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| Use Case Name : Customer Support | | ID: | Priority: |
| Description | This scenario enables users and service providers to communicate and resolve problems to the delivery service. | | |
| Actor | * User (Customer) * Service provider (Delivery driver) * Customer support representative. | | |
| Precondition | * The user or service provider is logged into their own accounts. * The user or service provider has encountered a problem or has a question related to system services. | | |
| Normal Course | * Press on “Support System” button. * Choose type of problem with delivery men or with application.  1. If he choose with delivery men (customer) :  * All the delivery men (customers) that the customer (delivery man) deal with must be appear as a list on a new page. * Choose one of them and press on Reporting button * New page should be opened must have several choices and empty box to write details of problem. * Choose type of problem, write details and send some proofs. * Press on “confirm” button.  1. If he chooses with application:  * New page should be opened must have list of some expected problems and its solutions take in consideration he might choose another problem in an empty box. | | |
| Alternative Course | 1. User clicked on “last deals” button. 2. Choose the order that has a problem. 3. Open the account of delivery man (customer) who he wants to complain him. 4. Press on “Reporting” button. 5. New page should be opened must have several choices and empty box to write details of problem. 6. Choose type of problem, write details and send proof if exist. 7. Press on “confirm” button. | | |
| Postcondition | 1. If he chooses specific question, new page appears with answer this question and solve the problem. 2. If he writes a report it should be successfully stored in database related with the data of user. 3. The system send notification to Admin with the report. 4. An admin checks the report. 5. An admin replay to the user and when he solved this problem he marked as “resolve or done” | | |
| Exception | * No place in server to store report. * The delivery has just deleted his account. | | |