KOOLB

**Use-Case Specification:** Chat Box

**Version 1.0**

**Revision History**

| **Date** | **Version** | **Description** | **Author** |
| --- | --- | --- | --- |
| 25/12/2022 | 1.0 | The first version | Lê Gia Khánh |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Table of Contents**

[**1. Use-Case Name**](#_heading=h.reglpzjhzt1b) **4**

[1.1 Brief Description](#_heading=h.1fob9te) 4

[**2. Flow of Events**](#_heading=h.u1jfdqtadyvp) **4**

[2.1 Basic Flow](#_heading=h.2et92p0) 4

[2.2 Alternative Flows](#_heading=h.wttpvxeoxlol) 4

[2.2.1 Unable to send messages](#_heading=h.3dy6vkm) 4

[**3. Special Requirements**](#_heading=h.enl7lg87cia5) **4**

[**4. Preconditions**](#_heading=h.ikmb515veoyp) **4**

[4.1 Sign into the application](#_heading=h.1bubrgt7284h) 4

[4.2 Press the right icon](#_heading=h.x12anwo9ioqm) 4

[**5. Postconditions**](#_heading=h.26in1rg) **4**

[5.1 The chat is saved in the chat list](#_heading=h.bn9usiik70ph) 4

[5.2 Customers have enough information about the accommodation](#_heading=h.kytndyy11yqp) 4

[**6. Extension Points**](#_heading=h.35nkun2) **4**

[6.1 The Chat box is accessed from the detail page](#_heading=h.z5a3l0pk8xzq) 4

**Use-Case Specification:** Chat Box

# **Use-Case Name**

## **Brief Description**

This use case allows a renter and a host to discuss more information about the room.

The Renter and Host are the actors who begin this use case.

# **Flow of Events**

The use case begins when actors select the “chat” icon on the navigation bar.

## **Basic Flow**

1. Actors choose the chat icon in the navigation bar to go to the chat page.
2. The actor chooses the icon of the other actor that they want to chat with.
3. Actors answer questions if they receive any. Actors can send questions or messages to the other actor.
4. The use case ends when actors go to another application page.

## **Alternative Flows**

### Unable to send messages

1. In step 3, if one actor cannot send messages, then trigger the first alternative flow.
2. Display the message about messages that cannot be sent. Additionally, an option to resend messages is shown.
3. The actor press “Resend”
4. The system resends their messages. If the actor still cannot send messages, this flow is repeated.

# **Special Requirements**

This section will be added later.

# **Preconditions**

## Sign into the application

Actors must log in to the application before they can chat with each other.

## Press the right icon

The actor must press the right icon in order to be navigated to the chat page.

# **Postconditions**

## The chat is saved in the chat list

The conversations between actors are saved in the chat list of each actor.

## Customers have enough information about the accommodation

Any questions about accommodation have been answered by hosts so customers can now decide whether or not they will book this accommodation

# **Extension Points**

## The Chat box is accessed from the detail page

Actors access the chat box by pressing the button “Contact host” on the detail page for each room. Then, a new conversation is displayed and the two actors can chat with each other now.