

Use Case: Deleting an Existing Account

Iteration: 1, Initial version.

Primary actor: User (Registered Player)

Goal in context:

- To allow users to permanently delete their OMG platform account along with associated data.

Preconditions:

- The user is logged into their account.
- The user has access to account settings where the deletion option is available.

Trigger:

- The user decides to permanently delete their account.

Scenario:

1. The user navigates to the OMG platform's account settings.
2. The system displays the option to delete the account.
3. The user selects the delete account option.
4. The system prompts the user with a confirmation message warning about data loss.
5. The user confirms the deletion request.
6. The system asks the user to re-enter their password for security verification.
7. The system validates the password and proceeds with the deletion process.
8. The system removes all user data, including profile information, game history, and preferences.
9. The system logs the user out and displays a confirmation message stating the account has been deleted.

Exceptions:

1. Incorrect password entered—system notifies the user and prompts them to try again.
2. User changes their mind—system provides an option to cancel the deletion request before final confirmation.
3. Pending transactions or disputes—if the user has ongoing purchases, refunds, or disputes, the system prevents account deletion until they are resolved.
4. System error—if deletion fails due to technical issues, the system notifies the user and logs the issue for review.

Priority: High priority, necessary for compliance with user privacy rights.

When available: Second increment.

Frequency of use: Infrequent.

Channel to actor: Via web browser or application.

Secondary actors:

- System administrator (for account recovery within a grace period if applicable).
- Customer support (for handling disputes or issues related to account deletion).

Channels to secondary actors:

- System administration dashboard.
- Customer support ticket system.

Open issues:

1. Should there be a grace period (e.g., 30 days) during which users can recover their account before permanent deletion?
2. How should account deletion requests be handled for users with active subscriptions or premium features?
3. Should users receive a final email confirming their account deletion?
4. What level of data anonymization (if any) should be applied instead of full deletion to comply with legal requirements?