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| Use Case Name:  **Complaints** | | | ID:  **5** | | | Priority:  Low |
| Actor:  **Manager, Seller, Client** | | | | | | |
| Description:  **This use case describes how a user (Seller, Client) Sending Complaints through mailbox for the management.** | | | | | | |
| Trigger:  **problems face the user (Seller, Client).**  Type: Checkbox Checked with solid fill **External Temporal** | | | | | | |
| Precondition:   1. **Problems face users.** 2. **Users can’t solve these problems.** 3. **A user has attacked another user.** | | | | | | |
| Normal Course:  **1. The user click on “Complaints”**  **2. The user write his complaint, then send it to management.**  **3. The management receive the complaint message.** | | | | Information for steps:  **Complaint database.**  **Complaint content.**  **Complaint content.** | | |
| Alternative:  **1. Invalid account user or password.**  **2. User already logged into the system before.** | | | | **Reset password** | | |
| Postcondition:   1. **Solving problems of users.** 2. **If it is a fraud case, the owner's account will be deleted, and the police will be reported with this fraud.** | | | | | | |
| Exceptions:  **1. Incorrect password or email.**  **2. Server crash.**  **3. Power cut off.**  **4. Fraud process.** | | | | | | |
| Summary  Inputs Source Outputs Destination | | | | | | |
| * **Complaint message.** | * **User (Seller, Client).** | * **Email message.** * **Report in case of fraud.** | | | * **Management.** * **Police.** | |