## 1. User Registration & Authentication

| **Use Case** | **Description** | **Key Functions** |
| --- | --- | --- |
| User Registration | A new visa applicant should be able to sign up using their email, verify it with an OTP, and set up an account by providing their first name, last name, and password. | - Email input & validation  - OTP generation & verification  - Secure password setup (validation)  - Account creation in the database |
| User Login | A registered visa applicant should be able to log in using their email, password, and OTP for two-factor authentication. | - User authentication  - OTP generation & email verification  - Session management |
| Forgot Password | A registered user who forgot their password should be able to reset it by entering their email, verifying an OTP, and setting a new password. | - Forgot password flow  - OTP verification  - Secure password reset |

## 2. Navigation & User Experience

| Use Case | Description | Key Functions |
| --- | --- | --- |
| Country & Currency | The navigation bar should display the selected country and currency based on the user's location. | - Auto-selection of country/currency  - Update for displayed currency & country |
| Country Selection Pop-up | Users should be able to select a country and update the displayed information. | - Modal pop-up UI  - Country selection & state update |
| Currency Selection | Users should be able to select their preferred currency to display all prices in that currency. | - Dropdown menu for currency selection  - Currency conversion API |
| User Icon Behavior | Clicking the user icon should open a user menu (if logged in) or redirect to the login/signup page (if not logged in). | - Session detection  - Conditional UI rendering |
| Header Text Typing Effect | The header text should have a typing animation for visual engagement. | - JavaScript-based typing animation |

## 3. Destination Search & Exploration

| Use Case | Description | Key Functions |
| --- | --- | --- |
| Search for Countries | Users should be able to search for countries to explore visa options. | - Search bar implementation  - Autocomplete suggestions |
| Display Destination Countries | The homepage should display destination countries relevant to the selected source country.  Clicking "See More" should append 8 more destinations. Each card should have a hover zoom & shadow effect. | - Dynamic country list display  - Append on "See More"  - CSS hover effects |
| Filter Destinations by Category | Clicking a category should filter destinations accordingly. | - Category-based filtering |
| Visa Validity Filter | A filter should allow users to sort destinations by visa validity (day, week, month, year, or custom date range). | - Date-based filtering logic |
| Display Number of Visas Granted | The number of visas granted per country should be shown above the country image. | - Data retrieval from the database |

## 4. Content & Information Display

| Use Case | Description | Key Functions |
| --- | --- | --- |
| Homepage Banners | Banners should show images, titles, and descriptions and handle external & internal links appropriately. | - Banner UI & data management |
| Trustpilot Ratings & Testimonials | A feedback section should display ratings and testimonials. | - Trustpilot API integration |
| Blogs | Blogs should have a one large, one small layout and be filterable by category. | - Blog categorization & filtering |
| FAQs Display | Users should be able to see a global FAQ list. | - FAQ database retrieval |
| Footer Links | The footer should provide quick access to important pages (Contact Us, About Us, Privacy Policy, Terms of Service, etc.). | - Footer navigation implementation |

## 5. Details Page

| Use Case | Description | Key Functions |
| --- | --- | --- |
| Country Visa Details Page | Clicking a country should take the user to a details page with visa packages, requirements, pricing, promo codes, ratings, FAQs, etc. | - Dynamic country detail page  - API calls for visa requirements & pricing |
| Express Visa Option Handling | If there is no Express Visa option, it should not be shown. | - Conditional UI rendering |
| Specify Number of Travelers | Users should be able to enter the number of travelers in their application. | - Form input handling |
| View Payment Details | Clicking the "i" icon should show detailed payment breakdown. | - Show Payments detail |
| FAQs for Visa Services | Users should see FAQs related to a specific visa service | - Dynamic FAQ retrieval |
| Visa Eligibility Check Before Applying | Before proceeding, the system should check if the travel date is within the allowed timeframe. If not, users should be prompted to select a departure date & citizenship country. | - Date validation logic |

## 6. Visa Application Submission

| Use Case | Description | Key Functions |
| --- | --- | --- |
| Photo Upload for Visa Application | Users should be able to upload or take a selfie for their application and delete it if needed. | - File upload & webcam integration |
| Passport Upload & Scanning | Users should be able to upload or scan their passport and delete it if needed. | - scanning option |
| Provide Personal Details | Users should enter first name, last name, gender, DOB, passport details for their visa application. | - Form validation & input storage |
| Optional Document Upload | Users should be able to upload bank statements or previous visa details to support their application. | - File attachment support |
| Review Application Before Submission | Users should review their details before submitting and be able to navigate back to modify any information. | - Review page with editable sections |
| Visa Payment Processing | Users should be able to pay using a credit card.  If payment fails, they should receive an error message.  If successful, they should be redirected to a success page. | - Payment gateway integration  (Stripe) |

## 7. User Dashboard & Account Management

| Use Case | Description | Key Functions |
| --- | --- | --- |
| Edit & Delete Account | Users should be able to edit their account details after email verification and also have the option to delete their account. | - Account settings UI  - Data update & deletion |
| View Application Status | Users should see all their visa applications with status bars. Clicking a status should show application details. | - Status tracking function |
| View Incomplete & Granted Applications | Clicking "View Details" should show a message box for incomplete applications and a "Download Visa" option for granted applications. | - Conditional UI rendering |

## 8. Customer Support & Assistance

| Use Case | Description | Key Functions |
| --- | --- | --- |
| "Talk to Agent" via WhatsApp | Users should be able to contact an agent through WhatsApp. | - WhatsApp API integration |