

Voicemail System-Use Cases

Reaching mailbox extension

1. User enters number of main line into their telephone and presses # key
2. 'Connection' System reads main menu prompt
3. User enters extension number into telephone and presses # key
4. System asks the user if they would like to leave a message or log in to the mailbox.

Variation 2: User enters the wrong extension number

- 2.1) Start at Step 3
- 2.2) User enters an incorrect number for the extension line
- 2.3) Connection system tells the user they have entered an invalid extension number and to enter the number again.
- 2.4) User enters the correct number for the extension line
- 2.5) Returns back to step 4

Leaving a message-

1. User reaches mailbox extension
2. User chooses to leave a message in mailbox
3. Mailbox plays mailbox greeting
4. Connections reads prompt for the User to speak their message
5. User speaks their message
6. User hangs up the phone
7. System saves message into mailboxes "new messages" queue

Log In-

1. User reaches mailbox extension
2. User chooses to log in to the mailbox.
3. System asks for the user to enter their passcode in.
4. System plays mailbox menu
 - a. 1 to retrieve message
 - b. 2 to change passcode
 - c. 3 to change greeting

Variation 1: User enters incorrect passcode

- 1.1) Start at Step 3
- 1.2) User enters incorrect code for passcode
- 1.3) System tells user to they entered incorrect passcode and to reenter code
- 1.4) User enters correct passcode into Telephone
- 1.5) Resume at Step 4

Retrieve Message

1. User logs in to mailbox
2. User selects "1 to retrieve messages"

3. System plays 'message menu'
 - a. 1 to play current message
 - b. 2 to delete current message
 - c. 3 to save current message
4. User selects option 1
5. System plays current message
6. System plays message menu again
7. User selected 2 to delete current message
8. Message is deleted from the mailbox by the system
9. Loop back to Step 3

Variation 1: Mailbox is empty

- 1.1) Start at Step 4
- 1.2) System tells User there are no new messages
- 1.3) System plays message from top of queue of old messages
- 1.4) Resume at Step 6

Variation 2: Save Message

- 2.1) Start at Step 6
- 2.2) Owner selects 3 to save current message
- 2.3) System takes current message from current queue and appends it to the back of old/saved messages
- 2.4) Resume at Step 3

Change greeting

1. User logs in
2. User selects 3 to change greeting
3. System asks them to say their new greeting followed by # key
4. User speaks new greeting
5. User presses # key
6. System sets new greeting

Variation 1: User hangs up without pressing # key

- 1.1) Start at step 3
- 1.2) User hangs up before pressing # key
- 1.3) System keeps old greeting

Change passcode

1. User logs in
2. User selects 2 to change passcode
3. System asks them to say their new passcode followed by # key
4. User types new passcode
5. User presses # key
6. System sets new passcode

Variation 1: User hangs up without pressing # key

- 1.1) Start at step 3
- 1.2) User hangs up before pressing # key
- 1.3) System keeps old passcode