



Use-case description

Names of members:

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Use case name: Login	ID: 1	Importance level: High
Primary actor: Guest		Use case type: Detail, Essential
Brief description: A new user logs in		
Trigger: User clicking on login button		
Type: External		
Associations: Guest Include: Extend: Login with an external account		
Normal flow of events: <ol style="list-style-type: none"> 1. User enters email and password 2. User clicks the login button and is directed to his/her profile 		
Sub-flows:		
Alternate/Exceptional flows: <ol style="list-style-type: none"> 1. Invalid email <ol style="list-style-type: none"> a. User enters an email that hasn't been registered b. An error message is shown to the user 2. Account not activated <ol style="list-style-type: none"> a. User tries to login with an account that hasn't been activated b. A message is shown, instructing the user to activate the account 3. Invalid password <ol style="list-style-type: none"> a. User tries to log in with a wrong password b. An error message is shown to the user c. An option for password recovery is displayed 4. External login <ol style="list-style-type: none"> a. User chooses the external login option b. User chooses the external account that they want to log in with c. A dialog is opened by the external service API d. The system waits for the API's answer e. User is directed to their account if the API sends a successful login answer 		

Use case name: Assisted writing	ID: 2	Importance level: High
Primary actor: User		Use case type: Detail, Essential
Brief description: The user writes a text using an AI helper		
Trigger: User opening the Assisted writing panel		
Type: External		
Associations: User Include: Extend:		
Normal flow of events: <ol style="list-style-type: none"> 1. User opens the assisted writing panel 2. User sets parameters regarding the context of the written letter 3. User starts writing 4. Suggestions for the completion of the text and corrections are shown as pop-ups 5. User saves the finished text in his documents 		
Sub-flows: <ol style="list-style-type: none"> 1. Applying a correction <ol style="list-style-type: none"> a. User opens a pop-up containing a suggestion b. User clicks on the apply button to apply the change to the text c. The change is applied 2. Discarding a correction <ol style="list-style-type: none"> a. User opens a pop-up containing a suggestion b. User clicks on the discard button c. User is asked if they want to discard this correction once, for this document, or for all documents d. The pop-up is hidden from the user 		
Alternate/Exceptional flows:		

Use case name: Banning a user	ID: 3	Importance level: Medium
Primary actor: Administrator		Use case type: Detail, Essential
Brief description: The Administrator bans a user		
Trigger: Administrator opens the list of users		
Type: External		
Associations: Administrator, User Include: Extend:		
Normal flow of events: <ol style="list-style-type: none"> 1. Administrator opens a list of users 2. Administrator clicks on a user 3. Administrator clicks on the ban button 4. The banned user is blocked from accessing the user panel 		
Sub-flows:		
Alternate/Exceptional flows:		

Use case name: Changing user data	ID: 4	Importance level: Low
Primary actor: User		Use case type: Detail, Essential
Brief description: A user changes their data		
Trigger: User clicks the modify user data button		
Type: External		
Associations: User Include: Extend:		
<p>Normal flow of events:</p> <ol style="list-style-type: none"> 1. User opens the modify user data panel 2. User changes some data 3. User clicks the save button 4. The new data is saved 		
<p>Sub-flows:</p> <ol style="list-style-type: none"> 1. User changes their email <ol style="list-style-type: none"> a. The email is changed to a “pending” state b. A confirmation link is sent to the new email c. The user opens the confirmation link d. The new email is confirmed for the user 2. User changes their password <ol style="list-style-type: none"> a. User enters the old password b. User enters the new password and its confirmation c. User saves the changes and the new password is saved in the database 		
<p>Alternate/Exceptional flows:</p> <ol style="list-style-type: none"> 1. User changes their data to invalid values <ol style="list-style-type: none"> a. User enters invalid values and presses save b. An error message is shown 2. Email confirmation expiry <ol style="list-style-type: none"> a. User tries to change the email b. User does not confirm the email before its link is expired c. The email is changed back to the old one 3. Incorrect password <ol style="list-style-type: none"> a. User tries to change the password, but doesn't use the correct old password b. An error message is shown 4. Wrong password confirmation <ol style="list-style-type: none"> a. User tries to change the password, but the new password and its confirmation don't match b. An error message is shown 		

Use case name: Reviewing comments	ID: 5	Importance level: Low
Primary actor: Administrator		Use case type: Detail, Essential
Brief description: Administrator reviews a comment		
Trigger: Administrator opens the list of unreviewed comments		
Type: External		
Associations: Administrator, Guest Include: Extend:		
Normal flow of events: <ol style="list-style-type: none"> 1. Administrator opens the list of unreviewed comments 2. Administrator selects a comment 3. Administrator approves the comment 4. The comment is shown under the blog post 		
Sub-flows:		
Alternate/Exceptional flows: <ol style="list-style-type: none"> 1. Removing a comment <ol style="list-style-type: none"> a. Administrator chooses a comment b. Administrator chooses the remove option c. The comment is removed from the website's database 		

Use case name: Writing a comment	ID: 6	Importance level: Low
Primary actor: Guest		Use case type: Detail, Essential
Brief description: A guest writes a comment under a blog post		
Trigger: Guest opens the comment section of a post		
Type: External		
Associations: Guest Include: Extend:		
Normal flow of events: <ol style="list-style-type: none"> 1. Guest opens the comment section of the post 2. Guest writes their name and email address 3. Guest writes a comment 4. Guest presses the submit button 5. The comment is added under the post 		
Sub-flows:		
Alternate/Exceptional flows: <ol style="list-style-type: none"> 1. Invalid email <ol style="list-style-type: none"> a. Guest tries to submit a comment with an invalid email address b. An error message is shown 2. Comment needs reviewing <ol style="list-style-type: none"> a. Guest writes a comment under a post whose comments require reviewing b. The comment is saved for reviewing by admin, but is not shown under the post 		

Use case name: Letter delivery order	ID: 7	Importance level: Medium
Primary actor: User		Use case type: Detail, Essential
Brief description: A user sends a document as a letter		
Trigger: User chooses a letter to be sent		
Type: External		
Associations: User Include: Physical letter delivery, Delivery by email, Intra-website delivery Extend:		
Normal flow of events: <ol style="list-style-type: none"> 1. User opens the list of documents 2. User chooses a document 3. User chooses the send option 4. User chooses a way of sending the letter 		
Sub-flows: <ol style="list-style-type: none"> 1. Physical delivery <ol style="list-style-type: none"> a. User chooses to send the letter physically b. User enters the recipient's name and address c. User sets the shipping parameters d. A receipt is shown to the user <ol style="list-style-type: none"> i. User is directed to a payment page if necessary ii. User pays the required fee e. An email about the details of the order is sent to the user 2. Delivery by email <ol style="list-style-type: none"> a. User chooses to send the letter by email b. User enters the recipient's email address c. The letter is sent from the website's email service 3. Intra-website delivery <ol style="list-style-type: none"> a. User chooses to send the letter by the website's delivery system b. User chooses the recipient by either email, username, real, or company name c. The letter is sent by the website's delivery system 		
Alternate/Exceptional flows: <ol style="list-style-type: none"> 1. Failure in payment <ol style="list-style-type: none"> a. The payment page returns a failure code b. An error message is shown 2. Invalid email address <ol style="list-style-type: none"> a. User chooses delivery by email b. User enters an invalid email c. An error message is shown 3. Wrong username or email <ol style="list-style-type: none"> a. User chooses the Intra-website delivery system b. User chooses an email or a username that does not exist in the website's database c. An error message is shown 		

Use case name: Letter generation	ID: 8	Importance level: High
Primary actor: User		Use case type: Detail, Essential
Brief description: A user uses the AI engine to generate a letter		
Trigger: User opens the letter-generation panel		
Type: External		
Associations: User Include: Extend:		
Normal flow of events: <ol style="list-style-type: none"> 1. User opens the letter-generation panel 2. User enters a prompt detailing the contents of the letter 3. The prompt is fed to the AI engine and a letter is generated 4. The letter is shown to user 5. The letter is saved to user's documents 		
Sub-flows:		
Alternate/Exceptional flows: <ol style="list-style-type: none"> 1. Correction needed <ol style="list-style-type: none"> a. User views the generated letter b. User chooses the correction option c. The text is transferred to the correction and improvement panel 		

Use case name: Viewing payment history	ID: 9	Importance level: Medium
Primary actor: User		Use case type: Detail, Essential
Brief description: User views the history of payments		
Trigger: User opens the payment history panel		
Type: External		
Associations: User Include: Extend:		
Normal flow of events: <ol style="list-style-type: none"> 1. User opens the payment history panel 2. User sets the parameters of the payment history (time period, value, reason for payment, etc.) 3. User submits the parameters and sees the matching payments 		
Sub-flows:		
Alternate/Exceptional flows:		

Use case name: Sending message to user	ID: 10	Importance level: Low
Primary actor: Administrator		Use case type: Detail, Essential
Brief description: Administrator sends a message to user		
Trigger: Administrator viewing the users' list		
Type: External		
Associations: Administrator, User Include: Extend:		
Normal flow of events: <ol style="list-style-type: none"> 1. Administrator opens a list of users 2. Administrator selects a user to send a message to 3. Administrator writes a message and sends it 4. The message is shown to user as a notification 		
Sub-flows:		
Alternate/Exceptional flows:		

Use case name: Signup	ID: 11	Importance level: High
Primary actor: Guest		Use case type: Detail, Essential
Brief description: Guest user creates an account		
Trigger: Opening the sign up panel		
Type: External		
Associations: Guest Include: Extend:		
Normal flow of events: <ol style="list-style-type: none"> 1. Guest opens the signup panel 2. Guest enters an email, a password, and other information (username, name, user type, etc.) 3. A confirmation email is sent to the user 		
Sub-flows: <ol style="list-style-type: none"> 1. Confirmation <ol style="list-style-type: none"> a. Guest opens the confirmation link b. The account is marked as confirmed in the database c. A message showing that the account is confirmed is shown to the user 		
Alternate/Exceptional flows: <ol style="list-style-type: none"> 1. Email already in database <ol style="list-style-type: none"> a. Guest tries to sign up with an email that's already in use b. An error message is shown, along with the password recovery button 2. Weak password <ol style="list-style-type: none"> a. Guest enters a weak password b. An error message is shown 3. Password confirmation mismatch <ol style="list-style-type: none"> a. Guest's entered password and confirmation do not match b. An error message is shown 4. Confirmation link expired <ol style="list-style-type: none"> a. Guest doesn't confirm his account before the link is expired b. The unconfirmed is deleted from the database 5. Wrong confirmation link <ol style="list-style-type: none"> a. Guest opens an invalid confirmation link b. An error message is shown 		

Use case name: SMS confirmation	ID: 12	Importance level: Medium
Primary actor: User		Use case type: Detail, Essential
Brief description: User confirms their phone number		
Trigger: Opening the identity confirmation dialog		
Type: External		
Associations: User Include: Extend:		
Normal flow of events: <ol style="list-style-type: none"> 1. User opens the identity confirmation dialog 2. User enters their phone number 3. A confirmation code is sent via SMS to the phone number 4. User enters the received code 5. The phone number is confirmed and added to database 		
Sub-flows:		
Alternate/Exceptional flows: <ol style="list-style-type: none"> 1. Confirmation code timeout <ol style="list-style-type: none"> a. The code is not entered in 2 minutes b. An option appears for resending the code, or sending it via an automated phone call 2. Wrong confirmation code <ol style="list-style-type: none"> a. A wrong code is entered b. An error message is shown 		

Use case name: Submitting a ticket	ID: 13	Importance level: High
Primary actor: User		Use case type: Detail, Essential
Brief description: User submits a support ticket		
Trigger: Opening the support panel		
Type: External		
Associations: User, Support staff Include: Extend: Including extra information		
Normal flow of events: <ol style="list-style-type: none"> 1. User open the ticket submission dialog 2. User fills out the required information 3. User submits the ticket 4. The ticket can now be seen and reviewed by support staff 		
Sub-flows: <ol style="list-style-type: none"> 1. Including extra information <ol style="list-style-type: none"> a. User selects the “include extra info” option in the ticket submission page b. User selects the type of extra info that needs to be included (A document, information about the account, etc.) c. User presses the “attach” button 		
Alternate/Exceptional flows:		

Use case name: Buying a subscription	ID: 14	Importance level: High
Primary actor: User		Use case type: Detail, Essential
Brief description: User buys a subscription		
Trigger: Opening the subscription panel		
Type: External		
Associations: User Include: Extend:		
Normal flow of events: <ol style="list-style-type: none"> 1. User opens the subscription panel 2. User selects a subscription 3. User is directed to the payment page 4. The selected services are activated for user 		
Sub-flows:		
Alternate/Exceptional flows: <ol style="list-style-type: none"> 1. Failure in payment <ol style="list-style-type: none"> a. User opens the payment page b. The payment page returns a failed payment c. An error message is shown to the user 		

Use case name: Text enhancement	ID: 15	Importance level: High
Primary actor: User		Use case type: Detail, Essential
Brief description: User uses the text correction and enhancement tool to correct a text		
Trigger: Opening the text correction and enhancement panel		
Type: External		
Associations: User Include: Extend:		
<p>Normal flow of events:</p> <ol style="list-style-type: none"> 1. User opens the text correction and enhancement panel 2. User sets the parameters about the text's context and tone 3. The text is fed to the AI engine 4. Pop-up buttons showing the possible corrections and enhancements in the text are displayed 5. The text is saved in the user's documents 		
<p>Sub-flows:</p> <ol style="list-style-type: none"> 1. Applying a correction <ol style="list-style-type: none"> a. User clicks on a pop-up button b. User sees the possible change and an explanation about it c. User clicks the apply button d. The selected change is applied to the text 2. Discarding a correction <ol style="list-style-type: none"> a. User opens a pop-up containing a suggestion b. User clicks on the discard button c. User is asked if they want to discard this correction once, for this document, or for all documents d. The pop-up is hidden from user 		
Alternate/Exceptional flows:		

Use case name: Viewing a ticket	ID: 16	Importance level: High
Primary actor: Support staff		Use case type: Detail, Essential
Brief description: Support staff viewing a ticket		
Trigger: Support staff opens a list of submitted tickets		
Type: External		
Associations: Support staff, User, Administrator Include: Extend: Responding to a ticket, Forwarding a ticket to Administrator		
Normal flow of events: <ol style="list-style-type: none"> 1. Support staff views a list of submitted tickets 2. Support staff opens a ticket 3. Information and the content of the ticket are shown 		
Sub-flows: <ol style="list-style-type: none"> 1. Responding to a ticket <ol style="list-style-type: none"> a. Support staff clicks the “respond” button on a ticket b. Support staff writes a response c. The response is sent to the user 2. Forwarding a ticket to Administrator <ol style="list-style-type: none"> a. In the response dialog, support staff clicks a “forward to administrator” button b. Support staff adds a note to the ticket, explaining why it needs to be reviewed by administrator 3. Closing a ticket <ol style="list-style-type: none"> a. In the response dialog, support staff clicks a “close ticket” button b. After submitting the response, the ticket is marked as closed, and further responses will not be possible 		
Alternate/Exceptional flows: <ol style="list-style-type: none"> 1. Responding to a closed ticket <ol style="list-style-type: none"> a. Support staff tries to respond to a ticket that is closed b. An error message is shown 		

Use case name: Viewing forwarded tickets	ID: 17	Importance level: Medium
Primary actor: Administrator		Use case type: Detail, Essential
Brief description: Administrator viewing a forwarded ticket		
Trigger: Administrator opens a list of forwarded tickets		
Type: External		
Associations: Administrator, Support staff, User Include: Extend:		
Normal flow of events: <ol style="list-style-type: none"> 1. Administrator opens the forwarded tickets panel 2. Administrator set search parameters and searches for matching tickets 3. A list of matching tickets is shown 4. Administrator clicks on a ticket 5. Information and the contents of the ticket are shown 		
Sub-flows:		
Alternate/Exceptional flows:		