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| UC Name | *UC-S1 – Communication Hub* |
| Summary | *The system should display a communication hub for Q&A to help the customers.* |
| Dependency | *-* |
| Actors | *The primary actor are the System Itself.* |
| Preconditions | *The site should be live all the time for the communication hub to be displayed.* |
| Description of the Main Sequence | * *A user enters the site.* * *The user is unclear about a certain vehicle and wants more information.* * *He types in the comms hub that he has a question.* * *AI generates a response or AI will ask for their contact info for the sales reps to contact the customer.* |
| Description of the Alternative Sequence | * *The communication hub fails to be displayed.* |
| Non functional requirements | *The system should protect the site from hackers from writing unauthorized codes on the input of the hub.* |
| Postconditions | *The communication hub is successfully displayed.* |

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| UC Name | *UC-S2 – AI Integration* |
| Summary | *The system should be integrated with AI bots in order to answer questions faster.* |
| Dependency | *-* |
| Actors | *The primary actor is the AI bot.* |
| Preconditions | *The system must be integrated with AI.* |
| Description of the Main Sequence | * *The system is integrated with the AI bot.* * *The AI bots are functional to answer questions or to ask for contact info.* |
| Description of the Alternative Sequence | * *The AI bots fail to respond.* * *An error message like “Please contact this number for more info will be displayed.”* |
| Non functional requirements | *The AI’s response time should be fast enough and it should use resources efficiently.*  *The AI should adhere to relevant communication protocols.* |
| Postconditions | *The AI bots have successfully answered the customer’s questions.* |

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| UC Name | *UC-S3 – Communicating with Sales Representatives* |
| Summary | *The system should allow sales reps to contact the customer and answer question.* |
| Dependency | *This use case depends on UC-S1, US-S2* |
| Actors | *The primary actors are the Sales Representatives.* |
| Preconditions | *The AI bots should have asked for a contact information of the customer that has questions.* |
| Description of the Main Sequence | * *AI is not able to generate a response so it asks for a contact info of the customer.* * *The sales reps are alerted and they contact the customer.* |
| Description of the Alternative Sequence | * *Alerts are not sent to the sales reps.* |
| Non functional requirements | *The alerts should be sent immediately to ensure high performance and customer satisfaction.* |
| Postconditions | *The sales reps have successfully reached out to the customer to provide him answers.* |