**NutraMeals**

**Use Case Specification**

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# Revision History

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| --- | --- | --- | --- |
| Date | **Revision #** | **Created By** | **Revision Notes** |
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# UC.01.03 User Support

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| Actor(s): | Area sales manager, Sales broker, Customer care representative, Supervisor, Subscribed Customers, Partner Restaurants |
| Short Description: | This feature allows a user to reach out for support when navigating and using the application. |
| Pre-conditions: | The user should be logged into the system, he / she should have a valid account. |
| Post-conditions: | None |
| Frequency of Use: | High |
| **Normal Course of Events:** | |
| 1. The use case begins when the actor logs in to the application. **[JP1: ET]** 2. Actors should sign in with the account on which order needs to be placed. Upon sign in / login system opens the home page. Actors can navigate to manage their orders or see track their orders. **[JP2: DF-in, CN]** 3. In case of an issue, the actor can go to user support page and create a ticket with the support team. **[JP3: DF-in, CN]** 4. System stores the details of the ticket in the DB. **[JP4: Df-in]** 5. Actors can also open the FAQ page of user support and go through frequently occurring issues and their solutions. **[JP5: CN]** 6. Actors can view customer’s account and orders and provide necessary help via the user support page. System pulls out customer account details and order details from DB and this use case ends. **[JP6: DF-out, CN]** | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| E1. Invalid credentials are entered – step 2   1. User won’t be able to able to raise support tickets. 2. System redirects user to home page. | |
| <<Include>> Relationships: | No |
| << Extend>> Relationships: | Yes |
| Assumptions: |  |