

Use Case No	2	
Use Case Name	Reporting Issues	
Description	The website user can report issues of the website to the organization	
Scope	The website is still in development.	
Level	User goal, Summary	
Preconditions	The user needs to click on the report tab to write their issue on the website	
Success Guarantee	Client has reported the issue; we get the issue review and fix it	
Fall End Guarantee	We don't receive their issue report; We don't fix it and more visitors will experience the same issue	
Primary, Secondary Actors	Data analyst, Demographer	
Trigger	Report webpage	
DESCRIPTION	Step	System action
	1	The user found an issue
	2	They want to report the issue on the report tab
	3	They send the issue report information along with their name, email, and issue description.
	4	When they receive a response, they will see a message
	5	The organization receives it and sends feedback to their email
EXTENSIONS	Step	System Branching Action
	2a	User issue could be an error with the device and not the website. It will display a message
SUB-VARIATIONS		System Branching Action
	3	The user has the option of sending reports via phone and email.
	3	Direct them to FAQ page to help them with their issues