#### Use Case UC-SAP-RSC- – Contact Us (Search)

*Name*

Contact Us (Search)

*ID*

UC-SAP-RSC-ABTUS-001

*Description*

This Use Case describes the process to go to the about us sections.

The "About Us" page serves as a comprehensive repository of information, designed to offer users a deeper understanding of the organization driving the Reimagine Senior Care application. This use case focuses on the user's interaction with this specific page.

*Priority:* High

*Frequency:* Always

*Actors*

Registered User of Reimagine Senior Care Application

*Preconditions*

The user has access to the Reimagine Senior Care application.

The user is currently on the application's main interface.

*Trigger*

The Actor needs to connect via Live Chat.

*Post Condition*

The user has accessed and obtained information about the organization's background, mission, team, and values through the "About Us" page.

The user can proceed to interact with other sections or features of the application based on the obtained information.

*Basic Flow – Actor enters criteria to navigate to About Us Page.*

| Step # | Actor Action | System Response | Related Artifacts (list IDs) | Step Remarks |
| --- | --- | --- | --- | --- |
| 1 | The user navigates to the application's main menu or footer section.  The user selects the "About Us" option from the menu. | The application loads the "About Us" page, displaying information about the organization behind the Reimagine Senior Care application. | UIS-SAP-RSC-ABTUS-001 | The About Page should show the following Options:  **Contact Form**  **Email and Phone No**  **Live Chat**  **Social Media Links**  **FAQs**  **Accessibility Information** |
| 2 | The user clicks on the “Live Chat” option in the bottom right corner. | Initiation of Live Chat Interface:  Upon the user's selection of the "Live Chat" option, the system initiates the live chat interface within the application.  Display of Chat Window:  A chat window opens in the bottom right corner or a central area of the screen, providing a space for real-time communication between the user and a customer support representative.  Welcome Message:  The system prompts a welcome message acknowledging the user's initiation of the chat. It may include a greeting and an assurance that a representative will join the conversation shortly.  Connection to Support Representative:  The system connects the user to an available support representative or prompts the user to wait momentarily until a representative is available. | UIS-SAP-RSC-ABTUS-001  UC-SAP-RSC-ABTUS-001  Error Messages:  8-000-8900 | The chat interface allows the user to type messages in a text box provided at the bottom of the window.  The user can see the representative's responses displayed in the chat window. |

*Alternate Flow 1 – Unavailable Support Representative*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Step # | Basic Flow Step # | Actor Action | System Response | Related Artifacts (list IDs) | Step Remarks |
| 1 | 2 | The user clicks on the "Live Chat" option expecting immediate assistance. | Instead of immediately connecting to a representative, the system displays a message indicating all representatives are currently busy assisting other users. | UC-SAP-RSC-ABTUS-001 | The system informs the user about their position in the queue and estimates the expected wait time until a representative becomes available |

*Alternate Flow 2 – Technical Issues with Live Chat*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Step # | Basic Flow Step # | Actor Action | System Response | Related Artifacts (list IDs) | Step Remarks |
| 1 | 2 | The user clicks on the "Live Chat" option expecting to start a conversation. | The system displays a message informing the user about the temporary unavailability of live chat services.  **The system suggests alternative methods to contact support, such as providing an email address, a phone number, or directing the user to an FAQ section for self-assistance.** | UC-SAP-RSC-ABTUS-002 | Details are provided in the user interface specification document for this Use Case. |

*Exception Flow 1 – No Result*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Step # | Basic Flow Step # | Actor Action | System Response | Related Artifacts (list IDs) | Step Remarks |
| 1 | 2 | The user clicks on the "Live Chat" option, expecting to start a conversation. | Due to unforeseen technical issues or system errors, the live chat functionality encounters a critical error during initiation.  **The system displays an error message indicating the inability to proceed with the live chat feature at that moment.** | UIS-SAP-RSC-ABTUS-002  Error Messages:  9-0000-0230 | The system apologizes for the inconvenience caused by the error and provides guidance on potential steps to resolve the issue:  Refreshing the page or application to attempt reinitiating the live chat.  Recommending checking for a stable internet connection or trying from a different device.  Directing the user to contact support through alternative means (email, phone) for immediate assistance. |

#### Activity Diagram Use Case UC-SAP-RSC Contact Us (Search)

A diagram of a system

Description automatically generated

END OF USE CASE