Pentominoes

HeartSteal
Use-Case Specification: Report Problems

Version 1.0

Revision History

Date	Version	Description	Author
18/07/2025	1.0	Provide use case specification for Report Problems	Hoàng Minh Giang

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1. Use-Case Introduction

1.1 Brief Description

This use case allows users to report issues or problems they encounter while using the application. The report may include a description, and optional screenshots. Submitted reports are sent to the admin team for review.

1.2 Primary Actor

The User

2. Flow of Events

2.1 Basic Flow

1. Use case starts when the user selects the "Setting" option from the main screen and chooses the Report Problem option
2. The user enters a brief description of the problem.
3. The user optionally attaches a screenshot or log.
4. The user submits the form.
5. The system sends the report to the administrator team.
6. The system shows a success message to the user.

2.2 Alternative Flows

2.2.1 No Permission to Access Gallery (Step 3)

1. The system detects it does not have permission to access the device's gallery.
2. The system prompts the user to grant permission.
3. If the user grants permission
   - Return to step 3 of the Basic Flow
4. If the user denied the request
   - The system aborts the image selection process and shows a message.
5. The user return to step 4 of the Basic Flow

2.2.2 User Cancels Report (Step 4)

1. The user chooses to leave the screen before submission.
2. The system clears the form and returns to the previous screen.

2.2.3 User Close Application (Step 4)

1. The user closes the application without saving.
2. The system clears the form.

2.2.4 Invalid Form Input (Step 4)

1. The user input a blank form.
2. The system does not allow the user to submit the form.

2.2.5 Submit Operation Failed (Step 4)

1. The system encounters a backend error during the submit operation.
2. The user sees: "Cannot Submit. Retry?"
3. The user may retry Step 4, or exit and retry later.

3. Special Requirements

- Images must be under 2MB.
- The backend system should log reports with metadata (timestamp, user ID, device info).

4. Preconditions

- The user must be logged in.
- Network connectivity must be available.

5. Postconditions

- The report is sent to the administrator team for assessment.
- The user receives confirmation that the report was successfully sent.

6. Prototype