

Harris Healthcare Workload Application Use Case 004: Using the Chatbot

COSC 471
Computer Science Department
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Taylor Adam
Nelson Murray
Grayson King
Jackson Bates
Christian Slater
George Cairney
Dakota Logan
Brandon Chesley
Daniel Claggett

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1 Use Case Title

Using the Chatbot

2 Use Case Identification

UC-004

3 Use Case Description:

User navigates to the Chatbot tab. Chat dialog window opens and the user is greeted. User answers questions stated by the Chatbot, either with text or choice options. The bot indicates the conversation is over and the user is moved to the main menu.

4 Use Case Level

User Goal

5 Primary Actor

Front-line Staff

6 Supporting Actors

Manager (sends new questions)

7 Stakeholders and Interests

Managers

8 Pre-Conditions

Front-line staff is logged into the system

9 Post-Conditions

User has completed a conversation with the bot and the information was logged.

10 Trigger

Front-line staff has started their day at work. The User has then completed an appointment and the appointment information must be logged.

11 Use Case Flow

11.1 Main Flow

1. User completes an appointment.
2. User logs in to web application.
3. User navigates to the Chatbot tab
4. User responds to prompts from Chatbot
5. Chatbot finishes dialog and closes chat
6. Chatbot logs the appointment information

12 Frequency

Zero to Multiple times per day, depending on how many appointments the user completes throughout the day.