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**Group Nice**

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**NiceH&R**  
**Use-Case Specification: Feedback**

**Version <1.0>**

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# Use-Case Specification: Feedback

## 1. Use-Case Name

### 1.1 Brief Description

The "Feedback" use case in our website delineates the pivotal role of facilitating interactions between customers and the website. Its primary purpose is to enable customers to share their experiences, opinions, and suggestions regarding their stay or dining encounters, encompassing ratings, comments, or recommendations. This use case enhances customer satisfaction, refining services, and fostering customer-centric environment.

## 2. Flow of Events

### 2.1 Basic Flow

1. The Customer navigates to the "feedback" section on the website.
2. The System presents a form prompting the Customer to input feedback details, including:
  - Ratings with stars.
  - Free-text comments or suggestions.
3. Once completed, the Customer submits the feedback through the designated button.
4. The System validates the input and stores the feedback details in the database, associating it with the respective transaction or visit.
5. A confirmation message is displayed to the Customer, acknowledging successful feedback submission.

### 2.2 Alternative Flows

#### 2.2.1 *The customer encounters technical issues during the feedback submission process.*

1. While entering feedback information, the website experiences a sudden server error or connectivity issue.
2. The System displays an error message indicating the technical problem and advises the Customer to try submitting feedback again later.
3. The Customer attempts to refresh the page or resubmit the feedback.
4. If the issue persists: The System provides an alternative means for the Customer to submit feedback through our email address
5. The System acknowledges the alternative submission and assures the Customer that the feedback will be recorded and addressed promptly.
6. The System logs the technical issue encountered for further investigation and resolution by the technical support team.

#### 2.2.2 *Timeout Issue*

1. While entering feedback information, due to an extended session or other technical reasons, the System initiates an automatic timeout.
2. The System detects inactivity and prompts the Customer with a timeout warning indicating that the session will expire soon.

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3. The Customer completes the feedback form but exceeds the session timeout duration before submitting.
4. The System automatically logs out the Customer or terminates the session due to the timeout.
5. The System displays an error message, informing the Customer that the session has expired and the submitted feedback data might have been lost.
6. The Customer re-authenticates or logs back into the website to resume the feedback submission process.
7. The System confirms the successful submission of the feedback and provides a confirmation message to the Customer.

### 3. Special Requirements

#### 3.1 Usability Requirement:

The feedback submission interface must be intuitive and user-friendly, ensuring ease of navigation and accessibility for users of varying technical proficiency. This includes clear instructions and appropriate form fields.

#### 3.2 Performance Requirement:

The system should be capable of handling concurrent submissions during peak times without significant performance degradation or timeouts. Additionally, it should maintain responsiveness even under heavy user load to avoid server overload issues.

#### 3.3 Data Integrity and Security:

All feedback data entered by customers must be securely stored and transmitted using encryption protocols to ensure confidentiality and prevent unauthorized access or data breaches.

#### 3.4 Compatibility:

The feedback submission functionality should be compatible across various web browsers (e.g., Chrome, Firefox, Safari) and devices (desktops, tablets, mobile phones) to cater to a wide range of users.

### 4. Preconditions

#### 4.1 Customer access to feedback submission interface

Before initiating the "Feedback" use case, the system must ensure that the customer is logged into their account or has access to the feedback submission interface on the website. This means the customer must have successfully navigated to the feedback section and logged into their account. The system should verify the customer's authentication status and grant access to the feedback form or interface for entering feedback details. Without this precondition met, the customer cannot proceed with submitting feedback through the system.

#### 4.2 Internet connectivity

Before initiating the "Feedback" use case, the customer's device must have functional internet connectivity. This precondition ensures that the customer can access the website's feedback submission interface without interruptions due to network issues.

#### 4.3 Available feedback form

The system must have an active and accessible feedback form or interface for customers to provide their feedback. This form should be properly loaded and functional without any technical errors preventing the customer from accessing or using it.

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## 5. Postconditions

### 5.1 Feedback recorded

After the completion of the "Feedback" use case, the system should have recorded the submitted feedback details into the database associated with the respective customer's account or transaction. This postcondition ensures that the feedback data is successfully stored within the system.

### 5.2 Confirmation message displayed

Upon successful submission of feedback, the system should display a confirmation message to the customer indicating that their feedback has been received and recorded. This confirms to the customer that their feedback submission was successful.

## 6. Extension Points

### 6.1 Feedback Attachments

Enable customers to attach images as part of their feedback submission.

### 6.2 Real-Time Feedback Notifications

Mark feedback with real-time