

Assignment 2

CASE STUDY NAME	Wild-life Safari Trip Management System
PROJECT ID	MLB_10.02_02

Group Details:

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Assignment 2 Certify Sheet

I hereby certify,



The attached is my own work and no further changes will be made.



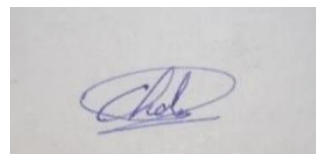
I have contributed in this assignment to the best of my ability.

And I understand,



I may be subject to student discipline processes in the event of an act of academic misconduct by me including an act of plagiarism or cheating.

Student Details:

Student Name	Student Registration Number	Date	Signature
C. S. Rajapaksha	IT21377280	02/05/2022	

Part 1 -1

Actor: User

Use Case Name: Contact Us

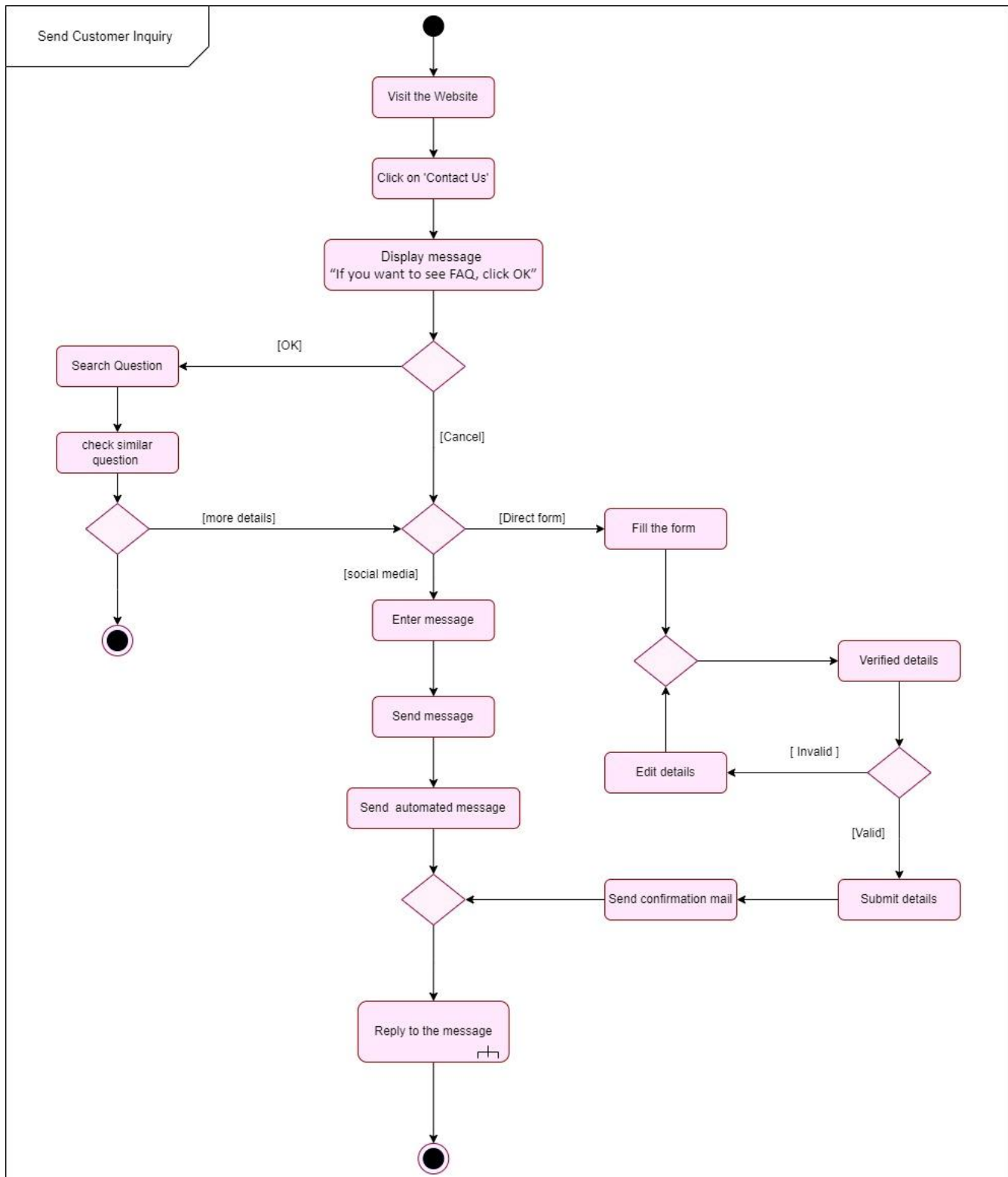
Number	01	
Name	Contact Us	
Summary	Customer Inquiry	
Priority	01	
Pre-condition	User has a doubt about the site	
Post-condition	Receive an email about the inquiry	
Primary actor	User	
Trigger	User chooses to contact	
Main scenario	Step	Action
	1.	Visit the web site.
	2.	Guest clicks on 'Contact us' button.
	3.	System displays a message "If you want to see the common questions and answers click OK"
	4.	If user selects cancel, Display the 'contact us' page.
	5.	If user selected 'cancel', choose the familiar social media platform, or direct contact form.
	6.	If user chooses direct contact form, user enters name, salutation, email address, telephone number and the message
	7.	After user filled the direct contact form, user clicks the 'submit' button.
	8.	when submitting filled direct contact form, system displays a message
	9.	If user choose familiar social media, system send automated message as "Dear sir/madam, we will reply soon. Thank you for contacting us!" in selected platform.
	10.	Meanwhile, System sends the message to tour Guide.

Extensions	Step	Branching Action
	1a	User logs in by entering Username and password.
	1b	System confirms username and password.
	3a	If user clicks on ok, system displays the common questions and answers page (FAQ page).
	3b	User searches using the key word in question through the search bar.
	3c	System suggests the similar questions and answers.
	3d	If User wants more information, clicks on the answer.
	3e	System displays the contact page with that question for user to ask somethings about that answer.

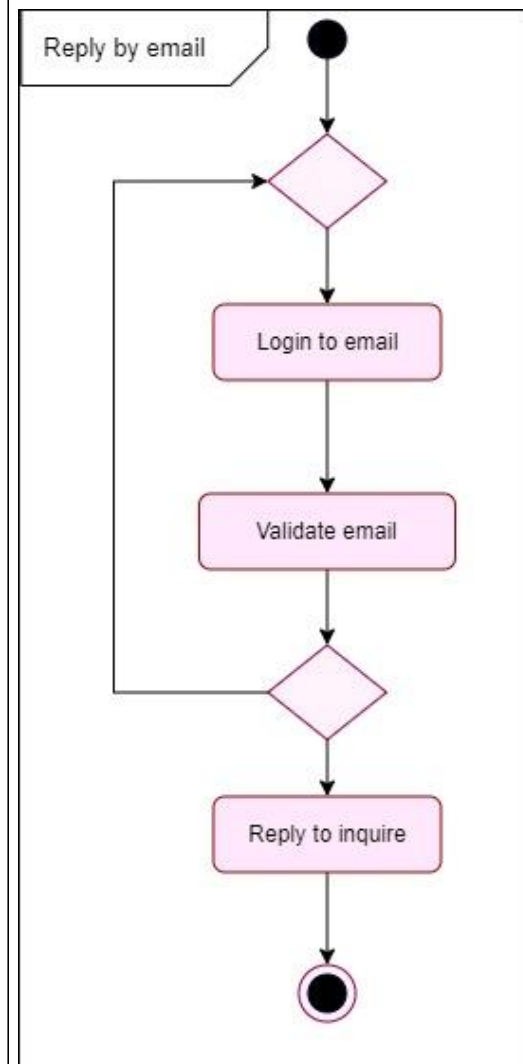
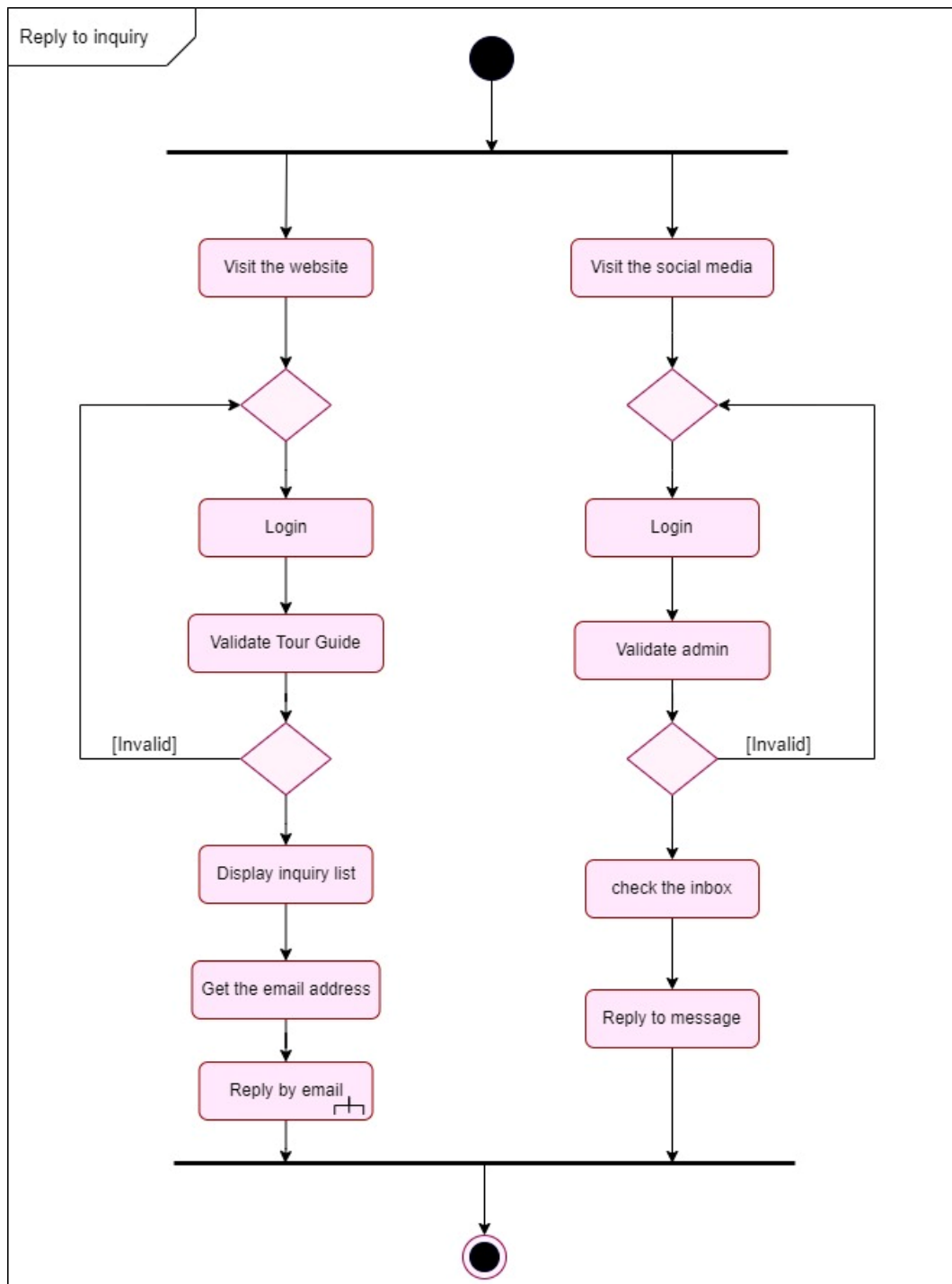
Call Action / Sub Activities:

Number	02	
Name	Customer Inquiry	
Summary	Reply to message	
Priority	01	
Pre-condition	User must send the message.	
Post-condition	Reply to all inquiry.	
Primary actor	Tour Guide	
Trigger	Tour Guide replies to message.	
Main scenario	Step	Action
	1.	Visit the web site.
	2.	Tour Guide logs in to the page using username and password.
	3.	System displays the inquiry list.
	4.	Tour Guide replies to the inquiry via email.
	6.	Meanwhile, Tour Guide logs in to the social media (Facebook, Instagram, Email).
	7.	If there are any message from customers, Tour Guide replies to the message.
Extensions	Step	Branching Action
	2a	System confirms username and password.
	6a	Social media confirms logging.

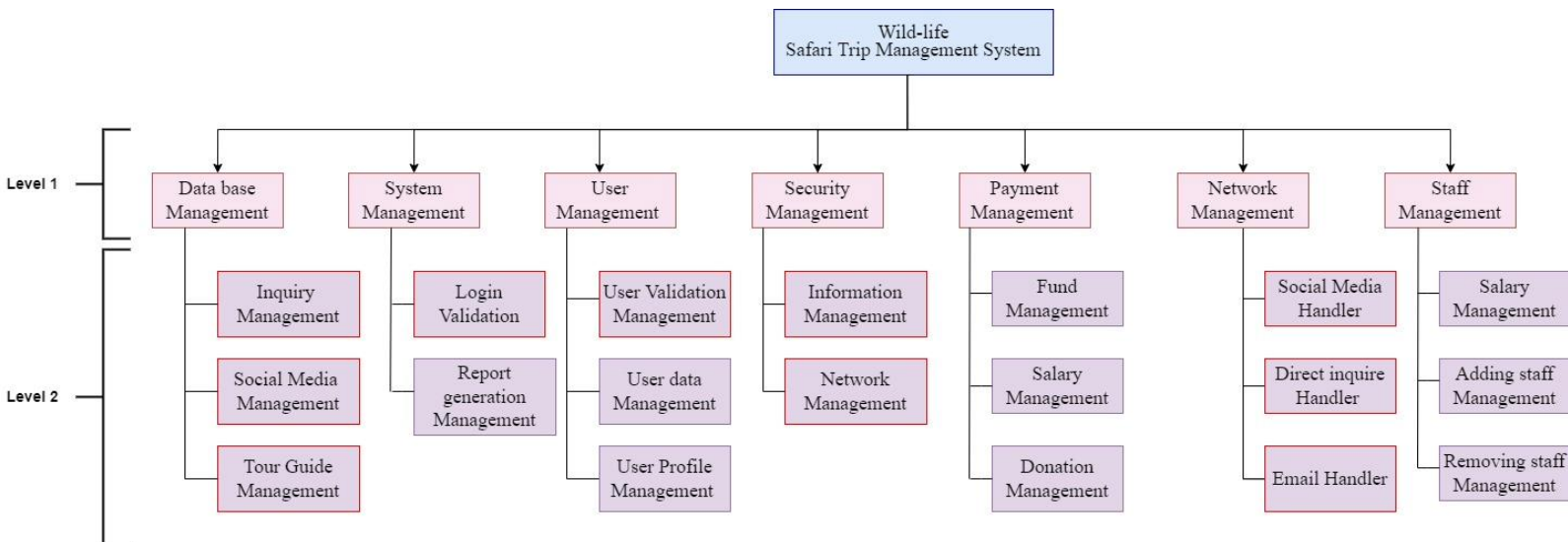
2. Activity Diagram



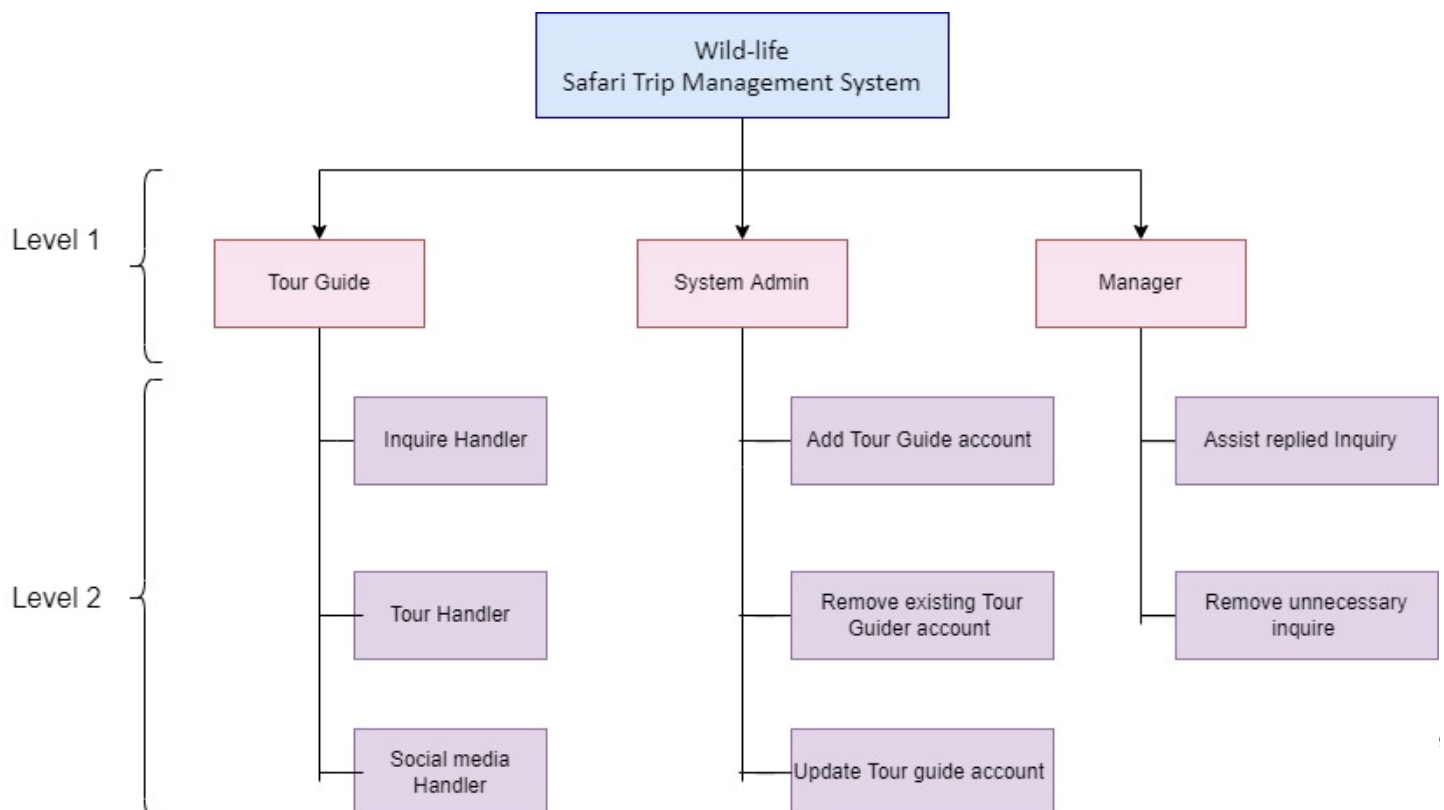
Call Action / Sub Activities:



Part 2 – 1

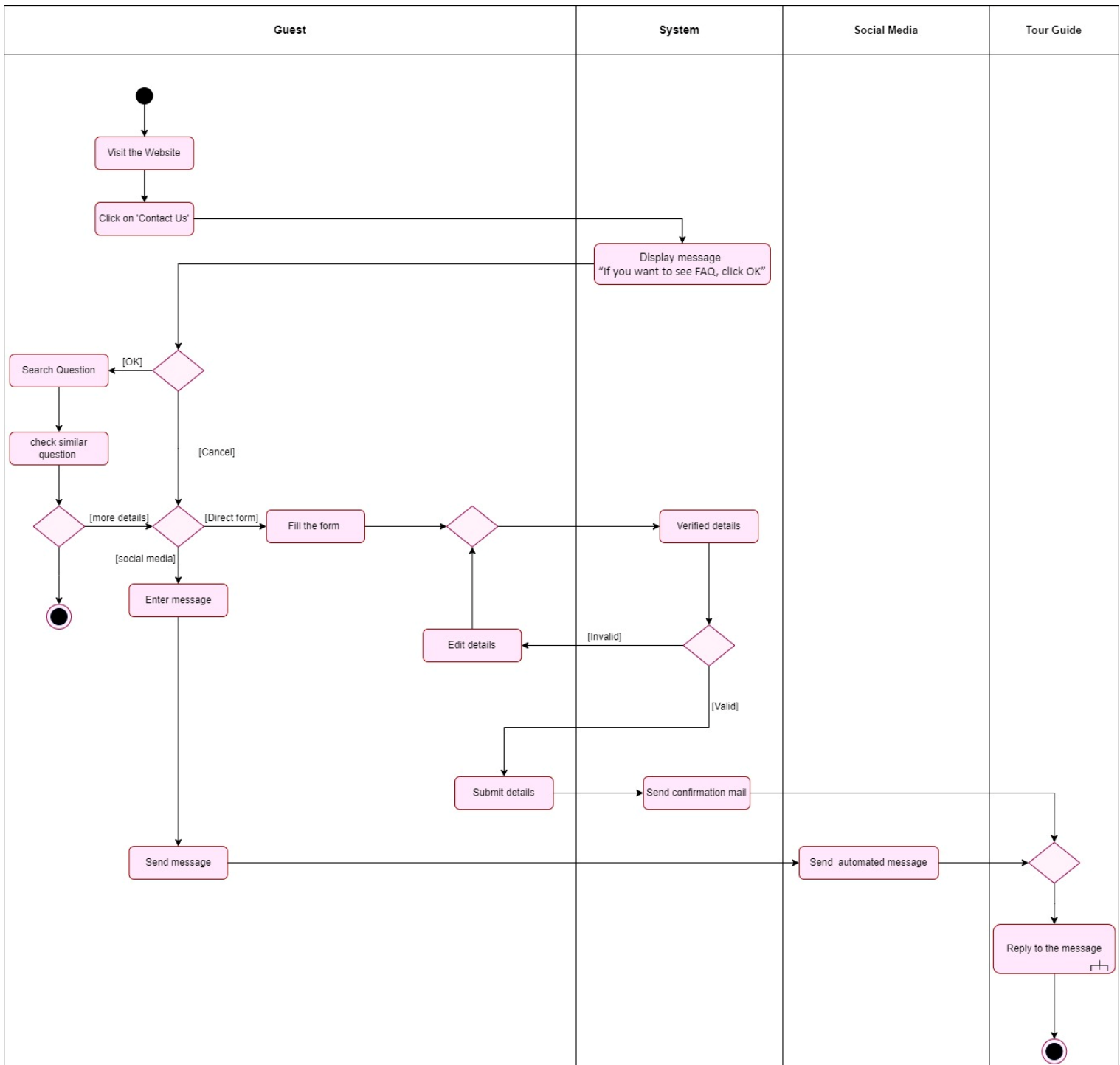


Related to Inquire Management Process



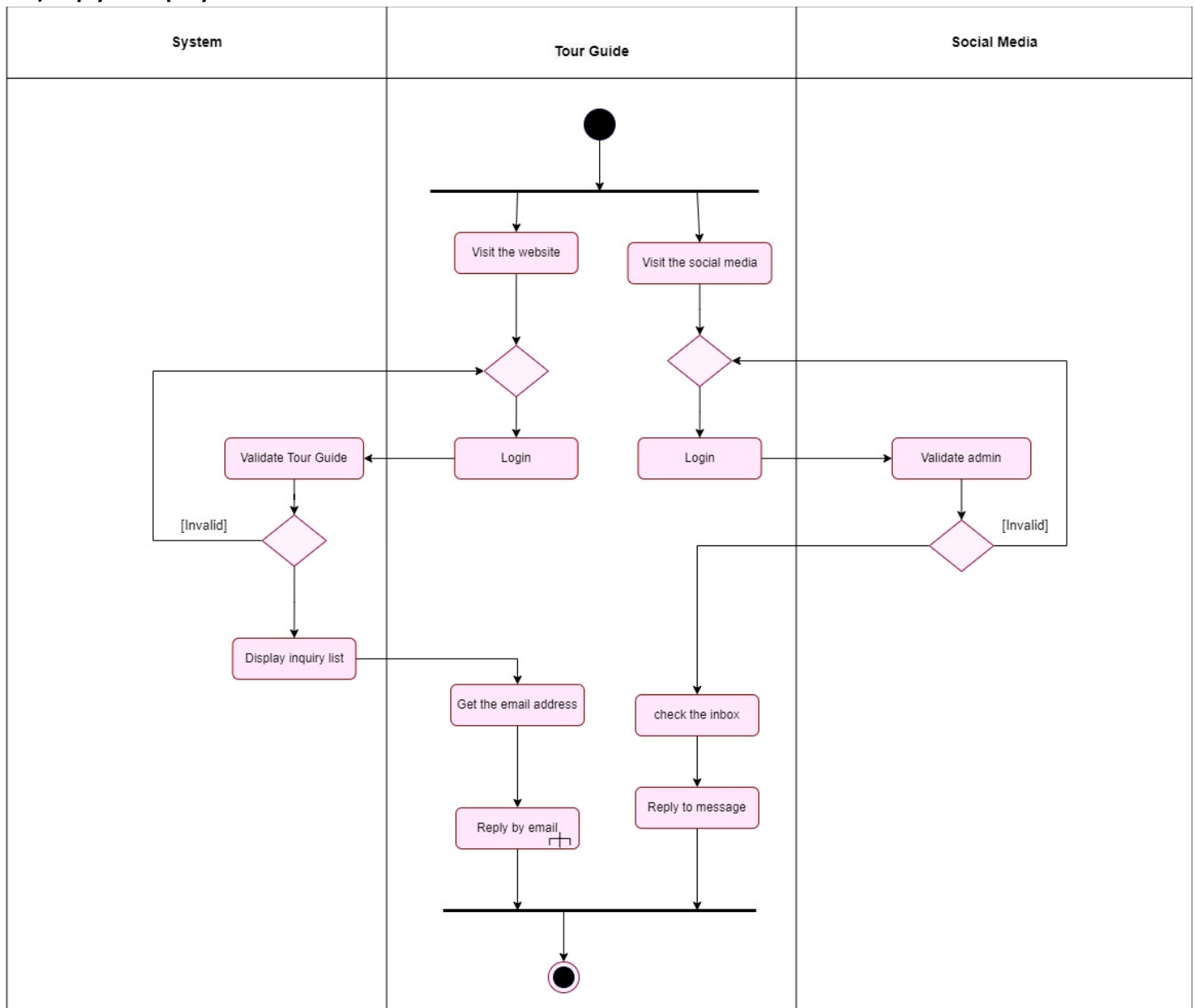
Part 2 – 2

A) Send User Inquiry.



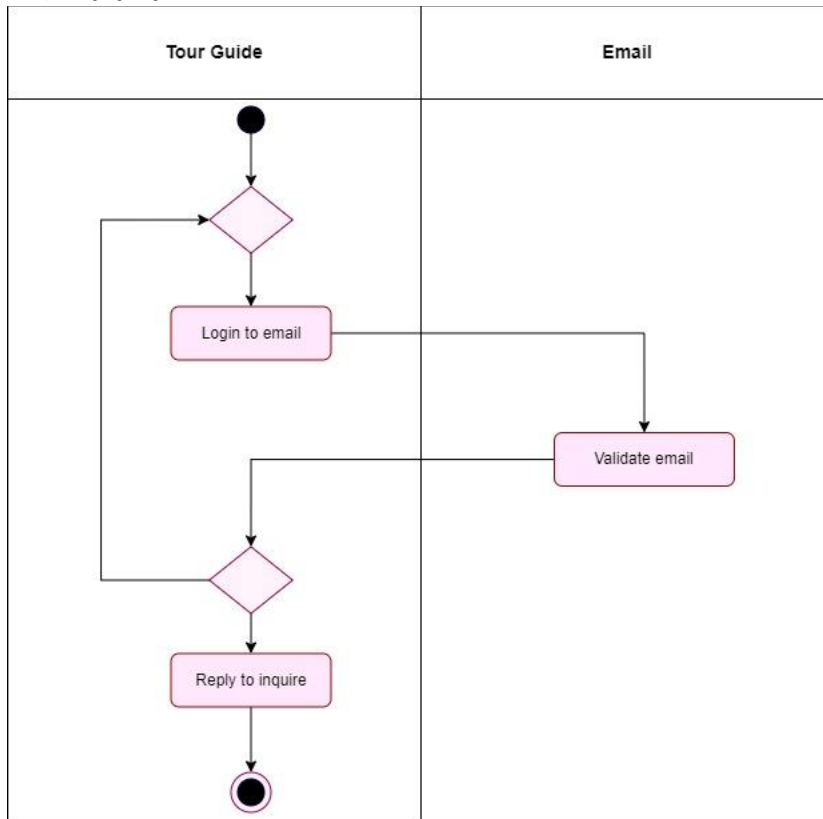
Part 2

2 B) Reply to Inquiry



Part 2

2 C) Reply by Email



The End