KOOLB

**Use-Case Specification:** Customer Service

**Version 1.0**

**Revision History**

| **Date** | **Version** | **Description** | **Author** |
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| 26/11/2022 | 1.0 | The first version | Nguyễn Hà Ngọc Linh |
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**Use-Case Specification:** Customer Service

# **Use-Case Name**

## **Brief Description**

The KoolB App Customer service process is described in this use case.

Admin are the actors who begin this use case.

# **Flow of Events**

The use case begins when the admin click on FAQ section.

## **Basic Flow**

1. The system displays a list of information about FAQ of either host or renters
2. Actors answer questions of the customer
3. Actors submit information

## **Alternative Flows**

# **Special Requirements**

This section will be added later

# **Preconditions**

## Actor must be admin

Actor have to be logged in and be an admin so that they can manage FAQ of other roles.

# **Postconditions**

This section will be added later

# **Extension Points**

## User disconnected from app when posting an accommodation

At step 5 in Basic Flow, if actor is disconnected from app because of many reasons, then all the progress is stopped and information is saved until the next login of actor