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| Post Articles |  |
| Use Case Name: | Post Articles |
| Summary: | Experts in that particular domain can post articles related to the topic and post them on our website. |
| Basic Flow: | * The use case begins after the expert logins to our website and clicks post articles. * The system displays the options to customize the article. * The system asks for the topics related to the article to attach the corresponding tags to the article. * The expert enters the relevant data and completes writing the article. * The article gets posted in the corresponding topic section immediately after clicking the post article button. |
| Alternative Flows: | None |
| Preconditions: | The expert must be authenticated. |
| Postconditions: | The corresponding article gets posted on our website. |
| Business Rules: | Experts post articles on our website that get segregated topic-wise and displayed attractively. |

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| Post Queries |  |
| Use Case Name: | Post Queries |
| Summary: | Customers can post queries related to the articles and even on the topics related to them. |
| Basic Flow: | * The use case begins after the customer reads the articles and post questions on them. * Customer writes question in the question box corresponding to the article. * The Question gets posted to the corresponding article writer. |
| Alternative Flows: | None |
| Preconditions: | None |
| Postconditions: | The Questions goes to the corresponding article writer. |
| Business Rules: | Customers can post queries to the subject experts and build get their queries clarified. |

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| Seek Assistance |  |
| Use Case Name: | Seek Assistance |
| Summary: | This use case allows anyone using the website to request any assistance from our technical team. |
| Basic Flow: | * The use case begins when the customer asks for assistance. * The system displays all general queries/issues and provides space for the customer to type a   (optional) question.   * The customer selects the issue he is facing and may enter a question. * The system connects a available technical support team member to the user. * The corresponding technician gives the required assistance. |
| Alternative Flows: | None |
| Preconditions: | None |
| Postconditions: | The user gets assistance from a technical support team member. |
| Business Rules: | Customers are assigned to a Technical support agent available. The agent asks for the assistance required or about the issue they are facing and solves the issue/provide s assistance. |

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| Rate and Comment on Articles |  |
| Use Case Name: | Rate and comment on articles |
| Summary: | Users read the articles displayed on our website and rate them and comment on them after reading. |
| Basic Flow: | * The use case begins after the user log in and surfs the articles in the interested domain. * The user can rate the article on a scale of 0-5 stars. * The rating gets added to the corresponding article writer. * The user can also post any comment on the article in the comments section. |
| Alternative Flows: | None |
| Preconditions: | None |
| Postconditions: | User rates and comments on the articles. |
| Business Rules: | Users can convey their opinion on the article via the rating and the rating of the corresponding expert who wrote that article gets updated and even comments can be posted on the corresponding article through which they can share their opinions and perspectives. |