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| **Number** | 05 | |
| **Name** | Contact us | |
| **Summary** | Customer Inquiry | |
| **Priority** | 05 | |
| **Pre-condition** | Registered to the system. | |
| **Post-condition** |  | |
| **Primary actor** | Guest, Registered User | |
| **Trigger** | Guest chooses to contact | |
| **Main scenario** | **Step** | **Action** |
|  | 1. | Visit the web site. |
|  | 2. | Guest logins by entering Username and password. |
|  | 3. | Guest clicks on Contact us button. |
|  | 4. | Display the contact us page. |
|  | 5. | Choose the familiar social media platform or direct contact form. |
|  | 6. | User enters details and a message |
|  | 7. | User clicks the submit button. |
| **Extensions** | **Step** | **Branching Action** |
|  | 2a | System should confirm username and password. |
| **Open issues** | 1 | Should the system ask if the guest wants to receive newsletters and details about discount and offers? |