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| Class Name: User | ID: 1 | Type: Concrete |
| Description: A user that has signed up into the website | | Associated Use Cases: 16 |
| <div>Responsibilities</div> <div>Managing user info and history</div> <div>Managing user document</div> <div>Submitting service requests</div> | | <div>Collaborators</div> <div>Document</div> <div>Message</div> <div>Ticket</div> <div>Payment</div> |

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| <p>Attributes:</p> <ul style="list-style-type: none"> -UserID: Numeric -Username: String -Password: Hash -Email: String -Name: String -Phone Number: Numeric -BankAccountNumber: Numeric |
| <p>Relations:</p> <p>Generalization:</p> <p>Aggregation: Document, Message, Ticket, Payment</p> <p>Other:</p> |

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| Class Name: Message | ID: 2 | Type: Concrete |
| Description: Messages sent to users | | Associated Use Cases: 1 |
| Responsibilities Holding message information | | Collaborators User Administrator |

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| Attributes: -Content: String -Date: Date |
| Relations: Generalization: Aggregation: Other: User, Administrator |

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| Class Name: Document | ID: 3 | Type: Concrete |
| Description: Describes a document | | Associated Use Cases: 6 |
| Responsibilities Holding document information Holding document content | | Collaborators User SendOrder |

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| Attributes: -Title: String -CreationDate: Date -Content: FileData |
| Relations: Generalization: Aggregation: SendOrder Other: User |

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| Class Name: Payment | ID: 4 | Type: Concrete |
| Description: Payment records made by a user | | Associated Use Cases: 2 |
| Responsibilities Holding payment data | | Collaborators User |

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| Attributes: -Amount: Numeric -Date: Date |
| Relations: Generalization: Aggregation: Other: User |

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| Class Name: Ticket | ID: 5 | Type: Concrete |
| Description: A support ticket | | Associated Use Cases: 4 |
| Responsibilities Holding support information | | Collaborators User SupportStaff Administrator |

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| Attributes: -SubmitDate: Date -Content: String -Response: String -Attachments: FileData -OpenStatus: Boolean |
| Relations: Generalization: Aggregation: Other: User, Support |

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| Class Name: Comment | ID: 6 | Type: Concrete |
| Description: Comments made in the blog | | Associated Use Cases: 2 |
| Responsibilities Holding poster information Being reviewed by Administrator | | Collaborators Administrator BlogPost |

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| Attributes: -PosterName: String -PosterEmail: String -Content: String -VerificationStatus: Enum |
| Relations: Generalization: Aggregation: Other: BlogPost |

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| Class Name: BlogPost | ID:7 | Type: Concrete |
| Description: A post made in the website's blog | | Associated Use Cases: 3 |
| Responsibilities Holding the post information Aggregating the post's comments | Collaborators Administrator Comment | |

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| Attributes: -Title: String -Content: FileData -PostDate: Date |
| Relations: Generalization: Aggregation: Comment Other: |

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| Class Name: Administrator | ID: 8 | Type: Concrete |
| Description: An administrator to oversee the system | | Associated Use Cases: 4 |
| Responsibilities Sending messages to users Reviewing forwarded tickets Posting in the blog Reviewing comments Banning users | | Collaborators User SupportStaff BlogPost Comment Ticket |

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| Attributes: -AdminID: Numeric -Username: String -PassHash: Hash -Email: String -PhoneNumber: Numeric |
| Relations: Generalization: Aggregation: Other: Message, BlogPost |

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|---|--------|--|
| Class Name: SupportStaff | ID: 10 | Type: Concrete |
| Description: A staff member that answers support tickets | | Associated Use Cases: 2 |
| Responsibilities Reviewing submitted tickets Answering to tickets Forwarding important ticket to admin | | Collaborators User Ticket Administrator |

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| Attributes: -SupportID: Numeric -Username: String -PassHash: Hash -Email: String -PhoneNumber: Numeric |
| Relations: Generalization: Aggregation: Other: Ticket |

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| Class Name: SendOrder | ID: 10 | Type: Concrete |
| Description: An order for sending a letter | | Associated Use Cases: 3 |
| Responsibilities Holding the data about the send order | | Collaborators User |

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| Attributes: -OrderType: Enum -Date: Date |
| Relations: Generalization: Aggregation: Other: Document |