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| Use Case Name:  **Contact** | | | ID:  **4** | | | Priority:  Low |
| Actor:  **Manager, Seller, Client** | | | | | | |
| Description:  **This use case describes how the users (Manager, Seller, Client) Communicate with each other through messages.** | | | | | | |
| Trigger:  **1. client want to ask seller about product.**  **2. Client want to return product.**  Checkbox Checked with solid fill **3. Seller want to add advertisement, so he messages management.**  Type: Checkbox Checked with solid fill **External Temporal** | | | | | | |
| Precondition:   1. **The user logged into the system.** 2. **The client wants to buy product.** 3. **The Client buy product.** | | | | | | |
| Normal Course:   1. **The manager clicks “Contact” to message seller who wants to add advertisements or offers.** 2. **The seller clicks “Contact” to messages the clients and retrieves product if it’s wrong product or it’s not in good condition.** 3. **The client clicks “Contact” to messages seller and returns product if it’s wrong product or it’s not in good condition.** | | | | Information for steps:    **Receive and send messages.** | | |
| Alternative:  **1. User (Client, Seller) sends complaints to management.** | | | | **Send complaints.** | | |
| Postcondition:   1. **The management will try to solve the problem.** 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 message.** 2. **Fraud process.**   **3. Server crash.**  **4. Power cut off.** | | | | | | |
| Summary  Inputs Source Outputs Destination | | | | | | |
| * **Messages** | * **User (Manager, Seller, Client).** | * **Messages** * **Report in case of fraud** | | | * **User (Manager, Seller, Client).** * **Police in case of fraud.** | |