

Megan Landau  
 CSCI 360 Software Architecture  
 Dr. Bowring

### **5 Use Cases for a Simple Answering Machine (Casual Format)**

1. **Caller leaves a message.** Person A calls person B and B does not pick up the phone. A is put through to the answering machine. A hears B's voice-recorded message that says "Hello, this is \_\_\_\_\_. I am sorry to have missed your call. Please leave a message after the beep and I'll get back to you as soon as possible. Thank you." The answering machine beeps once the recording has been played. A leaves a message and hangs up.

#### *Alternate Scenarios:*

1. The answering machine is full. When A is put through to the answering machine, the machine announces "This answering machine is full. You cannot leave a message at this time. Please hang up and try again later." Person A has no choice but to hang up.
  2. Person B has not set up their voicemail yet - person A can still leave a message, but instead of the pre-recorded voice message, person A hears an automated message that just says "Leave your message after the tone". Then the machine beeps and A leaves their message and hangs up.
2. **Owner listens to voicemail.** Person B wants to listen to their voicemail. They hit the button on their phone that calls in to the voicemail machine. The machine asks for person B's verification number, which B plugs in. The machine verifies that the passcode is correct. The machine lists the main menu: person B can either listen to previously saved messages (press 1) or re-record their greeting (press 2) or listen to new voicemails (press 3) or change their passcode (press 4). It plays all the voicemails starting at the least recent. After each one, it asks B to either save or delete the voicemail by pressing 7 for SAVE or 3 for

DELETE. Person B follows along, deleting or saving each one, until the machine tells them there are no more messages. The machine then offers B the opportunity to listen to their saved messages (press 1), re-record their voicemail greeting (press 2), or hang up to end the call. B ends the call.

*Alternate Scenarios:*

1. There are no voicemails to listen to. The machine lists the main menu: person B can either listen to previously saved messages (press 1) or re-record their greeting (press 2).
3. **Owner changes greeting for voicemail.** Person B wants to change their greeting on their voicemail. They press the button on their phone which calls in to the voicemail machine. The machine asks for their passcode and they enter it correctly. The machine lists the main menu: person B can either listen to previously saved messages (press 1) or re-record their greeting (press 2) or listen to new voicemails (press 3) or change their passcode (press 4). B chooses to re-record their greeting. The automated machine says “Record your new greeting after the tone. When you are finished, press the pound key”. Then the machine beeps and B records their new greeting. They press #. The machine offers them the option to listen to the recording (press 1), re-record the greeting (press 2), or return to the main menu (press 3). B presses 3.

*Alternate Scenarios:*

1. B presses 1 and listens to the recording.
2. B presses 2 and re-records their greeting.
3. B hangs up.

4. **Owner fails to enter correct passcode.** Person B cannot remember the correct verification number. They will not be allowed to listen to any voicemails. The machine asks B to enter the code 3 times and then ends the call after the 3rd failed attempt to enter a passcode and a brief message: "Your passcode is incorrect. You are not authorized to listen to these voice messages."

*Alternate Scenarios:*

1. B remembers their passcode on the 2nd try. The proceed to the main menu.
  2. B hangs up the phone.
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5. **Owner changes passcode for voicemail.** Person B wants to change their passcode to their voicemail. They press the button on their phone which calls in to the voicemail machine. The machine asks for their passcode and they enter it correctly. The machine lists the main menu: person B can either listen to previously saved messages (press 1) or re-record their greeting (press 2) or listen to new voicemails (press 3) or change their passcode (press 4). B presses 4. The machine prompts B to enter their current passcode followed by the # sign. B does this correctly and presses the # sign. The machine verifies this is correct and then prompts B to enter the new 4-digit passcode followed by a #. B does this. The machine confirms that this passcode has been saved. The machine redirects B to the main menu.

*Alternate Scenarios:*

1. B cannot enter the passcode in correctly when prompted. The machine says it cannot verify that the user is allowed to change the passcode and hangs up.
2. B hangs up.