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UnBiasedVote

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Use Case Specification

1 Use-case name

User uses the Contact Us page of the Website

2 Brief Description

A website user submits a question to the help desk system

3 Actors

Website User

4 Preconditions

User must have an internet connection
Must be able to connect to the website unbiased vote
User must have a question or problem they cannot solve alone

5 Basic Flow of Events

1. User opens a connection with the website through their browser.
2. User runs into a problem or has a question or suggestion.
3. User clicks on the link for the Ask Us page within the website.
4. User selects options for type of query, Ask Us, Website Problems, Suggestions.
5. The user types into the message box.
6. The user clicks on the submit button.

7. The message is sent to the mail server/ section of the website to wait for the staff to answer the message.
8. The use case ends successfully

6 Alternative Flows

5.1 User could lose connection while writing the message and the message would not be sent.

5.2 User could not select a category for type of question and therefore receive an error message when they try to submit.

5.3 User submits a query with the wrong category attached. This must be solved by the Help Desk system.

5.4 User exits the web page before submitting.

7 Post-conditions

7.1 Successful completion
The user has submitted their query
7.2 Failure condition
The system records the error and sends the log to the Programmers.

8 Special Requirements

8.1 The Contact Us system must have a way to save and log submitted messages through an email server.
8.2 The Contact Us system must sort the messages by type selected by the user in the Contact us page.

9 Extension points

At number 7 the message is sent on to the help desk system