Use Case Details

Use Case Name: Live Chatting

Actor(s): Donor, Patient, Volunteer, Admin

Description:

1. Select Live Chat Button.
2. Write a message in the chat box.
3. System will send an instant automated reply.
4. System will assign a representative to chat with within 30 minutes.

Exception:

1. Runtime Error.
2. Required page not found.

PreCondition:

1. Log in to the system.
2. Internet Connectivity.

PostCondition:

1. Successful: Chatting with one of the representatives successfully.
2. Unsuccessful: Stay on the same page showing an error message.
3. Exception: Stay on the same page if possible.

Use Case Name: Donate

Actor(s): Donor

Description:

1. Select the Donate button.
2. Choose between three options, "Live Donation", "After Death Donation", "Money Donation".
3. Input all required information in case of "Live Donation" and "After Death Donation"
4. Check all information and verify.
5. Store all information in the database.
6. Redirect to the payment gateway in case of money donation.
7. Choose any payment options from "Cash Payment" and "Paypal".
8. Check Payment related info and verify.