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| Use Case UC-9 | Briefly describe the problem |
| Related requirements | REQ4，REQ7，REQ8，REQ9, REQ10 stated in Table 2-1 |
| Initiating actor | information platform |
| Actor’s goal | Detect some procedural or information errors in the order |
| Participating actors | Paulo |
| preconditions | An error occurred in the order or program |
| Post-conditions | Found error message |
| Flow of Events for Main Success Scenario: | |
| →1，Tenant：System error occurred when placing an order  System：Detect error messages and describe the problem  ←2，(a)The administrator detected an error message. (b)Briefly describe the origin of the problem.(c)Pass the brief question to the background repair. (d) After the  background maintenance office processes it, it is fed back to the administrator. | |

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| Use Case UC-10 | Background processing |
| Related requirements | REQ4, REQ5, REQ6, REQ7, REQ8, REQ9,REQ10 stated in Table 2-1 |
| Initiating actor | Platform administrator |
| Actor’s goal | Hand over the brief questions to the background |
| Participating actors | Paulo |
| preconditions | Receive order issues and system issues to process |
| Post-conditions | Handle problems and feed back to the management platform |
| Flow of Events for Main Success Scenario: | |
| →1，Tenant：The administrator receives the error message from the user and briefly describes the problem.  System：Handling error messages in the background and feeding back to the manager  ←2，(a)User sends order to management platform.(b)The manager sends a brief description and sends it to the background for processing.(c)Feedback to the manager after processing the problem in the background.(d)After the manager confirms that the order is correct, the platform will process the order. | |



