**Use case Description**

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| **Usecase ID** | UC-1 |
| **Usecase Name** | Registration |
| **Actor** | Mentor, Mentee |
| **Type** | Primary |
| **Usecase Description** | The user has to register himself by signing up in the website, if he is visiting for the first time. A user can be a mentor or mentee. In registration form, user will provide username, Email and password. User's details will be verified and after verification, user account will be created. User can register through google. |
| **Preconditions** | Here are the pre-conditions for the "User Registration" use case:   1. User must have a stable internet connection to access the website. 2. User must have a valid and unique email address and username that will be used for account verification. 3. The user should not already have an existing account with the same credentials. |
| **Basic Flow** | Here's a basic flow for the user registration process:   1. User will click on the Signup button of the website to register himself. 2. User will register through registration form.    1. User will provide username, email and strong password.    2. The User will agree to the Website's Terms of Service, Privacy Policy and then click on **Create Account** button. 3. The website validates the provided information and creates the user account. |
| **Alternative Flow** | Here's the alternative flow for the user registration process:   1. User can register by using their google accounts. 2. The system will not register the user if the user account already has account. 3. If user enters wrong email or username is not unique, system will display an error message and again registration form will appear. |
| **Post Condition** | Here are the post-conditions for the "User Registration" use case:   1. A new user account will be created successfully. 2. The user's login credentials (username, email and password) will securely store in the system database. 3. User will access the dashboard of the website. |

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| **Usecase ID** | UC-2 |
| **Usecase Name** | Login |
| **Actor** | Mentor, Mentee |
| **Type** | Primary |
| **Usecase Description** | User will login to the system by adding username and password. The system verifies the user's credentials from the database and allow the user to use the website. |
| **Preconditions** | Here are the pre-conditions for the "User Login" use case:   1. The user must have a registered account on the website. |
| **Basic Flow** | Here's a basic flow for the user login process:   1. User will click on the Login button of the website to login to the website. 2. User enters valid login credentials like email and password. 3. System authenticates the entered credentials from website's database. 4. If authentication is successful, the user is logged into the website and redirected to the home page of the website. |
| **Alternative Flow** | Here's the alternative flow for the user login process:   1. User can login by using their google accounts. 2. If the user does not already have an account, the system will not login the user and redirect the user to Signup page. 3. If the user enters incorrect login credentials, the system displays an error message and prompts to re-enter the correct credentials. 4. In case of forgot password, the user will click on the link of forgot password.   **4.1** The system will prompt the user to enter his registered email address.  **4.2** The system sends a password reset link to the provided email address. |
| **Post Condition** | Here are the post-conditions for the "User Login" use case:   1. The user will successfully logged into the website. 2. User will be redirected to the Home page of the website. |

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| **Usecase ID** | UC-3 |
| **Usecase Name** | Manage Profile |
| **Actor** | Mentor, Mentee |
| **Type** | Primary |
| **Usecase Description** | This use case enables a registered user to manage their profile information on the website. Users have the ability to create, view, and edit their personal details, contact information, skills, tools and projects. |
| **Preconditions** | Here are the pre-conditions for the "User Manage Profile" use case:   1. The user must have to login to the website. |
| **Basic Flow** | Here's a basic flow for the user manage profile process:   1. The user navigates to the profile management section within the website. 2. The system displays the user's current profile information, including personal details, contact information, skills, tools and projects. If the user is a new, the user will create a profile by entering authentic information in these sections of the profile. 3. User can edit required profile information (such as name, contact details, profile picture, skills, projects).   **3.1** The system will display an editable form with the profile information.  **3.2** After editing, user will submit the updated information.   1. The system saves the changes to the user's profile information. |
| **Alternative Flow** | Here's the alternative flow for the user manage profile process: |
| **Post Condition** | Here are the post-conditions for the " user manage profile " use case:   1. The user's profile is successfully created. 2. If user edited the profile information, it will be stored in database. |

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| **Usecase ID** | UC-4 |
| **Usecase Name** | Manage Mentor Column |
| **Actor** | Mentor |
| **Type** | Primary |
| **Usecase Description** | This use case allows mentors to manage their contributions to a mentor column on a website, where they can post business advices. The use case includes the ability to add/post advice and the option to delete advice. |
| **Preconditions** | 1. The mentor must have to login to the website.   **2.** Mentor must have created profile. |
| **Basic Flow** | Here's a basic flow for the manage mentor column process:   1. The mentor will navigate to the mentor column section within the website. 2. This system displays business advices and solutions posted by multiple mentors. 3. The mentor selects the option to post new advice.   **3.1** The system displays a form for the mentor to input their new advice.  **3.2** The mentor enters the content of the new advice.  **3.3** The mentor submits the form.   1. Mentor adds advice and his advice will be publicly visible to everyone. |
| **Alternative Flow** | Here's the alternative flow for the manage mentor column process:   1. The mentor decided to delete his previously posted advice.   **1.1** The system displays a list of the mentor's posted advice.  **1.2** The mentor selects a piece of advice for deletion.  **1.3** The website prompts the mentor with a confirmation message, verifying their intention to delete the selected advice.  **1.4** If the mentor confirms, the website deletes the selected advice of mentor.   1. Now, mentors deleted advice will not be visible publicly to everyone. |
| **Post Condition** | Here are the post-conditions for the " manage mentor column " use case:   1. The mentor's advice will successfully posted or deleted from the mentor column. 2. The system will update the display of the mentor column to reflect the changes made by the mentors. |

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| **Usecase ID** | UC-5 |
| **Usecase Name** | View Mentor Column |
| **Actor** | Mentee |
| **Type** | Primary |
| **Usecase Description** | This use case enables mentees to view posts related to business in the mentor column on a website. Mentees can access valuable advice and solutions provided by mentors to gain insights into various business aspects. |
| **Preconditions** | Here are the pre-conditions for the " view mentor column " use case:   1. The mentee must be logged in to access and view posts in the mentor column. 2. There should be an advice available in on the mentee's relevant subject matter in mentor column. |
| **Basic Flow** | Here's a basic flow for the user view mentor column process:   1. The mentee navigates to the mentor column section within the website. 2. The system displays a list of posts related to the mentee subject of search, provided by mentors in the mentor column. 3. The mentee can click on individual posts to read detailed advice and solutions provided by mentors. |
| **Alternative Flow** | Here's the alternative flow for the user view mentor column process:   1. If there are no posts available for the relevant search in the Mentor column, the system displays a message indicating that there are currently no mentor's advices available for your relevant search. |
| **Post Condition** | Here are the post-conditions for the " view mentor column " use case:   1. The mentee successfully views advices related to business in the mentor column. 2. The mentee reads advice provided by mentors and can search for specific mentor advice. |

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| **Usecase ID** | UC-6 |
| **Usecase Name** | Discover Mentor |
| **Actor** | Mentee |
| **Type** | Primary |
| **Usecase Description** | This use case allows mentees to discover mentors on a website by exploring mentors based on their preferences and needs. On the other hand, certain mentors will be suggested to the mentee based on the skills of the mentee's profile. The mentee can review the profile of the selected mentor. |
| **Preconditions** | Here are the pre-conditions for the " discover mentor " use case:   1. The mentee must be logged in to access and discover mentors on the website. 2. Mentee must have created profile. |
| **Basic Flow** | Here's a basic flow for the discover mentor process:   1. The mentee navigates to the "Discover Mentor" section within the website. 2. The mentee chooses to search for mentors by selecting a specific category such as mentor name, subject and skills.   **2.1** The system displays a list of mentors specializing in the chosen category.  **2.2** The mentee can search the mentor profile within the selected category, displaying details such as skills, experience, projects and ratings.  **2.3** The mentee can explore mentor profile within the selected category, displaying details such as expertise, experience, projects and ratings.   1. The system displays to the mentee a list of mentors suggested by the ML algorithm.   **3.1** The mentee can explore individual profiles within this list. |
| **Alternative Flow** | Here's the alternative flow for discover mentor process:   1. If no mentor is available based on the selected category, then the system displays a message indicating that no mentor was found. |
| **Post Condition** | Here are the post-conditions for the " discover mentor " use case:   1. The mentee successfully discovers mentors based on selected categories. 2. The mentee previews the detailed profile of a discovered mentor. 3. If the mentee decides to proceed, they may initiate request to the mentor. |

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| **Usecase ID** | UC-7 |
| **Usecase Name** | Mentor Selection |
| **Actor** | Mentee, Mentor |
| **Type** | Primary |
| **Usecase Description** | This use case represents the process where a mentee selects a mentor, initiates a mentorship request, and the mentor has the option to accept or reject the request. |
| **Preconditions** | Here are the post-conditions for the "mentor selection" use case:   1. A mentee must be logged in to access and initiate the mentor selection process. 2. Mentees select a mentor after a search and profile review. |
| **Basic Flow** | Here's a basic flow for the mentor selection process:   1. The mentee selects the option to send a mentorship request to selected mentor.   **1.1** The system confirms the successful sending of the mentorship request to the selected mentor.   1. The mentor receives a notification of the mentorship request.   **2.1** Mentor review the profile skills and related projects.  **2.2** The mentor decides to either accept or reject the mentorship request.  **2.3** The system updates the status of the mentorship request accordingly.   1. The system notifies the mentee of the mentor's decision (accepted or rejected). |
| **Alternative Flow** | Here's the alternative flow for the mentor selection process:   1. Mentor rejects the mentorship request, the system notifies the mentee of the rejection. |
| **Post Condition** | Here are the post-conditions for the " mentor selection" use case:   1. The mentee is notified of the mentor's decision, either accepting or rejecting his mentorship request. 2. If the mentor accepts the request, then mentee will pay according to mentor. |

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| **Usecase ID** | UC-8 |
| **Usecase Name** | Make Payment |
| **Actor** | Mentor, Bank |
| **Type** | Primary, Secondary |
| **Usecase Description** | This use case describes the process where a mentee makes a payment for mentorship services. Mentee can pay through a credit card and can pay through payment gateways such as JazzCash, EasyPaisa and PayPak. |
| **Preconditions** | Here are the pre-conditions for the "make payment" use case:   1. The mentee must be logged in to access and initiate the payment process. 2. The mentee has selected a mentor related to his need. 3. The mentor has accepted the mentee's request for mentorship. 4. Mentee must have bank account or payment gateways accounts. |
| **Basic Flow** | Here's a basic flow for the make payment process:   1. The mentee chooses a payment method from the options available: credit card or payment gateways. 2. If the mentee selects credit card payment, the system prompts for credit card details.   **2.1** The mentee enters credit card details such as card number, expiration date, CVV.  **2.2** The mentee confirms the payment, indicating their intent to proceed with the credit card transaction.  **2.3** The system processes the credit card transaction.   1. Upon successful credit card transaction processing, the system displays a confirmation message, confirming the completion of the payment. |
| **Alternative Flow** | Here's the alternative flow for the make payment process:   1. Credit card details are not valid, the system notifies the mentee and prompts him to re-enter the information. 2. Financial transactions because the mentee account is empty or does not have the required amount.   **2.1** The system generates a financial failure message detailing the reason for the transaction failure.  **2.2** The system forwards the financial failure message to the mentee. |
| **Post Condition** | Here are the post-conditions for the "make payment " use case:   1. Upon successful payment, the mentee gains access to the agreed-upon mentorship services. 2. Mentee can initiate chatbot conversation with mentor. |

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| **Usecase ID** | UC-9 |
| **Usecase Name** | Engage in chatbot conversation |
| **Actor** | Mentor, Mentee |
| **Type** | Primary |
| **Usecase Description** | Mentee will request Mentor for chat. Mentor will accept request and then then can engage in conversation. |
| **Preconditions** | Prerequisites that must be met before a user can engage in conversation on a website are below:   1. User must have a stable internet connection to access the website. 2. The Mentor and Mentee are registered users. 3. The Mentor-Hub platform is accessible and operational. |
| **Basic Flow** | Here's a basic flow for the user conversation process:   1. Mentee will request Mentor for conversation. 2. Mentor will accept Mentee request. 3. They will engage in conversation and share valuable information. |
| **Alternative Flow** | Here's the alternate flow for the user conversation process:   1. If the Mentor didn’t accept request Mentee can request another Mentor. |
| **Post Condition** | Here are the post-conditions for the " Engage in chatbot conversation " use case:   1. The Mentor/Mentee gains valuable information, advice or resources through the chatbot interaction. |

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| **Usecase ID** | UC-10 |
| **Usecase Name** | Share Resources |
| **Actor** | Mentor |
| **Type** | Primary |
| **Usecase Description** | Mentor and Mentee engaged in chat. They exchanged information and after successful chat and payment Mentor will share resources like docs and links. |
| **Preconditions** | Prerequisites that must be met before a user can successfully share resources on website are below:   1. The Mentor is logged into the Mentor-Hub platform. 2. The Mentor has relevant resources to share. 3. The Mentor-Hub platform is accessible and operational. |
| **Basic Flow** | Here's a basic flow for the share resources process:   1. The Mentor navigates to the "Share Resources" section within the Mentor-Hub platform. 2. The Mentor selects the specific resources (documents, links, advice) they want to share. 3. The Mentor specifies the intended Mentee with whom they want to share the resources. 4. The system presents a confirmation prompt, ensuring the Mentor intends to share the selected resources with the specified Mentee. 5. The Mentor confirms the resource-sharing action. 6. The system facilitates the sharing of selected resources with the specified Mentee. |
| **Alternative Flow** | Here's the alternate flow for share resources process:   1. If the Mentor decides not to share resources after the confirmation prompt, the system remains in the current state. |
| **Post Condition** | Here are the post-conditions for the " Share Resources " use case:   1. The selected resources are successfully shared with the specified Mentee. 2. Both Mentor and Mentee can access the shared resources within the Mentor-Hub platform. |

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| **Usecase ID** | UC-11 |
| **Usecase Name** | Notification |
| **Actor** | Mentor, Mentee, Admin |
| **Type** | Secondary |
| **Usecase Description** | Users are logged in their accounts. System has some new updates. These updates will inform to users through notifications. |
| **Preconditions** | Prerequisites that must be met before notifications on website are below:   1. The User (Mentee or Mentor) is logged into the Mentor-Hub platform. 2. The System Admin has made updates or announcements relevant to the users. |
| **Basic Flow** | Here's a basic flow for the notification process:   1. The User logs into the Mentor-Hub platform. 2. The System recognizes that there are new system notifications or updates. 3. The User navigates to the "Notification Center" within the Mentor-Hub platform. 4. The User views the system notifications that include updates, announcements or relevant information. 5. The User acknowledges the received notifications. |
| **Alternative Flow** | Here's the alternate flow for the notification process:   1. If there are no new system notifications, the User will not receive any updates in the Notification Center. |
| **Post Condition** | Here are the post-conditions for the " Notification " use case:   1. The User is informed about recent system updates or announcements. 2. The User can access and review system notifications within the Notification Center. |

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| **Usecase ID** | UC-12 |
| **Usecase Name** | FAQ |
| **Actor** | Mentor, Mentee, Admin |
| **Type** | Primary, Secondary |
| **Usecase Description** | If user can’t understand something about system. There’ll be FAQ available. Where all the necessary information for the system will be provided. |
| **Preconditions** | Prerequisites that must be met before accessing FAQ on website are below:   1. The User (Mentee or Mentor) is logged into the Mentor-Hub platform. |
| **Basic Flow** | Here's a basic flow for accessing FAQ:   1. The User accesses the Mentor-Hub platform. 2. The User navigates to the "FAQ" section, available in the website’s user dashboard. 3. The User explores different categories or sections within the FAQ to find relevant information. 4. If the User has a specific question, they can use the search functionality to find relevant FAQs. 5. The User clicks on a specific FAQ question to view the detailed answer or information. |
| **Alternative Flow** | Here's the alternate flow for accessing FAQ:   1. If the User does not find the information needed in the FAQ section, they may choose to contact support or seek assistance through other platform features. |
| **Post Condition** | Here are the post-conditions for the " FAQ " use case:   1. The User has access to a comprehensive FAQ section containing answers to common questions. 2. The User can efficiently find information and solutions to common queries within the Mentor-Hub platform. |

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| **Usecase ID** | UC-13 |
| **Usecase Name** | Give Rating and Review |
| **Actor** | Mentee |
| **Type** | Primary |
| **Usecase Description** | After interacting with Mentor, Mentee can give rating and review to that specific Mentor about how was there chat and resources. Did they helped him or nor. |
| **Preconditions** | Prerequisites that must be met before a user can successfully Give Rating and Review on the website are below:   1. The User (Mentee or Mentor) is logged into the Mentor-Hub platform. 2. Mentee has engaged in a mentorship interaction. |
| **Basic Flow** | Here's a basic flow for the Give Rating and Review process:   1. The User participates in a mentorship session or utilizes resources shared by the Mentor. 2. After the interaction, the User navigates to the "Rating and Review" section within the Mentor-Hub platform. 3. The User selects the completed mentorship interaction for which they want to provide a rating and review. 4. The User assigns a rating to the Mentor or the overall interaction based on their satisfaction. 5. The User has the option to provide a written review, sharing details about their experience, the value gained and any feedback for improvement. 6. The User submits the provided rating and review through the platform. |
| **Alternative Flow** | Here's the alternate flow for the Give Rating and Review process:   1. If the User chooses not to provide a review immediately after the interaction, they can revisit the "Rating and Review" section later to submit their feedback. |
| **Post Condition** | Here are the post-conditions for the " Give Rating and Review " use case:   1. The Mentor receives the User's rating and review for the specific interaction. 2. The User's feedback contributes to the overall reputation and credibility of the Mentor. 3. The Mentor-Hub platform maintains a record of ratings and reviews for quality assurance and improvement purposes. |

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| **Usecase ID** | UC-14 |
| **Usecase Name** | Report users and complaints |
| **Actor** | Mentee, Mentor |
| **Type** | Primary |
| **Usecase Description** | Mentor and Mentee had a chat, they exchanged information. But if they do any inappropriate thing then they’ll have option to report the user. |
| **Preconditions** | Prerequisites that must be met before a user can report and complaint on the website are below:   1. The User (Mentee or Mentor) is logged into the Mentor-Hub platform. |
| **Basic Flow** | Here's a basic flow for the user to report and complain:   1. The User navigates to the "Report" section within the Mentor-Hub platform. 2. The User chooses the specific user (Mentee or Mentor) they want to report. 3. The User provides details about the nature of the complaint or the reason for reporting the selected user. 4. The User submits the report through the platform. |
| **Alternative Flow** | Here's the alternate flow for the user report and complain process:   1. If the User faces difficulties while submitting the report through the platform, there’ll be an option to contact Mentor-Hub support directly for assistance. |
| **Post Condition** | Here are the post-conditions for the " Report users and complaints " use case:   1. Admin receives the User's report. 2. The reported user is flagged for review by the admin. 3. Admin assess the report, conduct investigations if necessary and take appropriate actions, which may include warnings, suspensions or account terminations. |

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| **Usecase ID** | UC-15 |
| **Usecase Name** | Deactivate User Account |
| **Actor** | Admin |
| **Type** | Primary |
| **Usecase Description** | If Users have some dispute and they report other user then Admin will investigate the report and will take charge accordingly where he can even deactivate user account. |
| **Preconditions** | Prerequisites that must be met before a Admin can successfully Deactivate User Account from the website are below:   1. The Admin have access to website and logged into the website. |
| **Basic Flow** | Here's a basic flow for the Deactivate User Account process:   1. The Admin navigates to the user management section of the Mentor-Hub platform. 2. The Admin chooses the user account that needs to be deactivated. 3. The Admin reviews the user account details and any relevant information, such as reported issues or violations of platform policies. 4. If the Admin decides to deactivate the user account, they initiate the deactivation process. 5. The Admin sends a notification to the user, informing them about the deactivation of their account. The notification may include the reason for deactivation and any necessary instructions. 6. The user account is deactivated, restricting the user's access to the Mentor-Hub platform. |
| **Alternative Flow** | Here's the alternate flow for Deactivate User Account process:   1. If there are legal or compliance issues involved in the deactivation process, the Admin may need to follow specific protocols. |
| **Post Condition** | Here are the post-conditions for the " Deactivate User Account " use case:   1. The user account is deactivated, and the user can no longer access the Mentor-Hub platform. 2. The Mentor-Hub platform maintains a record of the deactivated account and the reasons for deactivation. |

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| **Usecase ID** | UC-16 |
| **Usecase Name** | Logout |
| **Actor** | Mentor, Mentee |
| **Type** | Primary |
| **Usecase Description** | This use case describes the process where mentee had already seek the information needed and Mentor already provided the needed information and now he wants to logout form the website. |
| **Preconditions** | Prerequisites that must be met before a user can successfully logout from website are below:   1. The User is logged into the website. 2. The website is accessible and operational. |
| **Basic Flow** | Here's a basic flow for the user logout process:   1. The User navigates to the logout option within the Mentor-Hub platform. 2. The system presents a confirmation prompt to ensure the User intends to log out. 3. The User confirms the logout action. 4. The system logs out the User, terminating the current session. 5. The User is redirected to the login page. |
| **Alternative Flow** | Here's the alternate flow for the user logout process:   1. If the User decides not to log out after the confirmation prompt, the system remains in the current state. |
| **Post Condition** | Here are the post-conditions for the "Logout" use case:   1. The User is successfully logged out of the Mentor-Hub platform. 2. Any active sessions and user-related data are cleared from the system. |