*Florida International University*

*School of Computing and Information Sciences*

CIS 4911 - Senior Capstone Project

Software Engineering Focus

Feature Document

User Story #1082

**Team Member:**

Johnatan Jensen

**Product Owner(s)**:

Mohsen Taheri

**Mentor(s)**:

Mohsen Taheri

**Instructor**: Masoud Sadjadi

**User Story**

* Create technical support form and functionality

Acceptance Criteria

* User must be able to message different end-user based on topic selected
* Form must work and be mobile responsive

**Use Case**

1. **User has a issue with the website**   
   Participating Actors: User and tech support team  
     
   Entry Condition: User has some issue they wish to fix or submit and accesses the “contact” page  
     
   Events Flow:
2. User selects “Technical Support” topic on the form
3. User writes their reply email and issue
4. User submits the form
5. Use case ends when tech support (at the time) receives the email and may reply
6. **User has wants to learn more about educational credits**   
   Participating Actors: User and Mohsen/Fernando  
     
   Entry Condition: User wishes to receive or find out more about the credit system and accesses the “contact” page  
     
   Events Flow:
   1. User selects “Educational Credits” topic on the form
   2. User writes their reply email and question
   3. User submits the form
   4. Use case ends when Mohsen/Fernando(at the time) receives the email and may reply

**Use Case Diagram**

N/A

**Sequence Diagram**

N/A

**Class Diagram**

N/A

**Unit & Integration Tests**

* **Test Case 1 (Rainy)**
  + **Purpose:** User must fill all fields to prevent spamming
  + **Precondition:** User filled all fields but added no message
  + **Expected Result:** User is warned they need a message in the box in order to send the email
  + **Actual Result:** As expected
  + **Status: PASSED**
* **Test Case 2 (Sunny)**
  + **Purpose:** To test that technical support gets the proper emails and faculty gets the credits questions
  + **Precondition:** User filled form and chose tech support topic then educational credits
  + **Expected Result:** Tech support only receives emails on topic that concerns them. Proper faculty officials receive email that concerns them based on topic chosen.
  + **Actual Result:** As expected
  + **Status: PASSED**

**Visual User Guide**

