

Communications System

Use Case Specification

Use Case ID: 0001

Use Case Name: System login

Relevant Requirements: Software Requirements Specification - 3.1.1.1, 3.1.2.1, 3.2.1, 3.2.2

Primary Actor: System

Pre-conditions: User (Employee or IT User) has valid credentials

Post-conditions: User accesses the appropriate interface (Employee or IT User) based on the entered credentials

Basic Flow or Main Scenario:

1. User enters login credentials
2. Login credentials are sent to the server
3. Server validates credentials and sends user to employee or IT user interface
4. User is able to access messaging system

Extensions or Alternate Flows: If login credentials are never inputted, user will stay on login page

Exceptions: Login credentials are invalid

Related Use Cases:

- System logout

Use Case ID: 0002

Use Case Name: System Logout

Relevant Requirements: Software Requirements Specification - 3.1.2.2

Primary Actor: System

Pre-conditions: User must press the logout button

Post-conditions: User will be redirected to the login page

Basic Flow or Main Scenario:

1. User selects the logout button
2. The server receives this signal and sends user back to login page
3. User is redirected to login page

Extensions or Alternate Flows: none

Exceptions: none

Related Use Cases:

- System Login

Use Case ID: 0003

Use Case Name: Employee sends a private message

Relevant Requirements: Software Requirements Specification - 3.1.1.1, 3.1.2.1, 3.1.2.7

Primary Actor: Employee

Pre-conditions: Employee has entered valid login credentials

Post-conditions: Employee sends a private message to a different user

Basic Flow or Main Scenario:

1. Employee successfully logs in
2. Employee chooses who to send a message to
3. Employee writes a message and sends it
4. Other user receives message

Extensions or Alternate Flows:

Exceptions: Other user never receives the message

Related Use Cases:

- Employee creates group chat
- Employee views their conversations
- Employee receives/reads message

Use Case ID: 0004

Use Case Name: Employee creates group chat

Relevant Requirements: Software Requirements Specification - 3.1.1.1, 3.1.2.6

Primary Actor: Employee

Pre-conditions: Employee successfully logs in and selects people to chat with

Post-conditions: Employee creates a group chat with other users

Basic Flow or Main Scenario:

1. Employee successfully logs in
2. Employee selects multiple people to chat with
3. Employee has created a group chat that is ready to send and receive messages

Extensions or Alternate Flows: User sends message to only one person

Exceptions: Group chat is not created successfully across all users

Related Use Cases:

- Employee sends a private message
- Employee views their conversations
- Employee receives/reads message

Use Case ID: 0005

Use Case Name: Employee sends message to group chat

Relevant Requirements: Software Requirements Specification - 3.1.1.1, 3.1.2.5, 3.1.2.7

Primary Actor: Employee

Pre-conditions: Employee successfully logs in

Post-conditions: Employee sends a message to the group chat

Basic Flow or Main Scenario:

1. Employee successfully logs in
2. Employee chooses the group chat they wish to send a message in
3. Employee writes a message and send it in the chat

Extensions or Alternate Flows: none

Exceptions: Employee's message fails to end

Related Use Cases:

- Employee views their conversations
- Employee receives/reads message

Use Case ID: 0006

Use Case Name: Employee receives/reads message

Relevant Requirements: Software Requirements Specification - 3.1.1.1, 3.1.2.6, 3.1.2.5

Primary Actor: Employee

Pre-conditions: Employee has successfully logged in

Post-conditions: Employee is able to view messages that were sent to them

Basic Flow or Main Scenario:

1. Employee successfully logs in
2. Employee accesses employee messaging interface
3. Employee selects a message to view

Extensions or Alternate Flows: none

Exceptions: employee fails to login

Related Use Cases:

1. Employee views their conversations
2. Employee sends a private message

Use Case ID: 0007

Use Case Name: Employee views their conversations

Relevant Requirements: Software Requirements Specification -3.1.1.1, 3.1.2.3, 3.1.3.1

Primary Actor: Employee

Pre-conditions: Employee has logged in successfully, all conversations have been saved

Post-conditions: Employee is able to view their conversations

Basic Flow or Main Scenario:

1. Employee successfully logs in
2. Employee is able to choose a conversation to view

Extensions or Alternate Flows: Employee views and replies to a message

Exceptions: Employee is not able to log in, messages and conversation do not load

Related Use Cases:

- Employee sends a private message
- Employee receives/reads message

Use Case ID: 0008

Use Case Name: IT sends a message

Relevant Requirements: Software Requirements Specification - 3.1.2.1, 3.1.2.4, 3.1.2.5, 3.1.2.6

Primary Actor: IT

Pre-conditions: IT User successfully logged in

Post-conditions: IT User chooses someone to send a message to and writes and sends a message

Basic Flow or Main Scenario:

1. IT successfully logs in
2. IT chooses someone to message
3. IT writes and sends the message

Extensions or Alternate Flows: IT creates a group chat

Exceptions: IT does not successfully log in

Related Use Cases:

- IT creates a group chat

Use Case ID: 0009

Use Case Name: IT creates a group chat

Relevant Requirements: Software Requirements Specification - 3.1.1.1, 3.1.2.6, 3.1.2.7

Primary Actor: IT

Pre-conditions: IT user successfully logged in

Post-conditions: IT user has successfully created a group chat

Basic Flow or Main Scenario:

1. IT user successfully logs in
2. IT user selects multiple users to create a group chat with
3. IT user then creates the group chat after selecting all users

Extensions or Alternate Flows: IT user only choose one person

Exceptions: IT user does not successfully log in

Related Use Cases:

- IT user sends a message

Use Case ID: 0010

Use Case Name: IT views their own conversations

Relevant Requirements: Software Requirements Specification - 3.1.2.1, 3.1.2.4, 3.1.3.1, 3.1.3.3

Primary Actor: IT

Pre-conditions: IT user successfully logs in, All messages have been saved

Post-conditions: IT user is able to access their own conversations

Basic Flow or Main Scenario:

1. IT user successfully logs in
2. IT user selects their own chats to view

Extensions or Alternate Flows: IT user views all conversations

Exceptions: IT user does not log in successfully

Related Use Cases:

- IT views all messages

Use Case ID: 0011

Use Case Name: IT views all messages

Relevant Requirements: Software Requirements Specification - 3.1.2.4, 3.1.3.1, 3.1.4.1

Primary Actor: IT

Pre-conditions: IT user successfully logs in

Post-conditions: IT user is able to view all conversations

Basic Flow or Main Scenario:

1. IT user successfully logs in
2. IT user chooses to view all conversations
3. IT user is now able to access all conversation records

Extensions or Alternate Flows: IT views their own messages

Exceptions: IT user does not log in successfully, messages are not able to load

Related Use Cases:

- IT user views their own conversations