**Use-Cases Documentation**

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| Name: | Browse available gifts |
| Short-Description / Goal: | To view the list of gifts available on the platform. |
| Trigger: | User initiates browsing. |
| Preconditions: | User is on the platform. |
| Error Situations – System State in the Event of an Error: | Unable to load gift listings; Empty gift listings. |
| Actor(s) / Initiator(s): | Person |
| Postconditions: | |  | | --- | | User sees a list of available gifts. |   Export to Sheets |

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| Name: | Contact support |
| Short-Description / Goal: | To reach out to customer support for assistance. |
| Trigger: | User initiates contact support. |
| Preconditions: | User is on the platform. |
| Error Situations – System State in the Event of an Error: | Unable to connect to support; No support agents available. |
| Actor(s) / Initiator(s): | Person |
| Postconditions: | |  | | --- | | User has initiated communication with support. | |

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| Name: | View item details |
| Short-Description / Goal: | To see specific information about a selected gift item. |
| Trigger: | User selects a gift item. |
| Preconditions: | User has browsed or searched for gifts. |
| Error Situations – System State in the Event of an Error: | Unable to load item details; Item details not found. |
| Actor(s) / Initiator(s): | Person |
| Postconditions: | |  |  | | --- | --- | | |  | | --- | | User sees detailed information about the selected gift. | | |

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| Name: | Report inappropriate content |
| Short-Description / Goal: | To flag content that is deemed inappropriate. |
| Trigger: | User initiates reporting content. |
| Preconditions: | User is viewing content. |
| Error Situations – System State in the Event of an Error: | Unable to submit report; Report submission failed. |
| Actor(s) / Initiator(s): | Person |
| Postconditions: | |  | | --- | | System has received a report for review. | |

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| Name: | Search for specific Category |
| Short-Description / Goal: | To find gifts belonging to a particular category. |
| Trigger: | User enters a category to search for. |
| Preconditions: | User is on the platform. |
| Error Situations – System State in the Event of an Error: | No categories found; Unable to perform category search. |
| Actor(s) / Initiator(s): | Person |
| Postconditions: | |  |  | | --- | --- | | |  | | --- | | User sees a list of gifts within the specified category. | | |

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| Name: | View FAQ section |
| Short-Description / Goal: | To access and read frequently asked questions and answers. |
| Trigger: | User navigates to the FAQ section. |
| Preconditions: | User is on the platform. |
| Error Situations – System State in the Event of an Error: | Unable to load FAQ section; FAQ content unavailable. |
| Actor(s) / Initiator(s): | Person |
| Postconditions: | User is viewing the FAQ section. |

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| Name: | Search for specific items |
| Short-Description / Goal: | To find gifts by entering specific keywords or names. |
| Trigger: | User enters keywords to search for. |
| Preconditions: | User is on the platform. |
| Error Situations – System State in the Event of an Error: | No items found matching the search criteria; Search error. |
| Actor(s) / Initiator(s): | Person |
| Postconditions: | User sees a list of gifts matching their search query. |

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| Name: | View 'About Us' page |
| Short-Description / Goal: | To learn more about the platform and its mission. |
| Trigger: | User navigates to the 'About Us' page. |
| Preconditions: | User is on the platform. |
| Error Situations – System State in the Event of an Error: | Unable to load 'About Us' page; Content unavailable. |
| Actor(s) / Initiator(s): | Person |
| Postconditions: | User is viewing the 'About Us' page. |

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| Name: | View testimonials |
| Short-Description / Goal: | To read reviews and feedback from other users. |
| Trigger: | User navigates to the testimonials section. |
| Preconditions: | User is on the platform. |
| Error Situations – System State in the Event of an Error: | Unable to load testimonials; No testimonials available. |
| Actor(s) / Initiator(s): | Person |
| Postconditions: | User is viewing the testimonials section. |

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| Name: | Register an account |
| Short-Description / Goal: | To create a new user account on the platform. |
| Trigger: | Visitor initiates account registration. |
| Preconditions: | Visitor is on the platform and does not have an account. |
| Error Situations – System State in the Event of an Error: | Registration fails due to invalid input, duplicate email, etc. |
| Actor(s) / Initiator(s): | Visitor |
| Postconditions: | A new user account is created, and the visitor may be logged in. |

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| Name: | Log in |
| Short-Description / Goal: | To access the platform with an existing user account. |
| Trigger: | User initiates the login process. |
| Preconditions: | User has a registered account. |
| Error Situations – System State in the Event of an Error: | Login fails due to incorrect credentials. |
| Actor(s) / Initiator(s): | Visitor |
| Postconditions: | User is authenticated and logged into their account. |

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| Name: | Forgot Password |
| Short-Description / Goal: | To recover a forgotten password for an existing account. |
| Trigger: | User indicates they have forgotten their password. |
| Preconditions: | User has a registered account and has a recovery email set up. |
| Error Situations – System State in the Event of an Error: | Password reset fails, recovery email cannot be sent. |
| Actor(s) / Initiator(s): | Visitor |
| Postconditions: | User is guided through the password recovery process. |

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| --- | --- |
| Name: | Browse available gifts |
| Short-Description / Goal: | To view the list of gifts available on the platform. |
| Trigger: | User initiates browsing. |
| Preconditions: | User is on the platform. |
| Error Situations – System State in the Event of an Error: | Unable to load gift listings; Empty gift listings. |
| Actor(s) / Initiator(s): | Person |
| Postconditions: | |  | | --- | | User sees a list of available gifts. |   Export to Sheets |

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| Name: | Delete Account |
| Short-Description / Goal: | To permanently remove the user's account and data. |
| Trigger: | User initiates account deletion. |
| Preconditions: | User is logged in. |
| Error Situations – System State in the Event of an Error: | Account deletion fails. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | |  | | --- | | User account and associated data are deleted. | |

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| Name: | Change Password |
| Short-Description / Goal: | To update the user's account password. |
| Trigger: | User initiates password change. |
| Preconditions: | User is logged in. |
| Error Situations – System State in the Event of an Error: | Password change fails due to invalid input or old password mismatch. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | User's password is updated. |

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| Name: | Log out |
| Short-Description / Goal: | To end the user's current session on the platform. |
| Trigger: | User initiates the logout process. |
| Preconditions: | User is logged in. |
| Error Situations – System State in the Event of an Error: | Logout fails. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | |  | | --- | | User is logged out of their account. | |

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| Name: | Edit profile information |
| Short-Description / Goal: | To modify the user's personal details on the platform. |
| Trigger: | User initiates profile editing. |
| Preconditions: | User is logged in. |
| Error Situations – System State in the Event of an Error: | Profile update fails due to invalid input. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | User's profile information is updated. |

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| Name: | View personal dashboard |
| Short-Description / Goal: | To access an overview of the user's activities and information on the platform. |
| Trigger: | User navigates to their dashboard. |
| Preconditions: | User is logged in. |
| Error Situations – System State in the Event of an Error: | Unable to load dashboard information. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | User sees their personal dashboard. |

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| Name: | Post a new gift |
| Short-Description / Goal: | To create a new listing for a gift the user wants to offer. |
| Trigger: | User initiates the process of posting a new gift. |
| Preconditions: | User is logged in. |
| Error Situations – System State in the Event of an Error: | Gift posting fails due to invalid information. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | The new gift listing is created and visible on the platform. |

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| Name: | Delete gift listings |
| Short-Description / Goal: | To remove one or more of the user's existing gift listings. |
| Trigger: | User initiates the deletion of gift listings. |
| Preconditions: | User is logged in and has existing gift listings. |
| Error Situations – System State in the Event of an Error: | Gift listing deletion fails. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | The selected gift listings are removed from the platform. |

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| Name: | View sent requests |
| Short-Description / Goal: | To see the list of gift requests the user has sent to others. |
| Trigger: | User navigates to the section for viewing sent requests. |
| Preconditions: | User is logged in and has sent gift requests. |
| Error Situations – System State in the Event of an Error: | Unable to load sent requests. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | User sees a list of their sent gift requests. |

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| Name: | Accept a gift request |
| Short-Description / Goal: | To agree to fulfill a gift request received from another user. |
| Trigger: | User initiates the acceptance of a gift request. |
| Preconditions: | User is logged in and has received gift requests. |
| Error Situations – System State in the Event of an Error: | Gift request acceptance fails. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | The gift request is marked as accepted, and the requesting user may be notified. |

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| Name: | View received requests |
| Short-Description / Goal: | To see the list of gift requests the user has received from others. |
| Trigger: | User navigates to the section for viewing received requests. |
| Preconditions: | User is logged in and has received gift requests. |
| Error Situations – System State in the Event of an Error: | Unable to load received requests. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | |  | | --- | | User sees a list of gift requests they have received. | |

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| Name: | Request a gift |
| Short-Description / Goal: | To ask another user to provide a gift they have listed. |
| Trigger: | User initiates the process of requesting a gift. |
| Preconditions: | User is logged in and is viewing a gift listing. |
| Error Situations – System State in the Event of an Error: | Gift request fails to send. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | The gift request is sent to the user who listed the gift. |

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| Name: | Send messages to other users |
| Short-Description / Goal: | To communicate with other users on the platform. |
| Trigger: | User initiates sending a message. |
| Preconditions: | User is logged in and has a recipient user. |
| Error Situations – System State in the Event of an Error: | Message sending fails. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | |  | | --- | | The message is sent to the intended recipient. | |

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| Name: | View a group |
| Short-Description / Goal: | To see the information and members of a specific group. |
| Trigger: | User navigates to view a group. |
| Preconditions: | User is logged in and has access to the group. |
| Error Situations – System State in the Event of an Error: | Unable to load group information. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | |  | | --- | | User sees the details of the selected group. | |

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| Name: | Track gift delivery status |
| Short-Description / Goal: | To monitor the progress of a sent or received gift. |
| Trigger: | User requests to track a gift. |
| Preconditions: | User is logged in and the gift has a delivery status. |
| Error Situations – System State in the Event of an Error: | Unable to retrieve delivery status. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | |  | | --- | | User sees the current delivery status of the gift. | |

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| Name: | Edit existing gift listings |
| Short-Description / Goal: | To modify the details of the user's existing gift listings. |
| Trigger: | User initiates editing a gift listing. |
| Preconditions: | User is logged in and has existing gift listings. |
| Error Situations – System State in the Event of an Error: | Gift listing update fails due to invalid information. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | |  | | --- | | The gift listing is updated with the new information. | |

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| Name: | Change privacy settings |
| Short-Description / Goal: | To manage the user's privacy preferences on the platform. |
| Trigger: | User navigates to the privacy settings section. |
| Preconditions: | User is logged in. |
| Error Situations – System State in the Event of an Error: | Unable to save privacy settings. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | User's privacy settings are updated. |

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| Name: | Add gift to favourites |
| Short-Description / Goal: | To save a gift to the user's list of favorite items. |
| Trigger: | User initiates adding a gift to their favorites. |
| Preconditions: | User is logged in and is viewing a gift listing. |
| Error Situations – System State in the Event of an Error: | Unable to add gift to favourites. |
| Actor(s) / Initiator(s): | User |
| Postconditions: | |  | | --- | | The gift is added to the user's favorites list. | |

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| Name: | Handle reported content |
| Short-Description / Goal: | To review and take action on content reported by users. |
| Trigger: | System notifies admin of reported content. |
| Preconditions: | Admin is logged in. |
| Error Situations – System State in the Event of an Error: | Unable to retrieve reported content; Action on content fails. |
| Actor(s) / Initiator(s): | Admin |
| Postconditions: | Reported content is reviewed, and appropriate action is taken  (e.g., removal, warning). |

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| Name: | View group details |
| Short-Description / Goal: | To see detailed information about a specific group. |
| Trigger: | Admin selects a group to view details. |
| Preconditions: | Admin is logged in. |
| Error Situations – System State in the Event of an Error: | Unable to load group details; Group not found. |
| Actor(s) / Initiator(s): | Admin |
| Postconditions: | |  | | --- | | Admin sees the details of the selected group. | |

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| Name: | Create a new group |
| Short-Description / Goal: | To establish a new group on the platform. |
| Trigger: | Admin initiates the creation of a new group. |
| Preconditions: | Admin is logged in. |
| Error Situations – System State in the Event of an Error: | Group creation fails due to invalid input. |
| Actor(s) / Initiator(s): | Admin |
| Postconditions: | |  | | --- | | A new group is created on the platform. | |

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| Name: | Approve or reject gift listings |
| Short-Description / Goal: | To moderate newly submitted gift listings. |
| Trigger: | System notifies admin of pending gift listings. |
| Preconditions: | Admin is logged in. |
| Error Situations – System State in the Event of an Error: | Unable to retrieve pending listings; Approval/rejection fails. |
| Actor(s) / Initiator(s): | Admin |
| Postconditions: | Gift listings are either approved and made public or rejected. |

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| Name: | Track Analytics |
| Short-Description / Goal: | To monitor key metrics and statistics of the platform. |
| Trigger: | Admin accesses the analytics dashboard. |
| Preconditions: | Admin is logged in. |
| Error Situations – System State in the Event of an Error: | Unable to load analytics data. |
| Actor(s) / Initiator(s): | Admin |
| Postconditions: | |  | | --- | | Admin sees various platform analytics and reports. | |

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| Name: | Manage users accounts |
| Short-Description / Goal: | To perform administrative actions on user accounts (e.g., activate, deactivate, delete). |
| Trigger: | Admin selects a user account to manage. |
| Preconditions: | Admin is logged in. |
| Error Situations – System State in the Event of an Error: | Unable to retrieve user account details; Management action fails. |
| Actor(s) / Initiator(s): | Admin |
| Postconditions: | The selected user account is managed according to the admin's action. |

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| Name: | Monitor Bug Reports |
| Short-Description / Goal: | To review and track reported software bugs and issues. |
| Trigger: | System notifies admin of new bug reports. |
| Preconditions: | Admin is logged in. |
| Error Situations – System State in the Event of an Error: | Unable to retrieve bug reports. |
| Actor(s) / Initiator(s): | Admin |
| Postconditions: | |  | | --- | | Admin sees a list of bug reports and their status. | |

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| Name: | Configure site settings |
| Short-Description / Goal: | To modify the global settings and configurations of the platform. |
| Trigger: | Admin accesses the site settings panel. |
| Preconditions: | Admin is logged in. |
| Error Situations – System State in the Event of an Error: | Unable to load settings; Saving settings fails. |
| Actor(s) / Initiator(s): | Admin |
| Postconditions: | The platform's settings are updated according to the admin's changes. |