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

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| --- |
| Attributes:  -UserID: Numeric  -Username: String  -Password: Hash  -Email: String  -Name: String  -Phone Number: Numeric  -BankAccountNumber: Numeric |
| Relations:  Generalization:  Aggregation: Document, Message, Ticket, Payment  Other: |

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

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

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| Class Name: Payment | ID: 4 | | Type: Concrete |
| Description: Payment records made by a user | | | Associated Use Cases: |
| 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: |
| Responsibilities  Holding support information | | Collaborators  User  Support  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: |
| 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: |
| Responsibilities | | Collaborators | |

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| Attributes: |
| Relations:  Generalization:  Aggregation:  Other: |

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| --- | --- | --- | --- |
| Class Name: | ID: | | Type: |
| Description: | | | Associated Use Cases: |
| Responsibilities | | Collaborators | |

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| Attributes: |
| Relations:  Generalization:  Aggregation:  Other: |

|  |  |  |  |
| --- | --- | --- | --- |
| Class Name: | ID: | | Type: |
| Description: | | | Associated Use Cases: |
| Responsibilities | | Collaborators | |

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| Attributes: |
| Relations:  Generalization:  Aggregation:  Other: |

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| --- | --- | --- | --- |
| Class Name: | ID: | | Type: |
| Description: | | | Associated Use Cases: |
| Responsibilities | | Collaborators | |

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| Attributes: |
| Relations:  Generalization:  Aggregation:  Other: |