

Use Case	Action	Description
UC-1	login	All registered users of all types must login with email and password.
UC-2	signUp	All unregistered users must sign up to be registered users.
UC-3	logout	All logged-in users can log out.
UC-4	assignExperts	Only admin users can verify a user to be an expert by accepting the user request and give him/her all functionalities of an expert or just reject it.
UC-5	assignAdmin	Only admin users can verify a user to be an admin and give him or her all functionalities of an admin.
UC-6	search	All registered users can search by topic or name of experts.
UC-7	filterResults	All registered users can filter results by fields, names and ratings.
UC-8	sortResults	All registered users can sort the search results alphabetically or by ratings.
UC-9	showAllExperts	All registered users can show all experts in all fields.
UC-10	setProfileVisibility	All registered users can set their profile visibility to be visible to everyone or nobody.
UC-11	setProfilePicture	All registered users can add or change their profile picture.
UC-12	editInformation	All registered users can edit their basic profile information at any-time.
UC-13	changeUsernamePassword	All registered users can change their username or password at any time.
UC-14	addLinkedAccount	All registered users can add linked accounts to his/her account like Facebook, Instagram and Twitter.
UC-15	deleteAccount	All registered users can delete their account at any time.
UC-16	setSchedule	All registered users can add and edit their schedule at any time.
UC-17	compareExperts	All users can choose to do a comparison between certain experts.
UC-18	createTopic	Expert users can create a topic he/she wants to talk about.
UC-19	expertApply	Users can apply to be an expert.
UC-20	expertTopics	Expert users can choose or select a topic to add to his/her list.
UC-21	requestSession	All users can request a session with a certain expert.
UC-22	sessionType	All users must specify the session's type in the issued request.
UC-23	askQuestion	All users can issue a question to 1 - 3 experts.
UC-24	pickSlot	All users can pick one the received free slots with the expert they requested.
UC-25	sendURL	All users and experts must receive chat room URL and confirmation when a reservation is set.
UC-26	respondToQuestion	All experts can accept/reject received questions from the users.
UC-27	sendSlots	All experts can send 3 free slots to the users they accepted their questions.
UC-28	resendMessages	All admins can resend the undelivered messages to the right recipients.
UC-29	viewSessions	The user can view all upcoming reserved sessions with all experts
UC-30	viewParticipants	The user can view other participants in the group session and their profiles
UC-31	cancelReservation	The user can cancel a reserved session at least 1 day earlier. The expert can cancel a session at least 1 day earlier.
UC-32	rescheduleReservation	The user can request a reschedule of a reserved session with an expert at least 1 day earlier. The expert can request a reschedule of a reserved session with a user at least 1 day earlier.
UC-33	changeStatus	The user can change the status of the session from private to public or vice versa at least 1 day earlier.

UC-34	changeCommunicationMethod	The user can change the communication method with the expert (video call, audio, text).
UC-35	receiveNotification	The user must be notified about any cancelled session. The expert must be notified whenever the user cancels a session or changes the status or the communication method.
UC-36	blockUsers	The expert can block users, so they can't book reservations with him/her.
UC-37	addExperts	The user can add experts in his favorites.
UC-38	removeExperts	The user can remove experts from his favorites
UC-39	searchForExperts	The user can search through the list of experts in his favorites, and can be directed to any expert profile page.
UC-40	addNotes	The user can add notes about any expert in his favorites.
UC-41	bookSession	The user can book a session with any expert in his favorites.
UC-42	showUser	The user can preview another user page in the group chat.
UC-43	videoCall	All users and experts can video call each other in public and private sessions.
UC-44	voiceCall	All users and experts can voice call each other in public and private sessions.
UC-45	chat	All users and experts can use text messages between each other in public and private sessions.
UC-46	viewRequests	All users can view the requests they issued, all experts can view the requests they received.