

PROFESSIONAL SERVICES PROPOSAL FOR:



CMS Requirements Document



In Association With



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DEFINITIONS

| Term | Definition |
|-------------|--|
| CMS | Content Management System, is a software for users to create, manage, and modify content on a website without the need for coding/programming. |
| Super Admin | A user who has complete access and control on all objects, folders, roles templates, admins, users and groups in the CMS. |
| Admin | A user who has limited access and control on objects, folders, roles templates, users and groups in the CMS. |
| User | Someone with access to specific or multiple functionalities within the CMS to manage, i.e.: Content manager with permissions to only upload text, images and video in website pages. |
| Role | All users are assigned to specific role and based on the role a set of permissions are given to the user |
| Permissions | All roles are assigned specific allowances on what they can access, view and edit within the CMS. |

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1. Project Scope

This document details the requirements of the Content Management System (“CMS”) of the Primary Healthcare Centres (“PHC”). The features of the CMS are listed below:

PLEASE REVIEW THE LIST BELOW AND DELETE FEATURES WHICH ARE NOT PART OF OUR SCOPE.

| CMS Features |
|--|
| CMS Dashboard |
| Content Type Management |
| Content Management |
| Content Structuring |
| Navigation & Menu System |
| Social Media Integration |
| CDN Video Embedding |
| SEO Tools |
| Built-in SEO Tools |
| Microdata Support for Voice Search |
| Comprehensive & Advanced Search |
| Google Search Indexing Integration |
| Accessibility Compliance |
| Image Gallery |
| Video Gallery |
| Event & Calendar Management |
| Announcements Management |
| Surveys Management |
| Polls Management |
| Statistics |
| Tracking page visitors through the integration of Google Analytics |
| Blog |
| Health Law/Regulations |
| Glossary Section for Medical & Medicine |
| Publications |
| Contact Forms |
| Senior officials |
| Foods |
| Health Tips |
| Diseases List |
| Drug Dictionary |
| Primary Healthcare Centres Information |
| Important Links |
| Tags |
| Live Chat Support (Text) |
| Narration (Web Speech API) |
| AI-Enabled Chatbot (Amazon Lex and Amazon Comprehend Medical) |
| Authorization & Authentication |
| User Roles Management and Permissions |
| Users Permissions & Access Control (Tiered Permissions) |

| CMS Features |
|--|
| Social Media Integration |
| Bulk Records Management |
| Reports Exports |
| Report Module |
| Brand Administration |
| Themes and Colours Management |
| Assistive Technology Integration |
| Language Support |
| Multi-language Content Creation (English & Arabic) |
| Microdata Management |
| Brand Administration |
| Responsive Design Management |
| Responsive Themes |
| Accessibility Features |
| Multi-channel scalability |
| Robust Integrations |
| Detailed Analytics |
| Easy Administration |
| Our Services |
| Programs |
| FAQs |
| PHC initiatives |
| E-service |
| Careers |
| Feedbacks |

2. General Use Cases

| # | Use Case Summary |
|---|--|
| 0 | <p>Functional Requirements will include the following:</p> <ul style="list-style-type: none"> F1: Add a new User. F2: Edit an existing User. F3: Delete an existing User. F4: Activate/Suspend an existing User. F5: Search for an existing User. F6: Add a new Article. F7: Edit an existing Article. F8: Delete an existing Article. F9: Search Articles F10: Add new News. F11: Edit an existing News. F12: Delete an existing News. F13: Search News. F14: Add a new Article Category. F15: Edit an Existing Article Category. F16: Delete an existing Article Category. F17: Search existing Articles Categories. F18: Add a new News Category. |

| # | Use Case Summary |
|---|---|
| | <p>F19: Edit a News Category.</p> <p>F20: Delete news Category.</p> <p>F21: Search for news Category.</p> <p>F22: List & Search System Log.</p> <p>F23: Pending News.</p> <p>F24: Archived News.</p> <p>F25: Republish Archived News.</p> <p>F26: Add a new Role.</p> <p>F27: Edit an existing Role.</p> <p>F28: Add a new event type</p> <p>F29: Schedule event for later</p> <p>F30: Add a new event</p> <p>F31: Add a new announcement</p> <p>F32: Post announcement to multi-channels</p> <p>F33: Maintain surveys</p> <p>F34: Maintain survey templates</p> <p>F35: Distribute survey</p> <p>F36: View surveys results</p> <p>F37: Export Surveys Results</p> <p>F38: Maintain polls</p> <p>F39: Maintain poll templates</p> <p>F40: Schedule poll for later</p> <p>F41: Distribute poll</p> <p>F42: View poll results</p> <p>F43: Export poll Results</p> <p>F44: Maintain Blogs</p> <p>F45: Maintain Blogs Categories</p> <p>F46: Moderate blog comments</p> <p>F47: Manage archiving blogs</p> <p>F48: Maintain Laws and Regulations</p> <p>F49: Maintain Laws and Regulations categories</p> <p>F50: Maintain Medical and Pharmaceutical Terms</p> <p>F51: Maintain Profiles for senior officials</p> <p>F52: View positions of senior officials' hierarchy</p> <p>F53: View statistics</p> <p>F54: Schedule statistics reports</p> <p>F55: Maintain Food Types</p> <p>F56: Maintain Food types categories</p> <p>F57: Maintain Health tips</p> <p>F58: Maintain Health tips categories</p> <p>F59: Maintain Drug data</p> <p>F60: Maintain Publication</p> <p>F61: Maintain Publication categories</p> <p>F62: Maintain Health centers information</p> <p>F63: Maintain diseases</p> <p>F64: Maintain images in image gallery</p> <p>F65: View Existing Content Types</p> <p>F66: Adding a New Content Type</p> <p>F67: Editing Content Types</p> <p>F68: Deleting Content Types</p> <p>F69: Creating a new Content</p> <p>F70: Editing an existing Content</p> <p>F71: Content Versioning and rollback</p> |

| # | Use Case Summary |
|---|---|
| | <p>F72: Maintain Meta tags</p> <p>F73: Maintain Student vacancies</p> <p>F74: Maintain Experienced Professionals</p> <p>F75: Maintain Student vacancies applications</p> <p>F76: Maintain all services in our services page</p> <p>F77: View complaints and feedback.</p> <p>F78: Maintain video links for video gallery</p> <p>F79: Maintain contact us information</p> <p>F80: Maintain Programs</p> <p>F81: Maintain FAQ</p> <p>F82: Maintain Open data reports and links</p> <p>F83: Brand Administration</p> <p>F84: Maintain FAQ categories (sections)</p> <p>F85: Maintain important links</p> <p>F86: Maintain Important links categories</p> <p>F87: View key statistics for open data</p> <p>F88: Manage Accreditations & Certifications</p> <p>F89: Maintain publication under media section</p> |

| F No. | Use Cases |
|-------|---|
| F1 | <p>Add a New User.</p> <ul style="list-style-type: none"> - Intent/Goal: To add a new user. - Primary Actor: Super Admin. - Preconditions: The Super Admin must be logged in to the admin dashboard. - Postconditions: A new user will be created and added to the system. - Constraints/Issues/Risks: <ul style="list-style-type: none"> The Super Admin must ensure that the user has a secure password. The Super Admin must ensure that users are assigned an appropriate role (Super Admin – Admin – Editor). A minimum of one user with the role of Super Admin must exist at all times. - Flow: <ul style="list-style-type: none"> The Super Admin navigates to the user's management section of the dashboard. The Super Admin selects "Add User" and fills in all necessary information of the new user, including his/her first name, last name, email, mobile number, role and landline number. Upon clicking the Save button, the Username and Password is sent to the user via email. |
| F2 | <p>Edit an Existing User.</p> <ul style="list-style-type: none"> - Intent/Goal: To edit an Existing User. - Primary Actor: Super Admin. |

| F No. | Use Cases |
|-------|--|
| | <ul style="list-style-type: none"> - Preconditions: The Super Admin must be logged in to the dashboard. - Postconditions: The user information will be updated. - Constraints/Issues/Risks: <ul style="list-style-type: none"> Only Super Admins can edit users' information. The Super Admin must ensure that users' information is updated correctly and accurately. - Flow: <ul style="list-style-type: none"> The Super Admin navigates to the User's Management section of the dashboard. The Super Admin selects the admin user he/she wants to edit, apply necessary changes to their user data including but not limited to his/her basic information and role. The Super Admin saves edits. |
| F3 | <p>Delete an Existing User.</p> <ul style="list-style-type: none"> - Intent/Goal: To delete User. - Primary Actor: Super Admin. - Preconditions: The Super Admin must be logged in to the dashboard. - Postconditions: The user will be removed from the dashboard. - Constraints/Issues/Risks: <ul style="list-style-type: none"> Only the Super Admin must be authorized to delete users accounts. The Super Admin must ensure that the user being deleted is not the last Super Admin user. - Flow: <ul style="list-style-type: none"> The Super Admin navigates to the user's management section of the dashboard. The Super Admin must select the admin user they want to delete. The Super Admin must confirm that the user is deleted. |
| F4 | <p>Activate/Suspend an Existing User.</p> <ul style="list-style-type: none"> - Intent/Goal: To activate/suspend an Existing User. - Primary Actor: Super Admin. - Preconditions: <ul style="list-style-type: none"> The Super Admin must be logged in to the dashboard. The user account that needs to be suspended must be currently active. The user account that needs to be activated must be suspended. - Postconditions: The user's account will be either activated or suspended in the dashboard. - Constraints/Issues/Risks: <ul style="list-style-type: none"> Only authorized Super Admin will be allowed to activate or suspend user accounts. The Super Admin must ensure that users are not suspended without a valid reason. |

| F No. | Use Cases |
|-------|---|
| | <p>The Super Admin must ensure that users are not activated before the cause for suspension has been resolved.</p> <p>- Flow:</p> <p>The Super Admin must navigate to the user's management section of the dashboard.</p> <p>The Super Admin must select the user he/she wants to activate or suspend.</p> <p>The Super Admin must click on the "Activate" or "Suspend" button depending on the desired action, along with the suspension reason in case of suspension.</p> <p>The user must be either activated or suspended as per selected choice.</p> |
| F5 | <p>Search for an Existing User.</p> <p>- Intent/Goal: To search for a User.</p> <p>- Primary Actor: Super Admin.</p> <p>- Preconditions: The Super Admin must be logged in to the dashboard.</p> <p>- Postconditions: A user will be found in the database and his/her information displayed to the Super Admin.</p> <p>- Constraints/Issues/Risks: None.</p> <p>- Flow:</p> <p>The Super Admin navigates to the user's management section of the dashboard.</p> <p>The Super Admin enters the users first name or last name or email or mobile number in the search box.</p> <p>User data is displayed to the Super Admin.</p> |
| F6 | <p>Add a New Article.</p> <p>- Intent/Goal: To add a new Article.</p> <p>- Primary Actor: Super Admin, Admin and Editor.</p> <p>- Preconditions: The primary actor must be logged in to the dashboard.</p> <p>- Postconditions: A new article will be created and added to the system.</p> <p>- Constraints/Issues/Risks:</p> <p>Primary actors except Super Admin must have permission to add content.</p> <p>In case of unauthorized primary actors, approval must be obtained using one of the authorized primary actors for the content to be added and published.</p> <p>-Flow:</p> <p>Authorized primary actors navigate to the articles section of the dashboard.</p> <p>Authorized primary actors add a new article, including article title, SEO description, SEO title and content. Article content editor component will include necessary options to format text.</p> <p>Authorized primary actors can select to save new articles as draft or publish it online.</p> |
| F7 | <p>Edit an Existing Article.</p> |

| F No. | Use Cases |
|-------|---|
| | <ul style="list-style-type: none"> - Intent/Goal: To edit an Existing Article. - Primary Actor: Super Admin, Admin and Editor. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: An existing article will be updated on the system. - Constraints/Issues/Risks: <p>Primary actors except Super Admin must have permission to update content.</p> <p>In case of unauthorized primary actors, an approval must be obtained by using one of the authorized primary actors for the content to be updated and published.</p> - Flow: <p>Authorized primary actors navigate to the articles section of the dashboard, search for the article they wish to update.</p> <p>Authorized primary actors update existing article content. Update can be on article title, SEO description, SEO title and/or content. Article content editor component will include necessary options to format text.</p> <p>Authorized primary actors can select to publish the updated copy.</p> |
| F8 | <p>Delete an Existing Article.</p> <ul style="list-style-type: none"> - Intent/Goal: To delete an Existing Article. - Primary Actor: Super Admin, Admin. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: An existing article will be deleted permanently from the system. - Constraints/Issues/Risks: <p>Only Super Admin and Admin can delete articles.</p> - Flow: <p>Super Admin and Admin navigate to the articles section of the dashboard, search for the article they wish to delete.</p> <p>Super Admin and Admin delete one of the existing articles after entering the deletion reason.</p> |
| F9 | <p>Search for an Article.</p> <ul style="list-style-type: none"> - Intent/Goal: To search for Articles. - Primary Actor: Super Admin, Admin and Editor. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: An existing article will be located on the system. - Constraints/Issues/Risks: None. - Flow: <p>Authorized primary actors navigate to the articles section of the dashboard, search for the article using article title and/or content.</p> |

| F No. | Use Cases |
|-------|---|
| | Upon locating the article, primary actors can print, view or edit the located article. |
| F10 | <p>Add News.</p> <ul style="list-style-type: none"> - Intent/Goal: To add News. - Primary Actor: Super Admin, Admin and Editor. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: News will be created and added to the system. - Constraints/Issues/Risks: <p>Primary actors except Super Admin must have permission to add content.</p> <p>In case of unauthorized primary actors, an approval must be done using one of the authorized primary actors for the content to be added and published.</p> - Flow: <p>Authorized primary actors navigate to the news section of the dashboard.</p> <p>Authorized primary actors add news records, including news title, SEO description, SEO title and content. News content editor component will include necessary options to format text.</p> <p>Authorized primary actors can select to save new news as draft or publish it online.</p> |
| F11 | <p>Edit News.</p> <ul style="list-style-type: none"> - Intent/Goal: To edit News. - Primary Actor: Super Admin, Admin and Editor. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: An existing news will be updated on the system. - Constraints/Issues/Risks: <p>Primary actors except Super Admin must have permission to update content.</p> <p>In case of unauthorized primary actors, an approval must be obtained using one of the authorized primary actors for the content to be updated and published.</p> - Flow: <p>Authorized primary actors navigate to the news section and search for the news they wish to update.</p> <p>Authorized primary actors update existing news content. Update can be on news title, SEO description, SEO title and/or content. News content editor component will include necessary options to format text.</p> <p>Authorized primary actors can select to publish the updated copy.</p> |
| F12 | <p>Delete News.</p> <ul style="list-style-type: none"> - Intent/Goal: To delete News. - Primary Actor: Super Admin and Admin. - Preconditions: The primary actor must be logged in to the dashboard. |

| F No. | Use Cases |
|-------|--|
| | <ul style="list-style-type: none"> - Postconditions: An existing news will be deleted permanently from the system. - Constraints/Issues/Risks: Only Super Admin and Admin can delete News. - Flow: Super Admin and Admin navigate to the News section and search for the news they wish to delete. Super Admin and Admin deletes targeted news after entering the deletion reason. |
| F13 | <p>Search for News.</p> <ul style="list-style-type: none"> - Intent/Goal: To search for News. - Primary Actor: Super Admin, Admin and Editor. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: An existing news will be located on the system. - Constraints/Issues/Risks: None. - Flow: Authorized primary actors navigate to the News section and search for the news using news title or content. Upon locating the article, primary actors can print, view or edit the located article. |
| F14 | <p>Add an Article Category.</p> <ul style="list-style-type: none"> - Intent/Goal: To add a new Article Category. - Primary Actor: Super Admin and Admin. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: A new Article Category will be created and added to the system. - Constraints/Issues/Risks: Primary actors except Super Admin must have permission to add an article category. - Flow: Authorized primary actors navigate to the Articles Category section. Authorized primary actors adds a new article category. |
| F15 | <p>Edit an Article Category.</p> <ul style="list-style-type: none"> - Intent/Goal: To edit an Existing Article Category. - Primary Actor: Super Admin, Admin and Editor. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: An existing Article Category will be updated on the system. |

| F No. | Use Cases |
|-------|--|
| | <ul style="list-style-type: none"> - Constraints/Issues/Risks: Primary actors except Super Admin must have permission to update article categories. -Flow: <ul style="list-style-type: none"> Authorized primary actors navigate to the Articles Category section. Authorized primary actors updates the article category name. |
| F16 | <p>Delete an Article Category.</p> <ul style="list-style-type: none"> - Intent/Goal: To delete Existing Article Category. - Primary Actor: Super Admin, Admin. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: An existing Article Category will be deleted from the system. - Constraints/Issues/Risks: <ul style="list-style-type: none"> Primary actors except Super Admin must have permission to delete an existing Article category. Article category must not have any articles assigned to it. -Flow: <ul style="list-style-type: none"> Authorized primary actors navigate to the Articles Category section. Authorized primary actors deletes the article category. |
| F17 | <p>Search for an Article Category.</p> <ul style="list-style-type: none"> - Intent/Goal: To search for an Article Category. - Primary Actor: Super Admin, Admin. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: An existing article category will be located on the system. - Constraints/Issues/Risks: None. -Flow: <ul style="list-style-type: none"> Authorized primary actors navigate to the Article Categories section and search for the article category. Upon locating the article category, primary actors can view or edit the located article category. |
| F18 | <p>Add a News Category.</p> <ul style="list-style-type: none"> - Intent/Goal: To add a News Category. - Primary Actor: Super Admin, Admin. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: A new News Category will be created and added to the system. - Constraints/Issues/Risks: <ul style="list-style-type: none"> Primary actors except Super Admin must have permission to add a news category. -Flow: |

| F No. | Use Cases |
|-------|--|
| | <p>Authorized primary actors navigate to the News Category section of the dashboard.</p> <p>Authorized primary actors add a new News Category.</p> |
| F19 | <p>Edit a News Category.</p> <ul style="list-style-type: none"> - Intent/Goal: To edit an Existing News Category. - Primary Actor: Super Admin, Admin and Editor. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: An existing News Category will be updated on the system. - Constraints/Issues/Risks: <p>Primary actors except Super Admin must have permission to update an existing News Category.</p> <p>-Flow:</p> <p>Authorized primary actors navigate to the News Category section of the dashboard.</p> <p>Authorized primary actors updates the news category name.</p> |
| F20 | <p>Delete News Category</p> <ul style="list-style-type: none"> - Intent/Goal: To delete Existing News Categories. - Primary Actor: Super Admin and Admin. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: An existing News Category will be deleted from the system. - Constraints/Issues/Risks: <p>Primary actors except Super Admin must have permission to delete an existing News Category.</p> <p>News Category must not have any news assigned to it.</p> <p>-Flow:</p> <p>Authorized primary actors navigate to the News Category section of the dashboard.</p> <p>Authorized primary actors delete the News Category.</p> |
| F21 | <p>Search for News Categories.</p> <ul style="list-style-type: none"> - Intent/Goal: To search for a News Category. - Primary Actor: Super Admin and Admin. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: An existing news category will be located on the system. - Constraints/Issues/Risks: None. <p>-Flow:</p> <p>Authorized primary actors navigate to the News Categories section and search for the news category.</p> |

| F No. | Use Cases |
|-------|--|
| | Upon locating the news category, primary actors can view or edit the located news category. |
| F22 | <p>List and Search System Log.</p> <ul style="list-style-type: none"> - Intent/Goal: To search for System Log. - Primary Actor: Super Admin and Admin. - Preconditions: The primary actor must be logged in to the dashboard. - Postconditions: An existing System Log will be located on the system including (Task Author, Task Timestamp, IP Address, Task Type (Add record – Modify Record – Delete Record)) - Constraints/Issues/Risks: None. <p>-Flow: Authorized primary actors navigate to the System Log section and search for and view available System Log for any user on the system.</p> |
| F23 | <p>Pending News.</p> <ul style="list-style-type: none"> -Intent/Goal: To see pending news and approve them. -Primary Actor: Super Admin and Admin. -Preconditions: Primary actor must be logged in and must have permission to approve news. -Post conditions: A pending news item will be approved and published. -Constraints/Issues/Risks: The primary actor must ensure that news has no faults/typos to be published. <p>Flow: Primary Actor login to the admin dashboard.</p> <p>From the dashboard navigation, click on the Alert icon in the top right corner or select Pending News from News >>Pending News.</p> <p>From the Pending News screen, select the news item to review its content and approve or reject it.</p> <p>Click Approve to approve the news or Reject to reject it with the reject reason.</p> |
| F24 | <p>Archive News.</p> <ul style="list-style-type: none"> -Intent/Goal: To archive news items. -Primary Actor: Super Admin and Admin. -Preconditions: Primary actors must be logged in and must have permission to archive news. - Post conditions: A published news item will be archived and removed from the website. -Constraints/Issues/Risks: <p>The primary actor must ensure he/she has authorization to archive news items.</p> <p>Flow: Primary Actor login to the Admin Dashboard.</p> <p>From the dashboard navigation, click on News >>Published News.</p> <p>From the Published News screen, select the target news item to view them.</p> <p>Click the “Archive” button, a pop-up alert asking if you wish to archive the selected item will pop-up.</p> |

| F No. | Use Cases |
|-------|---|
| | On Selecting Yes option, the selected news item will be archived. |
| F25 | <p>Republish Archived News.</p> <p>-Intent/Goal: To see Archived News and republish them again.</p> <p>-Primary Actor: Super Admin and Admin.</p> <p>-Preconditions: The primary actor must be logged in and must have permission to retrieve and republish news.</p> <p>-Post conditions: Archived news will be republished.</p> <p>-Constraints/Issues/Risks: The primary actor must ensure they are authorized to retrieve and republish archived news.</p> <p>-Flow.</p> <p>Primary Actor login to the Admin Dashboard.</p> <p>From the dashboard navigation, select Archived News from News >> Pending News.</p> <p>From the Archived News screen, select the news to review to review its contents and republish or reject it.</p> <p>Click Republish to republish the news or Reject to reject it with the reject reason.</p> |
| F26 | <p>Add a new Role</p> <ul style="list-style-type: none"> - Intent/Goal: To add a new role. - Primary Actor: Super Admin. - Preconditions: The Super Admin must be logged in to the admin dashboard. - Postconditions: A new role will be created and added to the system. - Flow: <p>The Super Admin navigates to the role's management section of the dashboard.</p> <p>The Super Admin selects "Add Role" and fills in all necessary information of the new role, role name and permissions.</p> <p>Upon clicking the Save button, the role will be added to the system.</p> |
| F27 | <p>Edit an existing role</p> <ul style="list-style-type: none"> - Intent/Goal: To edit an Existing Role. - Primary Actor: Super Admin. - Preconditions: The Super Admin must be logged in to the dashboard. - Postconditions: The role information will be updated. - Flow: <p>The Super Admin navigates to the Role's Management section of the dashboard.</p> <p>The Super Admin selects the role he/she wants to edit, and changes the role's permissions and role name if desired.</p> |

| F No. | Use Cases |
|-------|--|
| | The Super Admin saves edits. |
| F28 | Add a New Event type <ul style="list-style-type: none"> - Intent/Goal: To add a New Event. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: A new event type should be added. - Flow: <ul style="list-style-type: none"> Primary Actor navigates to the Event's Management section of the dashboard. Primary Actor selects Adding a new event type, and adds the event type name. Primary Actor saves the new type. |
| F29 | Schedule Event to be added: <ul style="list-style-type: none"> - Intent/Goal: To schedule an Event. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: An event should be scheduled to be added later. - Flow: <ul style="list-style-type: none"> Primary Actor navigates to the Event's Management section of the dashboard. Primary Actor selects and schedules an event, chooses the event needed to be scheduled for later and the scheduling date. Primary Actor saves the changes. |
| F30 | Add a new Event <ul style="list-style-type: none"> - Intent/Goal: add a new Event. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: A new event should be added. - Flow: <ul style="list-style-type: none"> Primary Actor navigates to the Event's Management section of the dashboard. Primary Actor selects adding a new event, adds the event information and type and schedule time if needed. Admin save the new event. |
| F31 | Maintain Announcements <ul style="list-style-type: none"> - Intent/Goal: maintain Announcements. |

| F No. | Use Cases |
|-------|---|
| | <ul style="list-style-type: none"> - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a announcement. - Flow for adding announcement: <p>Primary Actor navigates to the Announcement's Management section of the dashboard.</p> <p>Primary Actor selects adding a new announcement, adds the announcement information and the multimedia related and the targeted users, admin can target a group of users to be targeted or target users based on geo location.</p> <p>Primary Actor save the new announcement</p> |
| F32 | <p>Post announcement to multi-channels</p> <ul style="list-style-type: none"> - Intent/Goal: post announcement for users through several channels. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: An announcement should be posted to the required channel. - Flow: <p>Primary Actor navigates to the Announcement's Management section of the dashboard.</p> <p>Primary Actor chooses the announcement he wants to post and chooses the channel (Email, SMS,) he wants to post the announcement through.</p> <p>Primary Actor post the announcement</p> |
| F33 | <p>Maintain surveys</p> <ul style="list-style-type: none"> - Intent/Goal: Maintain all Surveys. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a survey. - Flow for adding a survey: <p>Primary Actor navigates to the Survey's Management section of the dashboard.</p> <p>Primary Actor selects adding new survey, choose questions and their types (Multiple choice, single choice, text, true/false, rating scale)</p> <p>Primary Actor save the new survey</p> |
| F34 | <p>Maintain Surveys templates</p> <ul style="list-style-type: none"> - Intent/Goal: Maintain all Surveys templates. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. |

| F No. | Use Cases |
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| | <ul style="list-style-type: none"> - Postconditions: Primary Actor can Add, Edit, Delete or search for a survey template. - Flow for adding a survey template: <ul style="list-style-type: none"> Primary Actor navigates to the Survey's Management section of the dashboard. Primary Actor selects adding new survey template, choose questions types (Multiple choice, single choice, text, true/false, rating scale) Primary Actor save the new survey template |
| F35 | Distribute survey <ul style="list-style-type: none"> - Intent/Goal: to Distribute survey. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can distribute surveys. - Flow: <ul style="list-style-type: none"> Primary Actor navigates to the Survey's Management section of the dashboard. Primary Actor selects distribute survey, distribute surveys via email, social media |
| F36 | View survey results <ul style="list-style-type: none"> - Intent/Goal: view survey results. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can analyze survey results. - Flow: <ul style="list-style-type: none"> Primary Actor navigates to the Survey's Management section of the dashboard. Primary Actor selects the survey to see its results and analyze survey responses in real-time. |
| F37 | Export Survey Results <ul style="list-style-type: none"> - Intent/Goal: view survey results. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can export survey results. - Flow: <ul style="list-style-type: none"> Primary Actor navigates to the Survey's Management section of the dashboard Primary Actor selects the survey they wish to see and export its result, and export survey results data to HTML, XLS, and PDF. |
| F38 | Maintain Polls <ul style="list-style-type: none"> - Intent/Goal: Maintain Polls data. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. |

| F No. | Use Cases |
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| | <ul style="list-style-type: none"> - Postconditions: Primary Actor can Add, Edit, Delete or search for a poll. - Flow for adding a poll: <ul style="list-style-type: none"> Primary Actor navigates to the poll's Management section of the dashboard. Primary Actor selects adding new poll, choose question and its template. Admin save the new Poll |
| F39 | Maintain Polls Template <ul style="list-style-type: none"> - Intent/Goal: Maintain all Polls template. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a survey poll template, which is a Poll which can be imported as is in a new Poll request by primary actor. - Flow for adding a poll template: <ul style="list-style-type: none"> Primary Actor navigates to the Poll's Management section of the dashboard. Primary Actor selects adding new Poll template, choose question type, define different poll questions. Primary Actor save the new Poll as a template |
| F40 | Schedule Poll <ul style="list-style-type: none"> - Intent/Goal: To schedule a Poll. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: A poll should be scheduled to be added later. - Flow: <ul style="list-style-type: none"> Primary Actor navigates to the Poll's Management section of the dashboard. Primary Actor can selects and schedules a poll, chooses the poll needed to be scheduled for later and the scheduling date. |
| F41 | Distribute Poll <ul style="list-style-type: none"> - Intent/Goal: to Distribute Poll. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can distribute polls. - Flow: <ul style="list-style-type: none"> Primary Actor navigates to the Poll's Management section of the dashboard. Primary Actor selects distribute poll, distribute polls via email, social media |
| F42 | View poll results |

| F No. | Use Cases |
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| | <ul style="list-style-type: none"> - Intent/Goal: view poll results. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can analyze poll results. - Flow: Primary Actor navigates to the Poll's Management section of the dashboard. Primary Actor selects the poll to see its results and analyze survey responses in real-time. |
| F43 | Export poll results <ul style="list-style-type: none"> - Intent/Goal: view poll results. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can export poll results. - Flow: Primary Actor navigates to the Poll's Management section of the dashboard Primary Actor can select the poll to see its results and export survey results data to HTML, XLS, and PDF. |
| F44 | Maintain Blog Posts <ul style="list-style-type: none"> - Intent/Goal: Maintain Blog Posts. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a blog posts. - Flow for managing a blog post: Primary Actor navigates to the blog's Management section of the dashboard. Primary Actor can add new blog post, search, edit or delete existing blog posts. |
| F45 | Maintain Blog Categories <ul style="list-style-type: none"> - Intent/Goal: Maintain all Blog Categories. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a blog category. - Flow for managing a blog category: Primary Actor navigates to the blog categories management section of the dashboard. Primary Actor can search, add new, edit or delete existing blog categories. |
| F46 | Moderate blog comments <ul style="list-style-type: none"> - Intent/Goal: Approve/disapprove a blog comment. - Primary Actor: Super Admin, Admin. |

| F No. | Use Cases |
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| | <ul style="list-style-type: none"> - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can approve or disapprove a blog comment. - Flow: <p>Primary Actor navigates to the blog's Management section of the dashboard.</p> <p>Primary Actor selects a blog and navigate to blog comment, choose the comment and approve or disapprove it if he/she approves it then it will be published. If he/she disapproved it will be removed.</p> |
| F47 | Managing blog archive <ul style="list-style-type: none"> - Intent/Goal: Archive/unarchive a blog post. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can archive or unarchive a blog post. |
| F48 | Maintain Laws and Regulation <ul style="list-style-type: none"> - Intent/Goal: Maintain all Laws and regulation. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for Laws and regulations. |
| F49 | Maintain Laws and Regulations Categories <ul style="list-style-type: none"> - Intent/Goal: Maintain all Laws and regulation categories. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a regulation category |
| F50 | Maintain Medical and Pharmaceutical Terms <ul style="list-style-type: none"> - Intent/Goal: Maintain all Medical and Pharmaceutical Terms. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a term. - Flow for adding a term: <p>Primary Actor navigates to the Medical and Pharmaceutical Terms' Management section of the dashboard.</p> <p>Primary Actor adds a term and its definition and optionally add links for further information and optionally the admin can add sound pouncing for hard terms.</p> |
| F51 | Maintain Profiles for Senior Officials. <ul style="list-style-type: none"> - Intent/Goal: Maintain all Profiles for senior officials. |

| F No. | Use Cases |
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| | <ul style="list-style-type: none"> - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a profile. - Flow for adding new profile: Primary Actor navigates to the senior officials Management section of the dashboard. Primary Actor adds Senior Officials profiles including their biography, role, and responsibilities. Optionally admin can add a picture for the senior official to his/her profile. |
| F52 | View positions of senior officials' hierarchy <ul style="list-style-type: none"> - Intent/Goal: View a hierarchy for positions of senior officials. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actors can add, edit or delete Senior Officials position in the PHC Hierarchy and view this presented in an organization tree style chart. |
| F53 | View statistics <ul style="list-style-type: none"> - Intent/Goal: View statistics for the portal traffic to understand user behavior and engagement. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor has access to visual statistics to help him to make decisions. - Flow: Primary Actors navigates to the statistics Management section of the dashboard. Primary Actors is given visual statistics such as charts and graphs of portal traffic and usage statistics for easy analysis and reporting that also measure the performance of different content types (e.g., articles, events, publications) to assess their popularity. |
| F54 | Schedule statistics reports <ul style="list-style-type: none"> - Intent/Goal: Schedule statistics reports to be sent to primary actors. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Statistics reports are scheduled to be sent to primary actors. - Flow: Primary Actors navigates to the statistics reports management section of the dashboard. Primary Actors schedule timing to send the reports. |
| F55 | Maintain Food Types <ul style="list-style-type: none"> - Intent/Goal: Maintain Food Types. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a food type. |

| F No. | Use Cases |
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| | <ul style="list-style-type: none"> - Flow for adding a food type: Primary Actor navigates to the Resources' Management section of the dashboard into the Food Types tab. Primary Actor can search for, add new food types including their image, benefits, category of this food type, edit or delete any food type. |
| F56 | Maintain Food Types Categories <ul style="list-style-type: none"> - Intent/Goal: Maintain Foods categories. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a food types category. - Flow for adding a food category: Primary Actor navigates to the Food Types Categories management section of the dashboard. Primary Actor can add new, search for, edit or delete any food types categories. |
| F57 | Maintain Health Tips <ul style="list-style-type: none"> - Intent/Goal: Maintain Health tips. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a Health tips. - Flow for adding a Health tip: Primary Actor navigates to the Health Tips Management section of the dashboard Primary Actor can add new, search for, edit or delete Health tips |
| F58 | Maintain Health Tips Categories <ul style="list-style-type: none"> - Intent/Goal: Maintain Health tips categories. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for Health tips categories. - Flow for adding a Health tip category: Primary Actor navigates to the Health Tips Categories Management section of the dashboard. Primary Actor can add new, search for, edit or delete Health Tips Categories. |
| F59 | Maintain Drugs Data <ul style="list-style-type: none"> - Intent/Goal: Maintain Drugs Data - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a Drug Data |

| F No. | Use Cases |
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| | <ul style="list-style-type: none"> - Flow for adding a Drug: The admin navigates to the Drugs Management section of the dashboard. The primary actor can adds, edit a drug with its data including usage, dosage, side effects, and contraindications or delete a drug. |
| F60 | Maintain Publications <ul style="list-style-type: none"> - Intent/Goal: Maintain Publications. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete, or search for a publication. - Flow for adding a Publication: Primary actors navigates to the Publications Management section of the dashboard to add new Publication, search for, edit or delete one. |
| F61 | Maintain Publication Categories <ul style="list-style-type: none"> - Intent/Goal: Maintain Publication categories. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for publication categories. - Flow for adding a publication category: Primary actors navigates to the Publications Categories Management section of the dashboard to add new Publication category, search for, edit or delete one. |
| F62 | Maintain Health Centers Data <ul style="list-style-type: none"> - Intent/Goal: Maintain Health centers. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a Health center. - Flow for adding a Health center: Primary actors navigates to the Health Centers Management section of the dashboard to add new HC data including services provided, GEO location, 6mingsm...etc, search for, edit or delete one. |
| F63 | Maintain Diseases Data <ul style="list-style-type: none"> - Intent/Goal: Maintain Diseases. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a disease. - Flow for adding a disease: Primary actors navigates to the Disease Management section of the dashboard to add new Disease including its symptoms, causes, treatment, prevention, and links to the disease related downloadable materials, search for, edit or delete one. |

| F No. | Use Cases |
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| F64 | Maintain Images in Image gallery <ul style="list-style-type: none"> - Intent/Goal: Maintain Images. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Delete an image in the image gallery. |
| F65 | View existing Content Types <ul style="list-style-type: none"> - Intent/Goal: View existing Content types. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can view a list of existing content types such as Articles, Blog Posts, FAQ, News, Events, Pages, etc |
| F66 | Adding a new content type <ul style="list-style-type: none"> - Intent/Goal: Add content type. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Delete an image in the image gallery. - Flow: <p>The admin navigates to the Content' Management section of the dashboard.</p> <p>Create New: To add a new content type, the Primary actor clicks on the "Add New" button or similar action.</p> <p>Define Type: Primary actor specifies the name and description of the new content type (e.g., "clinic Reviews").</p> <p>Configure Optional Fields: The Primary actor uses a form builder or configuration tool to define optional fields specific to "Clinic Reviews," such as rating, reviewer name, review date, etc.</p> <p>Save: After configuring, the admin saves the new content type.</p> |
| F67 | Editing an existing content type <ul style="list-style-type: none"> - Intent/Goal: Edit Existing content type. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Edit content type. - Flow <p>The Primary actor navigates to the Content' Management section of the dashboard.</p> <p>Edit: The admin selects an existing content type to edit.</p> |

| F No. | Use Cases |
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| | <p>Modify Fields: The Primary actor can add, remove, or modify optional fields associated with the content type.</p> <p>Update: After making changes, the Primary actor saves the updated content type configuration.</p> |
| F68 | <p>Delete content type</p> <ul style="list-style-type: none"> - Intent/Goal: Delete content type. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. content type not used in existing content. - Postconditions: Primary Actor can Delete content type. - Flow: The admin navigates to the Content' Management section of the dashboard <p>Delete: If needed, the admin can delete a content type that is no longer required.</p> <p>Confirm: The system prompts the admin to confirm the deletion action due to its irreversible nature.</p> |
| F69 | <p>Creating New Content</p> <ul style="list-style-type: none"> - Intent/Goal: Create Content. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add new content. - Flow: The admin navigates to the Content' Management section of the dashboard <p>Select Type: When creating new content (e.g., a new Article), the Primary actor selects the appropriate content type from the available options.</p> <p>Fill Fields: The Primary actor fills in the fields based on the optional fields configured for that content type.</p> <p>Save: After entering content details, the Primary actor saves the new content.</p> |
| F70 | <p>Editing existing content</p> <ul style="list-style-type: none"> - Intent/Goal: Edit Content. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Edit content. - Flow: The admin navigates to the Content' Management section of the dashboard <p>Access Content: The admin accesses existing content of a specific type (e.g., editing an existing Article).</p> |

| F No. | Use Cases |
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| | <p>Modify Fields: The admin can modify the content fields, including optional fields if needed.</p> <p>Update: After making changes, the admin saves the updated content.</p> |
| F71 | <p>Content Versioning and rollback</p> <ul style="list-style-type: none"> - Intent/Goal: View different visions and rollback to any version of Content. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can View different visions and rollback to any version of the specified content. |
| F72 | <p>Maintain Meta Tags</p> <ul style="list-style-type: none"> - Intent/Goal: Maintain Meta Tags. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search for a meta tag. - Flow: The admin navigates to the SEO Tools' Management section of the dashboard the admin views existing meta tags and can add a new one or delete any of the existing ones. |
| F73 | <p>Maintain Student Vacancies</p> <ul style="list-style-type: none"> - Intent/Goal: Maintain Student Vacancies - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search Student Vacancies (Ex. information internship opportunities, traineeships, etc. for students). - Flow: The admin navigates to the Student Vacancies Management section of the dashboard the admin views existing Student Vacancies and can add a new one or, edit/ delete any of the existing ones. |
| F74 | <p>Maintain Jobs</p> <ul style="list-style-type: none"> - Intent/Goal: Maintain Job Vacancies - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Delete or search different HC specific or general job postings. - Flow: The admin navigates to the Job Vacancies Management section of the dashboard the admin views existing Job Vacancies and can add a new one or, edit/ delete any of the existing ones. |

| F No. | Use Cases |
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| F75 | Moderate Student Vacancies Applications <ul style="list-style-type: none"> - Intent/Goal: Moderate Students Applications for Published Vacancies - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can view, reject, accept different students' application in different Student vacancies. - Flow: The Primary actor navigates to the Student Vacancies Management section of the dashboard the primary actor view existing applications and can view, accept or reject any of the found student applications. |
| F76 | View Feedbacks & Complaints <ul style="list-style-type: none"> - Intent/Goal: View Visitors Feedback & Complaints as posted on the website. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can view, respond to any of the visitors Feedback or complaints - Flow: The Primary actor navigates to the Feedback & Complaints section in the dashboard. The primary actor can then view, search for any of the submitted feedback or complaints and responds as needed. |
| F77 | Maintain Video Gallery <ul style="list-style-type: none"> - Intent/Goal: Maintain a complete video gallery based on videos embedded links. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can add, edit, search for or delete video links in the video gallery. - Flow: The Primary actor navigates to the Video Gallery section in the dashboard. The primary actor can then add, edit or delete videos through their embedded links. |
| F78 | Maintain Contact Us Page Information. <ul style="list-style-type: none"> - Intent/Goal: Maintain Contact Us Page information. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can update Contact Us page information. - Flow: The Primary actor navigates to the Pages section, select to Edit the Contact Us page to update its information. |

| F No. | Use Cases |
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| F79 | Maintain Programs <ul style="list-style-type: none"> - Intent/Goal: Maintain Programs Data. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Search for or Delete Programs Data. - Flow: The Primary actor navigates to the Manage Programs section in the Dashboard. - The primary actor can add new programs including their title, image, description, edit, search for or delete programs |
| F80 | Maintain FAQs <ul style="list-style-type: none"> - Intent/Goal: Maintain FAQ Data. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can Add, Edit, Search for or Delete FAQs. - Flow: The Primary actor navigates to the Manage FAQ section in the Dashboard. <p>The primary actor can add new FAQ, edit, search for or delete FAQs</p> |
| F81 | Maintain Open Data Reports <ul style="list-style-type: none"> - Intent/Goal: View, Download Reports - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can view, download reports. - Flow: The Primary actor navigates to the Reports section in the Dashboard. <p>The primary actor can view, download any of the system reports</p> |
| F82 | Brand Administration <ul style="list-style-type: none"> - Intent/Goal: Maintain Website Branding. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: Primary Actor can update website colors, logo, main images. - Flow: The Primary actor navigates to the Manage Brand section in the Dashboard. <p>The primary actor can update website colors, main images and website logo</p> |

| F No. | Use Cases |
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| F83 | Live Chat - Visitors <ul style="list-style-type: none"> - Intent/Goal: Initiate text live chat with Admin. - Primary Actor: Visitor, Admin. - Preconditions: The Visitor must provide details like Name, Email, Phone Number and Purpose of the chat request before initiating the chat call. - Postconditions: Primary Actor can view chat requests, approve, and chat or reject chat requests. - Flow: The Primary Actor navigates to the chat section of the dashboard Primary Actor can view chat requests, approve of reject any of those requests. For those approved, Primary Actor can have text based chat with site visitors |
| F84 | Narrate Website Content <ul style="list-style-type: none"> - Intent/Goal: Provide audio narration for website content to enhance accessibility. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: The Primary Actor can add, edit, or delete audio narrations for website content. - Flow: The Primary Actor navigates to the Manage Narrations section in the Dashboard. The Primary Actor can select a webpage or specific content block for narration. The Primary Actor can upload an audio file containing the narration. The Primary Actor can add metadata to the narration (e.g., language, speaker details). The Primary Actor can edit or replace existing narrations. The Primary Actor can delete existing narrations. The Primary Actor can preview the narration alongside the content. The Primary Actor can save changes to make the narration live on the website. |
| F85 | Narrate Website Content <ul style="list-style-type: none"> - Intent/Goal: Provide audio narration for website content to enhance accessibility. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: The Primary Actor can add, edit, or delete audio narrations for website content. - Flow: The Primary Actor navigates to the Manage Narrations section in the Dashboard. The Primary Actor can select a webpage or specific content block for narration. The Primary Actor can upload an audio file containing the narration. The Primary Actor can add metadata to the narration (e.g., language, speaker details). The Primary Actor can edit or replace existing narrations. The Primary Actor can delete existing narrations. The Primary Actor can preview the narration alongside the content. The Primary Actor can save changes to make the narration live on the website. |
| F86 | AI Chatbot <ul style="list-style-type: none"> - Intent/Goal: Integrate and manage an AI chatbot for improved user interaction and support. - Primary Actor: Super Admin, Admin. - Preconditions: The Super Admin or Admin must be logged in to the dashboard. - Postconditions: The Primary Actor can configure, update, and monitor the AI chatbot. - Flow: The Primary Actor navigates to the AI Chatbot section in the Dashboard. The Primary Actor can configure the chatbot settings (e.g., greetings, responses). The Primary Actor can test the chatbot interactions. The Primary Actor can save changes to make the updated chatbot live on the website. |

| F No. | Use Cases |
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| F87 | Careers Page Content <ul style="list-style-type: none"> – Intent/Goal: Manage the content on the Careers page. – Primary Actor: Super Admin, Admin. – Preconditions: The Super Admin or Admin must be logged in to the dashboard. – Postconditions: The Primary Actor can add, edit, or delete job postings and related content. – Flow: <p>The Primary Actor navigates to the Careers Page section in the Dashboard.</p> <p>The Primary Actor can add new job postings including title, description, requirements, and application details.</p> <p>The Primary Actor can edit existing job postings.</p> <p>The Primary Actor can delete expired or filled job postings.</p> <p>The Primary Actor can preview the Careers page.</p> <p>The Primary Actor can save changes to update the Careers page on the website.</p> |
| F88 | E-Services Data <ul style="list-style-type: none"> – Intent/Goal: Maintain data related to e-services offered on the website. – Primary Actor: Super Admin, Admin. – Preconditions: The Super Admin or Admin must be logged in to the dashboard. – Postconditions: The Primary Actor can add, edit, search for, or delete e-services data. – Flow: <p>The Primary Actor navigates to the Manage E-Services section in the Dashboard.</p> <p>The Primary Actor can add new e-services including title, description, and related documents.</p> <p>The Primary Actor can edit existing e-services.</p> <p>The Primary Actor can search for specific e-services.</p> <p>The Primary Actor can delete unwanted e-services.</p> <p>The Primary Actor can save changes to update the e-services on the website.</p> |
| F89 | Manage Useful Links Data <ul style="list-style-type: none"> – Intent/Goal: Maintain data related to useful links provided on the website. – Primary Actor: Super Admin, Admin. – Preconditions: The Super Admin or Admin must be logged in to the dashboard. – Postconditions: The Primary Actor can add, edit, search for, or delete useful links data. – Flow: <p>The Primary Actor navigates to the Manage Useful Links section in the Dashboard.</p> <p>The Primary Actor can add new useful links including title, URL, and description.</p> <p>The Primary Actor can edit existing useful links.</p> <p>The Primary Actor can search for specific useful links.</p> <p>The Primary Actor can delete unwanted useful links.</p> <p>The Primary Actor can save changes to update the useful links on the website.</p> |
| F90 | Manage Events Data <ul style="list-style-type: none"> – Intent/Goal: Maintain data related to events displayed on the website. – Primary Actor: Super Admin, Admin. – Preconditions: The Super Admin or Admin must be logged in to the dashboard. – Postconditions: The Primary Actor can add, edit, search for, or delete events data. – Flow: <p>The Primary Actor navigates to the Manage Events section in the Dashboard.</p> <p>The Primary Actor can add new events including title, date, location, and description.</p> <p>The Primary Actor can edit existing events.</p> <p>The Primary Actor can search for specific events.</p> <p>The Primary Actor can delete past or cancelled events.</p> <p>The Primary Actor can save changes to update the events on the website.</p> |
| F91 | Manage Digital Participation Page Content <ul style="list-style-type: none"> – Intent/Goal: Maintain the content on the Digital Participation page. – Primary Actor: Super Admin, Admin. – Preconditions: The Super Admin or Admin must be logged in to the dashboard. – Postconditions: The Primary Actor can add, edit, or delete content on the Digital Participation page. |

| F No. | Use Cases |
|-------|---|
| | <ul style="list-style-type: none"> – Flow: – The Primary Actor navigates to the Digital Participation Page section in the Dashboard. – The Primary Actor can add new content such as articles, links, and resources. – The Primary Actor can edit existing content. – The Primary Actor can delete outdated or irrelevant content. – The Primary Actor can preview the Digital Participation page. – The Primary Actor can save changes to update the Digital Participation page on the website. |
| F92 | Manage Services Data <ul style="list-style-type: none"> – Intent/Goal: Maintain data related to the services offered on the website. – Primary Actor: Super Admin, Admin. – Preconditions: The Super Admin or Admin must be logged in to the dashboard. – Postconditions: The Primary Actor can add, edit, search for, or delete services data. – Flow: <ul style="list-style-type: none"> The Primary Actor navigates to the Manage Services section in the Dashboard. The Primary Actor can add new services including title, description, and related documents. The Primary Actor can edit existing services. The Primary Actor can search for specific services. The Primary Actor can delete unwanted services. The Primary Actor can save changes to update the services on the website. |
| F93 | Manage PHC Incentives Data <ul style="list-style-type: none"> – Intent/Goal: Maintain data related to PHC incentives displayed on the website. – Primary Actor: Super Admin, Admin. – Preconditions: The Super Admin or Admin must be logged in to the dashboard. – Postconditions: The Primary Actor can add, edit, search for, or delete PHC incentives data. – Flow: <ul style="list-style-type: none"> The Primary Actor navigates to the Manage PHC Incentives section in the Dashboard. The Primary Actor can add new incentives including title, description, and criteria. The Primary Actor can edit existing incentives. The Primary Actor can search for specific incentives. The Primary Actor can delete outdated or irrelevant incentives. The Primary Actor can save changes to update the PHC incentives on the website. |
| F94 | Manage Accreditation & Certifications Page Content <ul style="list-style-type: none"> – Intent/Goal: Maintain the content on the Accreditation & Certifications page. – Primary Actor: Super Admin, Admin. – Preconditions: The Super Admin or Admin must be logged in to the dashboard. – Postconditions: The Primary Actor can add, edit, or delete content on the Accreditation & Certifications page. – Flow: <ul style="list-style-type: none"> The Primary Actor navigates to the Accreditation & Certifications Page section in the Dashboard. The Primary Actor can add new accreditation and certification details including title, description, and issuing body. The Primary Actor can edit existing accreditation and certification details. The Primary Actor can delete outdated or irrelevant details. The Primary Actor can preview the Accreditation & Certifications page. The Primary Actor can save changes to update the Accreditation & Certifications page on the website. |
| F95 | Manage Digital Participation Policy Page Content <ul style="list-style-type: none"> – Intent/Goal: Maintain the content on the Digital Participation Policy page. – Primary Actor: Super Admin, Admin. – Preconditions: The Super Admin or Admin must be logged in to the dashboard. – Postconditions: The Primary Actor can add, edit, or delete content on the Digital Participation Policy page. – Flow: <ul style="list-style-type: none"> The Primary Actor navigates to the Digital Participation Policy Page section in the Dashboard. |

| F No. | Use Cases |
|-------|---|
| | <p>The Primary Actor can add new policy details including title, description, and guidelines.</p> <p>The Primary Actor can edit existing policy details.</p> <p>The Primary Actor can delete outdated or irrelevant policy details.</p> <p>The Primary Actor can preview the Digital Participation Policy page.</p> <p>The Primary Actor can save changes to update the Digital Participation Policy page on the website.</p> |
| | |

3. Technologies Used

PLEASE PROVIDE VERSION NUMBERS AND UPDATE AS YOU SEE FIT.

| Technology Used | Version |
|---|---------|
| ASP.net core Api + Blazor webassembly | .net 8 |
| Amazon RDS SQL | |
| AWS Amazon Lex and Amazon Comprehend Medical + Speech API | |
| AWS S3 | |

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