**NARRATIVES OF CHATBOT SYSTEM**

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| **USECASE NAME** | **LOGIN/SIGNUP** |
| **GOAL IN CONTEXT** | To access the functionality of website when register. |
| **PRIMARY ACTOR** | User |
| **SECONDARY ACTOR** | Admin |
| **PRE-CONDITION** | System must be fully configured, appropriate user ID and password must be obtained. |
| **TRIGGER** | The user need to register in our system. |
| **SCENARIO** | 1. The user enters in website. 2. The website has two interfaces that either register as a user or admin. 3. User fill in their username , password and email in each field to run registration process. 4. After registration the user get his/ her id, password and verified via email. 5. User can now login to the website and now he can access the system by using registered account. |
| **EXCEPTION** | Incorrect username and password, the system will prompt user to re-login. |
| **FREQUENCY OF USE** | Everyday |
| **CHANNEL** | Web service |
| **OPEN ISSUE** | 1. How much does this system assure that it will not have a hacker access to this system. |
| **POST CONDITION** | After login process user can access the system easily. |

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| **USECASE NAME** | **CHAT** |
| **GOAL IN CONTEXT** | Give information to our users for admission queries. |
| **PRIMARY ACTOR** | User |
| **SECONDARY ACTOR** | - |
| **PRE-CONDITION** | The system available and connect 24/7 with user. |
| **TRIGGER** | Users have some question or queries to ask. |
| **SCENARIO** | 1. After signup/login new interface for chatting will open. 2. User can ask any question related to our domain so chatbot will response back to user. |
| **EXCEPTION** | User cannot frequently questioning to chatbot first wait for reply otherwise chatbot will close. |
| **FREQUENCY OF USE** | Everyday |
| **CHANNEL** | Web service |
| **OPEN ISSUE** | When network will down so the functionality of chatbot will effect. |
| **POST CONDITION** | The system will transfer admission information to user. |

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| **USECASE NAME** | **GET INFORMATION** |
| **GOAL IN CONTEXT** | The user get admission information through chatbot easily. |
| **PRIMARY ACTOR** | User |
| **SECONDARY ACTOR** | - |
| **PRE-CONDITION** | User start chatting with chatbot system and ask queries. |
| **TRIGGER** | The chatbot reply the user to their queries. |
| **SCENARIO** | 1. The user open chatbot system . 2. The user ask the questions related to admission. 3. The chatbot will give reply to user. |
| **EXCEPTION** | User cannot frequently questioning to chatbot first wait for reply otherwise chatbot will close. |
| **FREQUENCY OF USE** | Everyday |
| **CHANNEL** | Web service |
| **OPEN ISSUE** | When network will down so the functionality of chatbot will effect. |
| **POST CONDITION** | The system will transfer whole admission information to user. |

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| **USECASE NAME** | **GIVE FEEDBACK** |
| **GOAL IN CONTEXT** | The user Give feedback that how the user get benefited to the system. Improve system. |
| **PRIMARY ACTOR** | User |
| **SECONDARY ACTOR** | - |
| **PRE-CONDITION** | The system must be available for customer feedback. |
| **TRIGGER** | Customer have problems or want to give the comment and complaint |
| **SCENARIO** | 1. After problems occur during using the services.  2. The customer must log in first.  3. Customer choose feedback function.  4. Customer can report problem or comment for service to the system.  5. Officer get the comment to improve ability of the system. |
| **EXCEPTION** | - |
| **FREQUENCY OF USE** | Everyday |
| **CHANNEL** | Web service |
| **OPEN ISSUE** | When network will down so the functionality of chatbot will effect. |
| **POST CONDITION** | The feedback will be added to the system. |

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| **USECASE NAME** | **ADD Q /ANSWERS** |
| **GOAL IN CONTEXT** | The admin add question and answers so the user do any question with chatbot so chatbot will answer easily. |
| **PRIMARY ACTOR** | Admin |
| **SECONDARY ACTOR** | User |
| **PRE-CONDITION** | Admin add question and answers about admission. |
| **TRIGGER** | Information added successfully. |
| **SCENARIO** | 1. The admin will add information, question answers in the system. |
| **EXCEPTION** | - |
| **FREQUENCY OF USE** | Everyday |
| **CHANNEL** | Web service |
| **OPEN ISSUE** | When admin will not add q/ answers so chatbot will not answer correctly. |
| **POST CONDITION** | The chatbot will supervised. |

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| **USECASE NAME** | **UPDATE Q /ANSWERS** |
| **GOAL IN CONTEXT** | The admin will update the admission related questions and answers. |
| **PRIMARY ACTOR** | Admin |
| **SECONDARY ACTOR** | User |
| **PRE-CONDITION** | System must be available. |
| **TRIGGER** | Information updated successfully. |
| **SCENARIO** | 1. When any new information about the admission will essential so admin update the information in the system. |
| **EXCEPTION** | - |
| **FREQUENCY OF USE** | Everyday |
| **CHANNEL** | Web service |
| **OPEN ISSUE** | When admin will not add q/ answers so chatbot will not answer correctly. |
| **POST CONDITION** | System will update the information. |
| **USECASE NAME** | **VIEW LOG** |
| **GOAL IN CONTEXT** | The admin will update the admission related questions and answers. |
| **PRIMARY ACTOR** | Admin |
| **SECONDARY ACTOR** | User |
| **PRE-CONDITION** | System must be available. |
| **TRIGGER** | Information updated successfully. |
| **SCENARIO** | 1. When any new information about the admission will essential so admin update the information in the system. |
| **EXCEPTION** | - |
| **FREQUENCY OF USE** | Everyday |
| **CHANNEL** | Web service |
| **OPEN ISSUE** | When admin will not add q/ answers so chatbot will not answer correctly. |
| **POST CONDITION** | System will update the information. |