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| Use Case ID: | 10 |
| Use Case Name: | Making a voice call from Chatbot |
| Brief Description: | User chatting with chatbot and asking it to make a voice call, he can provide him with voice call additional information or not. |
| Actors: | Normal user |
| Preconditions: | User is logged in. |
| Postconditions: | User is directed to voice call additional information pop up. |
| Main Scenario: | 1. System displays the “Chatbot” page. 2. User types into chat any word related to voice call. 3. User may provide the chatbot any additional information that describes what this call about. Ex. “I want to make a voice call **about being ill**” 4. Dialog flow processes the data and detects that the action is “voice call” and the additional information is “about being ill”. 5. Dialog flow returns to the application the data in this format [voice, about being ill]. 6. The application redirects the user into voice call additional pop up filled with additional information that the user has provided. |
| Exception Flow: | 1. System displays an error message. |

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| Use Case ID: | 11 |
| Use Case Name: | Rate request |
| Brief Description: | User chooses a previous request that he has made and rate the Monqez with stars – from 1 to 5 – and comment. |
| Actors: | Normal user |
| Preconditions: | 1. User is logged in. 2. User has at least one closed request that he hasn’t rated before. |
| Postconditions: | User is directed to his home screen. |
| Main Scenario: | 1. System displays the “Previous requests screen” page. 2. User chooses to rate any requests. 3. User enters the number of stars and comment, then press Submit. 4. The application sends the rating information to the server. 5. System stores the rating information in the database. |
| Exception Flow: | 1. If any actor except Normal user has made this rating request, the system will reject the request and error message will be displayed to the application. |

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| Use Case ID: | 12 |
| Use Case Name: | Complain on request |
| Brief Description: | User chooses a previous request that he has made and complain on it. |
| Actors: | Normal user |
| Preconditions: | User is logged in. |
| Postconditions: | User is directed to his home screen. |
| Main Scenario: | 1. System displays the “Previous requests screen” page. 2. User chooses to complain any requests. 3. User enters the subject and message, then press Submit. 4. The application sends the complaint information to the server. 5. System stores the rating information in the database. |
| Exception Flow: | 1. If any actor except Normal user has made this complaint request, the system will reject the request and error message will be displayed to the application. |