Chameleon Website Support Page User Case
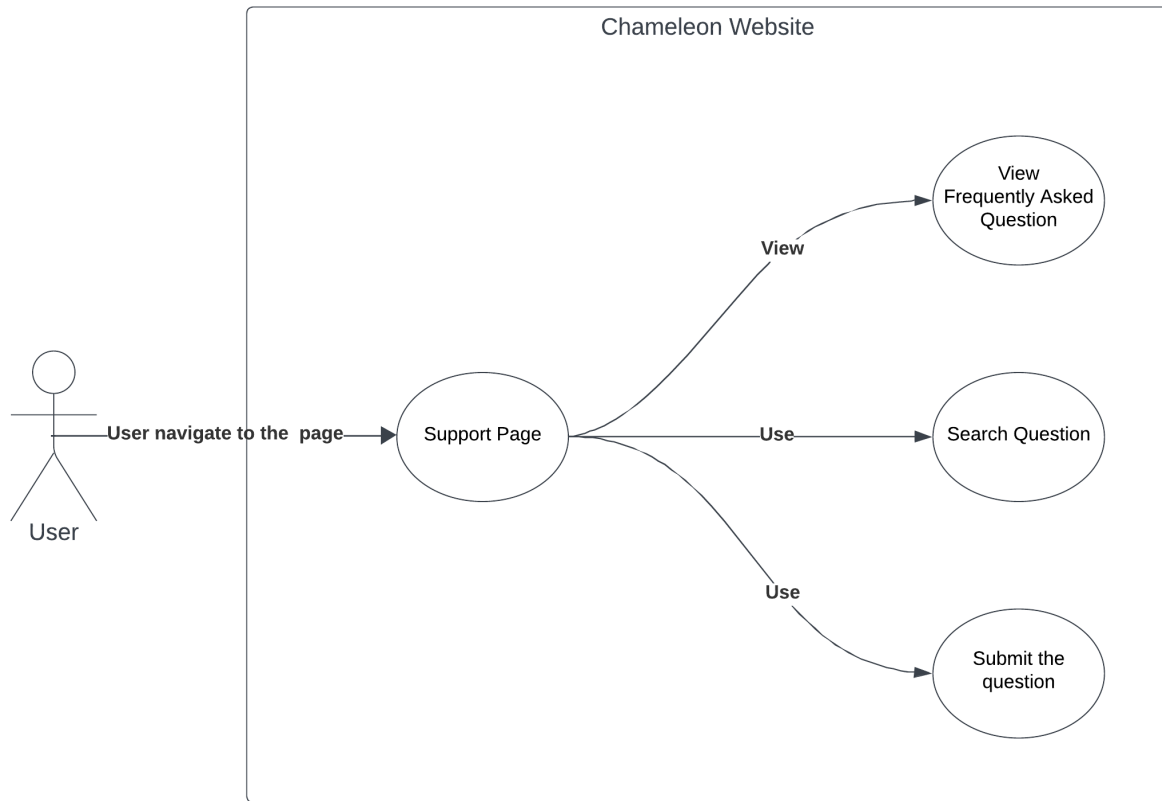
UML Diagram

Figure 1: Support Page UML Diagram

User Case Description

1. User Case: Support Page

   Actor: Website User

   Website user can access the support page to getting support from Chameleon team. In this webpage, there have frequently asked questions for users frequently asked and submit new question section.

2. User Case: View Frequently Asked Questions

   Actor: Website User

Website user can view the frequently asked questions from the webpage. These questions are frequently met by other users and solved by the Chameleon team.

3. User Case: Search Question

Actor: Website User

Website user can use the search bar to search the question that they suffer, if the frequently asked questions do not match their problem. When the website user enters their question into the search bar, click the search icon. The system searches for relevant information, workarounds and presents them to the website user.

4. User Case: Submit the Question

Actor: Website User

Website user can use the query section to submit the question that they cannot find from frequently asked questions and no results were found from search section. Website user can fill in their name, email address and their question, then they can click to submit the question. When they submit the question, they can see the prompt to show they are successfully submitted.