**USE CASE DESCRIPTION**

1. Register as a Job Seeker

The user accesses the registration section of the job agency system, enters their personal and contact details, creates login credentials, and uploads their CV. Once the information is submitted, the system validates the input, creates a new job seeker profile, and sends a confirmation, enabling the user to start applying for jobs.

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| **Use case name:** | Register as a Job Seeker | |
| **Scenario:** | A user registers on the platform to access job opportunities. | |
| **Triggering event:** | |  | | --- | | The user wants to apply for jobs and must create an account. |  |  | | --- | |  | | |
| **Brief description:** | The user provides personal details, creates login credentials, and uploads their CV to register as a job seeker. | |
| **Actors:** | Job Seeker | |
| **Stakeholders:** | Job Seekers  Employers  System Administrators | |
| **Preconditions:** | The user is not already registered.  The system is online. | |
| **Postconditions:** | A new job seeker account is created and ready to use. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. The user accesses the registration page.  2. The user enters personal details and creates login credentials.  3. The user uploads a CV.  4. The user submits the form. | 1.1 The system displays the registration form.  2.1 The system validates the input.  3.1 The system stores the CV and links it to the profile.  4.1 The system creates a new job seeker account and sends a confirmation email. |
| **Exception conditions:** | If the user is already registered, the system notifies and suggests logging in.  If required fields are missing or input is invalid, the system prompts the user to correct them.  If payment fails, the system asks the user to re-enter payment details or try another method. | |

### 2.Post a Job Listing

### The employer logs in and accesses the job posting section to fill in key details like job title, description, requirements, and salary range. They preview the listing, adjust visibility settings, and submit it for publication. The system verifies the content and makes the job visible to relevant job seekers. Employers can later edit, pause, or close the listing as needed.

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| **Use case name:** | Post a Job Listing | |
| **Scenario:** | An employer posts a job opening on the platform. | |
| **Triggering event:** | The employer wants to advertise a job vacancy. | |
| **Brief description:** | The employer enters job details (title, description, requirements), sets salary/type, and publishes the listing. | |
| **Actors:** | Employer | |
| **Stakeholders:** | |  | | --- | | Employers, Job Seekers, System Administrators | |  | | |
| **Preconditions:** | |  | | --- | | Employer is registered and logged in. The system is online. | |  | | |
| **Postconditions:** | The job is visible to job seekers, and applications can be received. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. Employer navigates to "Post a Job." 2. Employer enters job details (title, description, requirements, salary, location). 3. Employer submits the job posting. | 1. System displays the job posting form. 2. System validates the input. 3. System publishes the job and notifies matching job seekers. |
| **Exception conditions:** | If required fields are missing, the system prompts corrections.  If payment is required (for premium listings), the system processes payment first. | |

### 3.Search and apply for jobs

### The job seeker uses filters like location, industry, or experience level to find suitable job openings. They review job descriptions, compare opportunities, and select roles that match their skills. With one click, they submit their pre-uploaded CV and optional cover letter. The system records the application and notifies the employer for review.

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| **Use case name:** | | **Search and Apply for Jobs** | | --- | |  | | |
| **Scenario:** | A job seeker finds and applies for suitable job openings. | |
| **Triggering event:** | The job seeker wants to explore available jobs. | |
| **Brief description:** | The job seeker filters jobs by keywords/location, reviews details, and submits an application with their CV. | |
| **Actors:** | Job Seeker | |
| **Stakeholders:** | Job Seekers, Employers | |
| **Preconditions:** | Job seeker is registered. Job listings exist. | |
| **Postconditions:** | The application is submitted to the employer. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. Job seeker searches for jobs using filters (keywords, location, salary). 2. Job seeker views job details. 3. Job seeker clicks "Apply" and submits their CV/cover letter. | 1. System displays search results. 2. System shows the full job description. 3. System records the application and notifies the employer. |

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| Exception conditions: | * If no jobs match the search, the system suggests alternative keywords. * If the CV is missing, the system prompts an upload. |

### 4. Manage Job Applications (Employer Side)

### The employer logs in to view all applications received for their posted jobs. They sort candidates by qualifications, experience, or custom tags to identify top matches. After reviewing profiles, they update application statuses (e.g., “Shortlisted” or “Rejected”). The system automatically notifies candidates of status changes via email.

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| **Use case name:** | Manage Job Applications | |
| **Scenario:** | An employer reviews and processes job applications. | |
| **Triggering event:** | An employer checks applications for their posted jobs. | |
| **Brief description:** | The employer views, sorts, and updates application statuses (e.g., shortlist/reject). | |
| **Actors:** | Employer | |
| **Stakeholders:** | Employers, Job Seekers | |
| **Preconditions:** | * Employer has posted at least one job. * Applications exist for the job. | |
| **Postconditions:** | Applications are reviewed, and statuses are updated (e.g., "Rejected," "Shortlisted"). | |
| **Flow of activities:** | **Actor** | **System** |
| 1. Employer logs in and navigates to "My Job Listings." 2. Employer selects a job and views applications. 3. Employer filters/sorts applications (e.g., by experience). 4. Employer updates application statuses. | 1. System displays the employer’s job listings. 2. System shows all applications for the selected job. 3. System allows filtering/sorting. 4. System saves status changes and notifies job seekers. |
| **Exception conditions:** | If no applications exist, the system suggests promoting the job. | |

### 5. Schedule an Interview

### The employer selects a shortlisted candidate and proposes available interview slots via an integrated calendar. The job seeker receives a notification and confirms their preferred time or requests rescheduling. Once agreed, the system syncs the event to both parties’ calendars. Reminders are sent automatically before the interview date.

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| **Use case name:** | Schedule an Interview | |
| **Scenario:** | An employer schedules an interview with a shortlisted candidate. | |
| **Triggering event:** | An employer wants to interview a candidate. | |
| **Brief description:** | The employer proposes interview slots, and the candidate confirms a time. | |
| **Actors:** | Employer, Job Seeker | |
| **Stakeholders:** | Employers, Job Seekers | |
| **Preconditions:** | * The job seeker has applied and been shortlisted. * Both parties are registered. | |
| **Postconditions:** | An interview is scheduled, and both parties receive notifications. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. Employer selects a candidate and clicks "Schedule Interview." 2. Employer picks a date/time and sends an invite. 3. Job seeker receives the invite and confirms availability. | 1. System provides a calendar for scheduling. 2. System sends an email/SMS invite to the job seeker. 3. System updates the interview status upon confirmation. |
| **Exception conditions:** | If the job seeker declines, the system allows rescheduling. | |

### 6. Rate and Review Candidates/Employers

### After an interview, the employer rates the candidate’s skills, professionalism, and fit for the role. Simultaneously, the job seeker provides feedback on the employer’s communication and hiring process. Both reviews are anonymized and displayed on respective profiles. The system aggregates ratings to improve future matches.

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| **Use case name:** | Rate and Review | |
| **Scenario:** | Employers rate job seekers after interviews, and job seekers review employers. | |
| **Triggering event:** | An interview or hiring process is completed. | |
| **Brief description:** | Employers rate candidates; candidates review employers’ hiring process. | |
| **Actors:** | Employer, Job Seeker | |
| **Stakeholders:** | Employers, Job Seekers | |
| **Preconditions:** | * An interview/hiring process has occurred. * The user is logged in. | |
| **Postconditions:** | A review/rating is posted on the respective profile. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. Employer rates the job seeker (skills, professionalism). 2. Job seeker rates the employer (communication, hiring process). | 1. System records the rating and displays it on the profile. 2. System may use ratings for future recommendations. |
| **Exception conditions:** | * If a user tries to rate multiple times, the system prevents it. | |

### 7. Update Job Seeker Profile

**Description:**  
The job seeker logs into their account and accesses their profile section to update personal information, career details, or upload a new CV. They make the necessary changes, such as editing contact information, adding skills, or replacing an outdated resume. Once submitted, the system validates the updated data, saves the changes to the user’s profile, and sends a confirmation notification. Updated profiles immediately reflect when employers search or view the candidate database.

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| **Use case name:** | Update Job Seeker Profile | |
| **Scenario:** | A job seeker updates their personal information or uploads a new CV. | |
| **Triggering event:** | A job seeker wants to modify their profile information. | |
| **Brief description:** | The job seeker logs in, edits profile details, and saves changes; the system updates the database accordingly. | |
| **Actors:** | Job Seeker | |
| **Stakeholders:** | Job Seekers, System Administrators | |
| **Preconditions:** |  The user is registered and logged in.   The system is online. | |
| **Postconditions:** | The job seeker’s updated profile information is saved and active. | |
| **Flow of activities:** | **Actor** | **System** |
| 1.Job seeker logs into the platform.  2. Job seeker navigates to "Profile Settings."  3. Job seeker updates information and/or uploads a new CV.  4. Job seeker submits the updated profile. | 1.1 System authenticates user credentials.  2.1 System displays editable profile form.  3.1 System validates the input.  4.1 System saves the changes and displays a confirmation message. |
| **Exception conditions:** | * If mandatory fields are empty, the system prompts the user to complete them. * If file upload fails, the system requests re-upload. | |

### 8. Employer Subscription Management

**Description:**  
An employer looking to access premium features such as highlighted job postings or advanced candidate search options navigates to the subscription page. They review different available plans, select the one that suits their hiring needs, and provide payment details. Upon successful payment processing, the system activates the employer's subscription, unlocks premium features, and issues an electronic receipt. Employers can later upgrade, downgrade, or cancel subscriptions from their account settings.

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| **Use case name:** | Employer Subscription Management | |
| **Scenario:** | An employer subscribes to or renews a plan to access premium features. | |
| **Triggering event:** | An employer wants access to premium job posting or candidate search features. | |
| **Brief description:** | The employer selects a subscription plan, enters payment details, and completes the transaction. | |
| **Actors:** | Employer | |
| **Stakeholders:** | Employers, System Administrators | |
| **Preconditions:** |  Employer is registered and logged in.   Subscription plans are available. | |
| **Postconditions:** | Subscription is active; premium features are unlocked. | |
| **Flow of activities:** | **Actor** | **System** |
| 1.Employer navigates to "Subscription Plans."  2. Employer selects a plan and enters payment details.  3. Employer confirms and submits.  4.Employer receives confirmation. | 1.1System displays available plans.  2.1 System validates payment details.  3.1 System processes payment and activates the plan.  4.1 System sends receipt and updates account status. |
| **Exception conditions:** |  If payment fails, the system notifies the employer and requests re-entry.   If plan is unavailable, the system suggests alternatives. | |

### 9. Password Recovery

**Description:**  
If a user forgets their password, they can initiate a password recovery process from the login page. After entering their registered email address, the system sends a secure password reset link to their inbox. The user clicks the link, is directed to a reset page, and sets a new password. Once completed, the system confirms the password change and allows the user to log in with their updated credentials. For security, reset links are time-limited and expire if not used promptly.

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| **Use case name:** | Password Recovery | |
| **Scenario:** | A user (job seeker or employer) resets their password after forgetting it. | |
| **Triggering event:** | A user clicks "Forgot Password." | |
| **Brief description:** | The user requests a password reset link, receives it via email, and sets a new password. | |
| **Actors:** | Job Seeker, Employer | |
| **Stakeholders:** | Job Seekers, Employers, System Administrators | |
| **Preconditions:** | The user is registered with a valid email address. | |
| **Postconditions:** | A new password is set, and the user can log in. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. User clicks "Forgot Password" on login page.  2. User enters registered email address.  3. User clicks the reset link and enters a new password. | 1.1 System displays password recovery form.  2.1 System sends password reset link to the email.  3.1 System updates password and confirms the change |
| **Exception conditions:** |  If email is not registered, the system notifies the user.   If the reset link expires, the system prompts for a new request | |

### 10. Admin Manage Users

**Description:**  
The system administrator accesses a centralized dashboard to view all job seekers and employer accounts on the platform. From here, they can search users, view detailed profiles, edit information (such as correcting company names or job seeker details), suspend accounts that violate terms of service, or permanently delete inactive profiles. All administrative actions are logged for security and auditing purposes. This ensures the platform remains safe, compliant, and professional for all users.

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| **Use case name:** | Admin Manage Users | |
| **Scenario:** | A system administrator monitors, edits, or deletes job seeker and employer accounts. | |
| **Triggering event:** | An admin wants to manage platform users. | |
| **Brief description:** | Admin views all users, edits profiles if necessary, or suspends/deletes accounts that violate policies. | |
| **Actors:** | System Administrator | |
| **Stakeholders:** | System Administrators | |
| **Preconditions:** | Admin is authenticated and authorized. | |
| **Postconditions:** | User account is updated, suspended, or removed as needed. | |
| **Flow of activities:** | **Actor** | **System** |
| 1.Admin logs into the admin dashboard.  2. Admin navigates to "Manage Users."  3. Admin selects a user and chooses an action (edit/suspend/delete). | 1.1 System authenticates admin access.  2.1 System displays user list.  3.1 System applies changes and logs the action for audit purposes. |
| **Exception conditions:** | If unauthorized access is detected, the system blocks the session and notifies admin. | |

### 11. Job Alert Subscription

**Description:**  
To stay updated on new job opportunities, a job seeker can subscribe to customized job alerts. They set preferences such as desired job titles, industries, locations, and salary ranges. The system continuously monitors new job postings and automatically sends notifications via email or SMS when relevant jobs match the saved criteria. Job seekers can manage or unsubscribe from alerts anytime to refine the notifications they receive, helping them respond quickly to new opportunities.

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| **Use case name:** | Subscribe to Job Alerts | |
| **Scenario:** | A job seeker subscribes to receive job alerts based on their preferences. | |
| **Triggering event:** | A job seeker wants to be notified about new jobs automatically. | |
| **Brief description:** | The job seeker sets alert preferences (keywords, location, job type) and the system sends regular notifications. | |
| **Actors:** | Job Seeker | |
| **Stakeholders:** | Job Seekers, Employers | |
| **Preconditions:** | The job seeker is registered and logged in. | |
| **Postconditions:** | Job seeker receives email/SMS alerts for new matching job posts. | |
| **Flow of activities:** | **Actor** | **System** |
| 1.Job seeker navigates to "Job Alerts" section.  2. Job seeker defines alert criteria (keywords, location).  3. Job seeker confirms subscription | 1.1 System displays alert setup form.  2.1 System saves preferences and starts monitoring new postings.  3.1 System sends notifications periodically based on matches. |
| **Exception conditions:** | If no new matching jobs exist, the system delays sending alerts until a match appears. | |

### 12. Save Jobs for Later

**Description:**  
When browsing job listings, a job seeker can save interesting jobs to a personal "Saved Jobs" list for later review. This feature allows users to bookmark postings they may not have time to apply for immediately. The system stores the saved jobs in the user's account, easily accessible from their dashboard. Saved jobs can be applied to directly from the list or removed once no longer relevant. Notifications are also sent if a saved job is about to expire or close.

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| **Use case name:** | Save Jobs for Later | |
| **Scenario:** | A job seeker saves interesting job postings for later review. | |
| **Triggering event:** | |  | | --- | |  |   A job seeker finds a job they want to apply to later. | |
| **Brief description:** | The job seeker bookmarks a job, which is saved in their profile for future access. | |
| **Actors:** | Job Seeker | |
| **Stakeholders:** | Job Seekers, Employers | |
| **Preconditions:** | The job seeker is registered and logged in. | |
| **Postconditions:** | The job is saved in the user's account for future reference. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. Job seeker clicks "Save Job" on a listing.  2. Job seeker views their saved jobs later. | 1.1 System saves the job to the user's "Saved Jobs" list.  2.1 System displays the saved jobs list. |
| **Exception conditions:** | If the job is removed or expired, the system notifies the user or removes it from the list. | |

### 13. Shortlist Candidates (Employer Side)

**Description:**  
While reviewing incoming job applications, employers can mark specific candidates as "Shortlisted" for easier tracking. Shortlisted candidates are grouped into a special list associated with each job posting. This feature helps hiring managers focus on top candidates during multi-stage hiring processes. The system automatically updates the application status to “Shortlisted” and can notify candidates if the employer chooses to share the update. Employers can later schedule interviews directly from the shortlist.

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| **Use case name:** | Shortlist Candidates | |
| **Scenario:** | An employer shortlists preferred candidates during application review. | |
| **Triggering event:** | |  | | --- | |  |   An employer finds a strong candidate while reviewing applications. | |
| **Brief description:** | The employer marks candidates as "Shortlisted" for focused follow-up actions. | |
| **Actors:** | Employer | |
| **Stakeholders:** | Employers, Job Seekers | |
| **Preconditions:** | Applications exist for the employer's job postings. | |
| **Postconditions:** | Candidates are added to a "Shortlisted" list for the job. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. Employer views job applications.  2. Employer selects "Shortlist" on preferred candidates. | 1.1 System displays applications list.  2.1 System moves candidates to the shortlist and updates application status. |
| **Exception conditions:** | If no applications exist, the system suggests promoting the job listing. | |

### 14. Generate Hiring Reports

**Description:**  
Employers can generate detailed hiring reports summarizing their recruitment activities over a selected period. Reports may include metrics like the number of jobs posted, total applications received, interviews scheduled, and hires made. Employers access this feature from their dashboard and can download reports in formats like PDF or Excel. These reports assist HR teams in evaluating recruitment strategies, budgeting for future hires, and identifying bottlenecks in the hiring process.

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| **Use case name:** | Generate Hiring Reports | |
| **Scenario:** | An employer generates a recruitment performance report. | |
| **Triggering event:** | |  | | --- | |  |   An employer wants to review hiring statistics. | |
| **Brief description:** | The employer downloads a report summarizing activities like job posts, applications, interviews, and hires. | |
| **Actors:** | Employer | |
| **Stakeholders:** | Employers, System Administrators | |
| **Preconditions:** | Employer has posted jobs and received applications | |
| **Postconditions:** | A report file is generated and available for download. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. Employer navigates to "Reports" section.  2. Employer selects report criteria (date range, job roles).  3. Employer downloads the report. | 1.1 System displays reporting options  2.1 System compiles the report based on selections.  3.1 System provides report file (PDF/Excel). |
| **Exception conditions:** | If no data is available for the selected range, the system notifies the employer | |

### 15. Candidate Skill Assessment Integration

**Description:**  
Before or after applying for a job, candidates may be invited to complete online skill assessments relevant to the job role. Employers can attach assessment links to their job postings, and job seekers can take these tests through the platform. Once completed, results are added to the applicant's profile for employer review. Skill tests help employers validate candidate qualifications early in the hiring process, improving the quality of shortlists and interview selections.

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| **Use case name:** | Candidate Skill Assessment Integration | |
| **Scenario:** | A job seeker completes a skill test attached to a job application. | |
| **Triggering event:** | |  | | --- | |  |   An employer requests a skill assessment during application or pre-screening. | |
| **Brief description:** | Job seekers complete skill tests; results are linked to their application profiles. | |
| **Actors:** | Job Seeker, Employer | |
| **Stakeholders:** | Employers, Job Seekers | |
| **Preconditions:** | Employer has attached assessments to job postings. | |
| **Postconditions:** | Assessment results are saved and viewable by employers. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. Job seeker receives an assessment invitation.  2. Job seeker completes the assessment. | 1.1 System displays the test link and instructions.  2.1 System records and stores results with the application. |
| **Exception conditions:** | If a job seeker abandons the test midway, the system flags it as incomplete. | |

### 16. Receive Interview Feedback

**Description:**  
After attending an interview through the platform, job seekers receive feedback from employers if provided. Employers can submit structured feedback forms rating areas like communication skills, technical knowledge, and cultural fit. The system delivers the feedback confidentially to the job seeker, helping them understand their strengths and areas for improvement. If no feedback is given within a set time, the system sends a reminder to the employer, encouraging a positive candidate experience

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| **Use case name:** | Receive Interview Feedback | |
| **Scenario:** | A job seeker receives feedback after attending an interview. | |
| **Triggering event:** | |  | | --- | |  |   An employer submits feedback after interviewing a candidate. | |
| **Brief description:** | Employers provide feedback, which the system delivers confidentially to candidates to help them improve. | |
| **Actors:** | Employer, Job Seeker | |
| **Stakeholders:** | Employers, Job Seekers | |
| **Preconditions:** | An interview has taken place. | |
| **Postconditions:** | Feedback is recorded and delivered to the job seeker. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. Employer submits feedback after interview.  2. System notifies job seeker about new feedback | 1.1 System stores feedback securely. 2.1 Job seeker views feedback on their profile. |
| **Exception conditions:** | If the employer does not provide feedback within a set timeframe, the system sends a reminder. | |