**School of Electrical Engineering, Belgrade**

**Principles of Software Engineering (SI3PSI)**



GoldenView

Specification of the use case scenario of contacting support functionality

Version 1.0

Team Terminal

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# History of changes

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| --- | --- | --- | --- |
| Version no. | Date of release | Description | Author |
| 1.0 | 19.3.2023. | Initial version | Andrej Dujović |
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# Introduction

## Summary

Defining the use case scenarios for submitting a contact form on the website, with examples of the corresponding website pages included.

## Purpose of the document, and target group

The document is intended to be used by all members of the project team involved in developing and testing the project and may also be used in writing user manuals.

## References

* Project
* Guidelines for writing functional scenario specifications

## Open questions

No open questions currently.

# Scenario of submitting contact form

## Description

Contact/Support page has a form for contacting the website administration. It is composed of a form that requires the user to fill in his name, email and a message that will be sent.

## 2.2 Flow of Events

### 2.2.1 User successfully fills out the contact form and sends it

The user, by clicking on the Contact button in the menu, opens the contact page of the website.

When the form is shown, they input all the required information (name, email and a message that will be sent).

The system validates that all the input fields were filled correctly and sends an email notification to the website owner or administrator with the user's information and message.

A confirmation message is shown to the user indicating that the message was successfully submitted.

### 2.2.2 *Invalid input fields*

If the system notices that any of the required input fields were left blank or that the user entered an invalid email address, it displays an error message indicating the problem.

### 2.2.3 *Failed to deliver the message*

If the message was not sent for any irregular reason (server error for example), then the system will give the user a notification to try again later.

## 2.3 Special requirements

None.

## 2.4 Prerequisites

None.

## 2.5 Consequences

Message is sent to administrators and it is being saved in the database.