

Use Cases Page

Use Cases [↗](#)

Use Case 1: Customer submits feedback [↗](#)

- **Actor:** Customer
- **Description:** A customer accesses the feedback form, fills in the required fields, and submits the feedback.
- **Preconditions:** Customer is logged into the system.
- **Postconditions:** Feedback is stored in the database.

Use Case 2: Admin reviews and categorizes feedback [↗](#)

- **Actor:** Admin
- **Description:** An admin accesses the feedback dashboard, reviews submitted feedback, and categorizes it appropriately.
- **Preconditions:** Admin has the necessary permissions.
- **Postconditions:** Feedback is categorized and marked for follow-up.