selects the "Sign In" option. 2. The system prompts the user to enter their email and password. 3. The system validates the credentials. 4. If the credentials are correct, the user is granted access to the system. | | |
| Sub-flows: S-1: Password Recovery (Extended): <ol style="list-style-type: none"> 1. If the user forgets their password, they can select the "Forgot Password" link. 2. The system sends a password reset link to their email. | | |
| Alternate/Exceptional flows: E-1: Incorrect Credentials: <ol style="list-style-type: none"> 1. The user enters incorrect login details. 2. The system displays an error message and prompts the user to retry. | | |

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| Use case name: Sign Up | ID: UC-02 | Importance level: High |
| Primary actor: New Person (Regular User, Lawyer) Secondary actor: Admin | | Use case type: Essential, Detail |
| Brief description: This use case allows new users, including regular users and lawyers, to create an account and register with the system. Lawyers are required to provide additional professional credentials for identity verification, which must be approved by an admin. | | |
| Trigger: A new person selects the option to sign up for the system. | | |
| Type: External | | |
| Associations: Include: N/A Extend: Authentication: Ensures user identity is verified through third-party authentication services or credentials. | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The new person selects the "Sign Up" option from the interface. 2. The system prompts the user to fill in registration details, such as name, email, and password. 3. For lawyers, the system requests additional professional credentials, such as a license number or certification documents. 4. The system validates the provided information for regular users. | | |
| Sub-flows: S-1: Lawyer Authentication (Included): <ol style="list-style-type: none"> 1. The system verifies the credentials provided by the lawyer (e.g., license number). 2. For manual review, the credentials are sent to the admin. 3. The admin validates the credentials against official records or databases. | | |
| Alternate/Exceptional flows: E-1: Duplicate Account: <ol style="list-style-type: none"> 1. The user attempts to sign up with an email already registered. E-2: Invalid Information: <ol style="list-style-type: none"> 1. The user provides incomplete or incorrect registration details. | | |

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| Use case name: Edit Profile | ID: UC-03 | Importance level: Medium |
| Primary actor: User | | Use case type: Detail, Essential |
| Brief description: This use case allows users to update their profile information, such as name, contact details, and other personal information. | | |
| Trigger: The user selects the "Edit Profile" option from their account menu. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The user clicks on the "Edit Profile" button. 2. The system retrieves the user's current profile information. 3. The user updates the desired fields (e.g., name, phone number, email). 4. The user clicks the "Save Changes" button. 5. The system validates the updated information. 6. If validation is successful, the system saves the changes and displays a confirmation message. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: | | |

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| Use case name: Log Out | ID: UC-04 | Importance level: Medium |
| Primary actor: Any logged-in user (including regular users and lawyers) | | Use case type: Detail, Essential |
| Brief description: This use case allows a logged-in user to securely end their session and be redirected to the homepage or login page. | | |
| Trigger: The user clicks the "Log Out" button in the system. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The user clicks the "Log Out" button in the menu. 2. The user is redirected to the homepage or login page, depending on system design. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: | | |

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| Use case name: Search | ID: UC-05 | Importance level: High |
| Primary actor: User | | Use case type: Detail, Essential |
| Brief description: This use case allows the user to search for relevant information within the system, such as legal documents, templates, or other resources. The filter feature extends this functionality by enabling users to refine their search results. | | |
| Trigger: The user initiates a search query. | | |
| Type: External | | |
| Associations: Include: N/A Extend: Filter: Extends the search functionality to refine the results based on specific criteria. | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The user navigates to the search feature. 2. The user enters a keyword or phrase in the search bar. 3. The system processes the search query and retrieves relevant results. 4. The results are displayed in a list sorted by relevance. 5. The user selects a result to view more details. | | |
| Sub-flows: <p>S-1: Refined Search (via Filter):</p> <ol style="list-style-type: none"> 1. The user applies filters such as date, category, or tags. 2. The system updates and displays the results based on the applied filters. | | |
| Alternate/Exceptional flows: <p>E-1: No Results Found:</p> <ol style="list-style-type: none"> 1. The user enters a query, but no results are found. 2. The system displays a "No results found" message and suggests alternative keywords or categories. <p>E-2: Network Failure:</p> <ol style="list-style-type: none"> 1. The system fails to process the query due to network issues. 2. An error message is displayed, and the user is prompted to retry. | | |

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| Use case name: Request for Writing a Petition | ID: UC-06 | Importance level: High |
| Primary actor: User Secondary actor: petitioner | | Use case type: Detail, Essential |
| Brief description: This use case allows users to request a petitioner to write a petition. The process involves providing petition details, making the required payment, and submitting the request to a suitable petitioner. Users can track the status of their requests through the system and leave comments for the petitioner if needed. | | |
| Trigger: The user selects the "Request for Writing a Petition" option from the system menu. | | |
| Type: External | | |
| Associations: Include: In-app Payment: Handles payment if the petition request requires payment. Extend: <ol style="list-style-type: none"> 1. View Requests: Allows the user to track the status of their submitted petition request. 2. Register a Comment: Enables the user to add comments or feedback regarding the petition request. | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The user selects the "Request for Writing a Petition" option. 2. The system prompts the user to enter the required details, such as petition type, purpose, and description. 3. The system collects the petition details and calculates the required payment amount. 4. The user completes the payment process through the In-app Payment feature. 5. Once the payment is successful, the system assigns the petition to a suitable petitioner based on the petition type. 6. The user can track the progress of their request through the View Requests feature. 7. Additionally, the user can leave comments for the petitioner regarding their petition through the Register a Comment feature. | | |
| Sub-flows: S-1: Payment Processing (Included): <ol style="list-style-type: none"> 1. If payment is required, the system redirects the user to the in-app payment gateway. 2. The payment gateway processes the transaction and notifies the system upon success. 3. The system finalizes the request and assigns the petitioner. | | |
| Alternate/Exceptional flows: E-1: Lawyer Unavailable: <ol style="list-style-type: none"> 1. The system cannot find an available lawyer to handle the petition. 2. The system notifies the user and provides an option to retry later. E-2: Payment Failure: <ol style="list-style-type: none"> 1. The payment process fails due to insufficient funds or network issues. 2. The system notifies the user of the issue and provides an option to retry. | | |

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| Use case name: Request a Lawyer | ID: UC-07 | Importance level: High |
| Primary actor: User Secondary actor: Lawyer | | Use case type: Detail, Essential |
| Brief description: This use case allows users to request legal assistance from a lawyer by providing details about their case and confirming the request. The process includes handling payments (if applicable) and allows users to track the status of their request or cancel it if necessary | | |
| Trigger: The user selects the "Request a Lawyer" option from the system menu. | | |
| Type: External | | |
| Associations: Include: In-app Payment: Handles payment processing for lawyer services. Extend: <ol style="list-style-type: none"> 1. View Requests: Enables users to track the status of their submitted lawyer requests. 2. Cancel: Provides the option to cancel the lawyer request after submission. | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The user selects the "Request a Lawyer" option. 2. The system prompts the user to provide necessary case details (e.g., type, description, urgency). 3. The system displays a list of available lawyers based on the provided details. 4. The user selects a lawyer and submits the request. 5. If payment is required, the system initiates the In-app Payment process. 6. The system processes the request and assigns the selected lawyer. 7. The user receives confirmation and can monitor or manage their request via the View Requests and Cancel features. | | |
| Sub-flows: S-1: Payment Processing (Included): <ol style="list-style-type: none"> 1. If payment is required, the user is redirected to the in-app payment gateway. 2. The payment gateway processes the transaction and notifies the system upon success. 3. The system finalizes the request and assigns the lawyer | | |
| Alternate/Exceptional flows: E-1: Lawyer Unavailable: <ol style="list-style-type: none"> 1. The system cannot find a suitable or available lawyer for the case. 2. The system notifies the user and suggests retrying later. E-2: Payment Failure: <ol style="list-style-type: none"> 1. The payment process fails due to network issues or insufficient funds. 2. The system notifies the user and allows them to retry the payment. | | |

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| Use case name: Buy a Template | ID: UC-08 | Importance level: Medium |
| Primary actor: User | | Use case type: Detail, Essential |
| Brief description: This use case allows users to browse and purchase legal document templates. Payment for the selected template is handled via the in-app payment system. | | |
| Trigger: The user selects the option to purchase a legal template. | | |
| Type: External | | |
| Associations: Include: In-app Payment: Handles the payment process for purchasing the selected template. Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The user navigates to the "Buy a Template" section. 2. The system displays a list of available templates. 3. The user selects a template they wish to purchase. 4. The system provides details about the selected template (e.g., price, description). 5. The user confirms the purchase. 6. The system initiates the In-app Payment process to complete the transaction. 7. After a successful payment, the system provides the user with access to the purchased template. | | |
| Sub-flows: S-1: Payment Processing (Included): <ol style="list-style-type: none"> 1. The user is redirected to the in-app payment gateway. 2. The payment gateway processes the transaction. 3. The system confirms the payment and grants access to the template. | | |
| Alternate/Exceptional flows: <p>E-1: Template Not Available:</p> <ol style="list-style-type: none"> 1. The user selects a template, but the system detects it is currently unavailable. 2. The system notifies the user and suggests other templates. <p>E-2: Payment Failure:</p> <ol style="list-style-type: none"> 1. The payment process fails due to insufficient funds or network issues. 2. The system notifies the user of the failure and allows them to retry payment. <p>E-3: User Cancels Purchase:</p> <ol style="list-style-type: none"> 1. The user cancels the purchase before completing payment. 2. The system returns the user to the "Buy a Template" section. | | |

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| Use case name: View Lawyer's Free Times | ID: UC-09 | Importance level: Medium |
| Primary actor: User | | Use case type: Detail, Essential |
| Brief description: This use case allows users to view the available time slots for a specific lawyer. Users can select a time to book a consultation or request an appointment. | | |
| Trigger: The user selects the option to view a lawyer's available time slots. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The user selects a lawyer to view available time slots. 2. The system retrieves the lawyer's schedule. 3. The system shows information. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: E-1: No Available Time: <ol style="list-style-type: none"> 1. The lawyer has no available time slots. 2. The system notifies the user and suggests available dates or other lawyers. | | |

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| Use case name: View Legal Information | ID: UC-10 | Importance level: Low |
| Primary actor: User | | Use case type: Detail, Essential |
| Brief description: This use case allows users to view general legal information related to their case or legal questions. | | |
| Trigger: The user selects the option to view legal information. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The user selects the "View Legal Information" option. 2. The system displays general legal information relevant to the user's need | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: E-1: Information Not Found: <ol style="list-style-type: none"> 1. The user searches for specific legal information, but no results are found. 2. The system displays a "No results found" message and suggests alternative queries. | | |

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| Use case name: View the Templates | ID: UC-11 | Importance level: Medium |
| Primary actor: User | | Use case type: Detail, Essential |
| Brief description: This use case allows users to browse available legal templates. The templates may be purchased or used to prepare legal documents | | |
| Trigger: The user selects the option to view available templates. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The user navigates to the "View Templates" section. 2. The system displays a list of available legal templates. 3. The user selects a template to view more details. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: E-1: Template Unavailable: <ol style="list-style-type: none"> 1. The user attempts to view a template that is no longer available. 2. The system notifies the user and suggests similar templates. | | |

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| Use case name: File a Complaint | ID: UC-12 | Importance level: High |
| Primary actor: User | | Use case type: Detail, Essential |
| Brief description: This use case allows users to file a complaint regarding a lawyer or service. It includes providing complaint details and submitting them for review. | | |
| Trigger: The user selects the option to file a complaint. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The user selects the "File a Complaint" option. 2. The system prompts the user to enter the details of their complaint. 3. The user submits the complaint. 4. The system acknowledges receipt of the complaint. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: E-1: Incomplete Complaint Information: <ol style="list-style-type: none"> 1. The user submits an incomplete complaint. 2. The system prompts the user to complete missing fields before resubmitting. | | |

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| Use case name: View the Requests | ID: UC-13 | Importance level: Medium |
| Primary actor: Petitioner | | Use case type: Detail, Essential |
| Brief description: This use case allows the petitioner to view all submitted requests to check their details, current status, or progress. | | |
| Trigger: The petitioner selects the option to view the list of requests. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The petitioner selects the "View Requests" option. 2. The system retrieves a list of all submitted requests for the petitioner. 3. The petitioner selects a request to view its details. 4. The system displays the selected request's information, including status and progress. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: E-1: No Requests Found: <ol style="list-style-type: none"> 1. The system finds no submitted requests. 2. The system notifies the petitioner with a "No requests found" message. | | |

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| Use case name: Send the Required Petition | ID: UC-14 | Importance level: High |
| Primary actor: Petitioner Secondary actor: User | | Use case type: Detail, Essential |
| Brief description: This use case allows the petitioner to send the completed petition to the requesting user. | | |
| Trigger: The petitioner selects a request and decides to send the completed petition to the user. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The petitioner selects a specific request from the list. 2. The system displays the details of the request. 3. The petitioner attaches the completed petition and clicks "Send." 4. The system validates the attached petition and marks the request as "Completed." | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: | | |

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| Use case name: Add Templates | ID: UC-15 | Importance level: High |
| Primary actor: Lawyer | | Use case type: Detail, Essential |
| Brief description: This use case allows lawyers to upload and add new legal templates to the system for user access. | | |
| Trigger: The lawyer selects the option to add a new template. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The lawyer selects the "Add Templates" option. 2. The system prompts the lawyer to upload the legal template and provide metadata (e.g., name, category, price, and description). 3. The lawyer uploads the template file. 4. The system validates the uploaded file. 5. The template is saved in the system and made available for users to view or purchase. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: | | |

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| Use case name: Add Legal Information | ID: UC-16 | Importance level: Medium |
| Primary actor: Lawyer | | Use case type: Detail, Essential |
| Brief description: This use case allows lawyers to upload legal information and articles to the system for user education. | | |
| Trigger: The lawyer selects the option to add legal information. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The lawyer selects the "Add Legal Information" option. 2. The system prompts the lawyer to enter details about the legal information, such as title, category, and content. 3. The lawyer submits the information. 4. The system saves it . 5. Users can access the uploaded information. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: E-1: Invalid File Format: <ol style="list-style-type: none"> 1. The lawyer uploads a file in an unsupported format. 2. The system displays an error message and prompts the lawyer to upload a valid file. | | |

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| Use case name: View Reserved Appointment | ID: UC-17 | Importance level: High |
| Primary actor: Lawyer | | Use case type: Detail, Essential |
| Brief description: This use case allows lawyers to view their scheduled appointments with users, including details such as date, time, and user information. | | |
| Trigger: The lawyer selects the option to view their reserved appointments. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The lawyer selects the "View Reserved Appointment" option. 2. The system retrieves a list of all upcoming appointments for the lawyer. 3. The lawyer selects an appointment to view its details. 4. The system displays the user's information, appointment time, and purpose. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: E-1: No Appointments Found: <ol style="list-style-type: none"> 1. The lawyer has no upcoming appointments. 2. The system displays a message indicating that no appointments are scheduled. | | |

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| Use case name: Answers to Frequently Asked Questions | ID: UC-18 | Importance level: Low |
| Primary actor: Admin Secondary actor: User | | Use case type: Detail, Essential |
| Brief description: This use case allows the admin to update or add answers to frequently asked questions (FAQs) to provide users with quick and reliable information. | | |
| Trigger: The admin selects the option to manage FAQs. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The admin selects the "Manage FAQs" option. 2. The system displays a list of existing FAQs. 3. The admin adds, updates, or deletes FAQ entries. 4. The system saves the changes and updates the FAQ section for users. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: | | |

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| Use case name: Investigate Complaints | ID: UC-19 | Importance level: High |
| Primary actor: Admin Secondary actor: User | | Use case type: Detail, Essential |
| Brief description: This use case allows the admin to investigate complaints submitted by users and take appropriate action. | | |
| Trigger: The admin selects the option to review submitted complaints. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The admin accesses the "Investigate Complaints" section. 2. The system displays a list of submitted complaints. 3. The admin reviews the details of a selected complaint. 4. The admin decides on appropriate action, such as issuing a warning or resolving the issue. 5. The system updates the complaint status. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: E-1: Invalid Complaint: <ol style="list-style-type: none"> 1. The admin finds insufficient or invalid details in the complaint. 2. The system marks the complaint as "Invalid" and notifies the complainant. | | |

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| Use case name: Delete the Lawyer | ID: UC-20 | Importance level: High |
| Primary actor: Admin Secondary actor: Lawyer | | Use case type: Detail, Essential |
| Brief description: This use case allows the admin to remove a lawyer from the system in cases of misconduct or inactivity. | | |
| Trigger: The admin selects the option to review submitted complaints. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The admin navigates to the "Delete Lawyer" section. 2. The system displays a list of registered lawyers. 3. The admin selects a lawyer to remove and provides a reason. 4. The system deletes the lawyer's account and notifies the lawyer of the removal. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: E-1: Pending Cases: <ol style="list-style-type: none"> 1. The lawyer has active cases that need reassignment. 2. The system prevents deletion and prompts the admin to reassign the cases | | |

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| Use case name: Add Petitioners | ID: UC-21 | Importance level: High |
| Primary actor: Admin Secondary actor: Petitioner | | Use case type: Detail, Essential |
| Brief description: This use case allows the admin to add new petitioners to the system. | | |
| Trigger: The admin selects the option to register a new petitioner. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The admin navigates to the "Add Petitioners" section. 2. The system prompts the admin to provide petitioner details (e.g., name, email, and phone number). 3. The admin submits the information. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: E-1: Pending Cases: <ol style="list-style-type: none"> 3. The lawyer has active cases that need reassignment. 4. The system prevents deletion and prompts the admin to reassign the cases | | |

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| Use case name: Delete Petitioners | ID: UC-22 | Importance level: High |
| Primary actor: Admin Secondary actor: Petitioner | | Use case type: Detail, Essential |
| Brief description: This use case allows the admin to remove a petitioner from the system. | | |
| Trigger: The admin selects the option to delete a petitioner's account. | | |
| Type: External | | |
| Associations: Include: N/A Extend: N/A | | |
| Normal flow of events: <ol style="list-style-type: none"> 1. The admin accesses the "Delete Petitioners" section. 2. The system displays a list of registered petitioners. 3. The admin selects a petitioner to delete and confirms the action. 4. The system removes the petitioner's account and updates the system records. | | |
| Sub-flows: | | |
| Alternate/Exceptional flows: E-1: Associated Requests: <ol style="list-style-type: none"> 1. The petitioner has active requests in the system. 2. The system prevents deletion and prompts the admin to close or reassign the requests. | | |