

- Support Forum:

#### Glossary of terms:

Terms	Definitions
Thread:	Account posts made under a forum.
Forum:	A forum is a parent of all threads. Example: "Q&A forum, Help Forum, etc. "
Archived forums:	A forum is a parent of all archived threads. Example: "archived Q&A forum, archived Help Forum, etc. "
Q&A forum	The Q&A forum is a section of the support page that holds accounts threads.
FAQs	Is a section of the support page that hold information about autobuild
Support forum	Will be used to label requirement, to reference Support Forum

#### Summary:

- The Autobuild support page is a platform for accounts to post questions and concerns to be viewed by other accounts where they can offer feedback, called threads. This support page consists of a "Q&A" forum where the threads are created.
- The Q&A forum section will allow accounts to create new threads.
- The Q&A forum section will allow users to choose how many threads to view on each page by the increments (20,50 or 100).
- Accounts with Autobuild can respond to the threads posted by other accounts, therefore creating reply posts to that initial thread.

- Threads posted must be locked and archived after a 30-day time frame has passed with no new additional Responses made.
- Accounts can follow threads made by other accounts (vendors, administrators, developers) and be notified of new posts to that thread through email notification
- The support page will be limited to only the "Q&A forum" section.
- The "Q&A forum section" will have a subsection section for a threads.
- The "Q&A Archived forum section" will have a subsection section for archived threads.

Scope: (The restrictions of the feature)

- A user must have an account registered with Autobuild to be able to create threads onto the "Q&A forum" and post replies to threads.
- Users with no account can only view threads.

Functional requirements: (need to add failure and success scenarios??)

Requirement	Priority	Name	Description
SF_Req 1		Creating a thread to a forum:	<ul style="list-style-type: none"> <li>- Accounts should be able to create a thread in the forum section</li> <li>- Accounts should be able to modify/edit their threads they created to a forum after posting it.</li> <li>- Failure Criteria: Non-registered Users cannot create a thread to a forum.</li> </ul>
SF_Req-2		Signing up for thread notification	<ul style="list-style-type: none"> <li>- Accounts should receive an email notification to threads they followed</li> <li>-</li> </ul>

		(following a thread) :	<ul style="list-style-type: none"><li>- Accounts can choose a preference. For example: to be notified when a Developer, Admin, Vendor, or other basic users respond/ post to a thread.</li><li>- Failure Criteria: Non-registered Users cannot sign up to be notified for a thread notification</li></ul>
SF_Req-3		Locked/ archived Threads:	<ul style="list-style-type: none"><li>- Archived threads should be stored for later viewing</li><li>- Accounts should be able to view previously archived threads.</li><li>- Archived threads should be moved to the archived forum section.</li></ul>
SF_Req-4		Forum user formatting	<ul style="list-style-type: none"><li>- Accounts should be able to modify the number of threads viewed on the "Q&amp;A forum" per each page by choosing from the specified incrementations of 20,50 or 100 per page</li><li>- Accounts can search for specific threads by tile in the Q&amp;A forum section</li></ul>
SF_Req-5 :		posting a thread:	<ul style="list-style-type: none"><li>● Character limit for threads posted is 10,000 characters long.</li><li>● Failure scenario:<ul style="list-style-type: none"><li>○ Account posts cannot exceed the character limit in the provided text box.</li><li>○ Accounts cannot post an empty thread.</li></ul></li></ul>

SF_Req-6:		Thread maintainability	<ul style="list-style-type: none"><li>- Threads in the forum page will be maintained by weekly checks for threads whose date posted have been greater or equal to 30 days and have had no posts made to it in the past three days. Threads that fit this criteria will be archived and saved for later viewing</li></ul>
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Non-Functional requirements: (lacking quantifiable values) scalability, maintainability, what should you req be controlled by

Non-functional Requirement		Name:	Description
SF_N-Req1:		User Navigation: Per UI/UX	<ul style="list-style-type: none"><li>- The support page should take no more than 5 sec to navigate through to the Q&amp;A section for viewing the threads posted under that section.</li><li>- The threads in the Q&amp;A forums page should be readable preferably "Lato - 12" text</li><li>- Thread titles should overview what the thread will be about</li><li>- Accounts can access a thread for viewing in no more than 4 clicks.</li></ul>
SF_N-Req2:		Scalability	<ul style="list-style-type: none"><li>- Additional functionality will be in place for adding further sections to the support page, available to</li></ul>

			<p>the administrators and developers should there be a need to expand sections in the support page ("general forum", "Help forum" etc.).</p> <ul style="list-style-type: none"> <li>- Up to 5 new sections can be added as sub-sections to the support page</li> </ul>
SF_N-Req3:		Time to load	<ul style="list-style-type: none"> <li>- New threads within a forum should be viewable to all users in no more than 10 seconds</li> <li>- Time taken to open and load a thread for viewing should be less than 5 seconds.</li> </ul>
SF_N-Req4:		?	<ul style="list-style-type: none"> <li>- Accounts should be notified by email as soon as a post is made to a thread they follow no later than 10 seconds.</li> </ul>
SF_N-Req5:		Account restrictions: (restriction of the usage of the feature not how it behaves)	<ul style="list-style-type: none"> <li>- Accounts have a limited number of threads that they can create to a forum section. Maximum amount is 3 threads for all forums.</li> <li>- Accounts have a limited number of posts that they can make to a thread as well, maximum 5 posts.</li> </ul>

Activity Diagram: (to be continued)

- Account creates a forum post
  - Failure criteria:
    - Account tries to post an empty thread
    - Account tries to exceed number character limit

- Account follows a forum or thread
- Account searches or formatted page view

Diagrams:

Will put the link to the draw.io

<https://drive.google.com/file/d/1VYur7pNx1GyY0o1oZdlA7vEAG-KWAJZL/view?usp=sharing>