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| **Name of Use Case:** | Classify complaints | | | |
| **Created By:** | Simranjit Kaur | | **Last Updated By:** | Simranjit Kaur |
| **Date Created:** | 1/05/2023 | | **Last Revision Date:** | 5/05/2023 |
| **Description:** | | The stakeholder uploads a file containing the complaint data, which is processed and segregated into different categories based on the trained machine learning model's output. | | |
| **Actors:** | | Stakeholder, Model, Database | | |
| **Preconditions:** | | 1. The stakeholder has a valid user account and login credentials. 2. The stakeholder has access to a file containing the complaint data in a supported format. 3. The system is running and is integrated with a trained machine learning model capable of classifying the complaint data into different categories. | | |
| **Postconditions:** | | 1. The uploaded file is processed, and the complaint data is successfully segregated into different categories based on the machine learning model's output. 2. The segregated data is displayed to the stakeholder in a user-friendly manner. | | |
| **Flow:** | | 1. The stakeholder logs in to the system using valid user account credentials. 2. The stakeholder selects the option to upload a file containing the complaint data. 3. The system prompts the stakeholder to select the file from their device. 4. The stakeholder selects the file and uploads it to the system. 5. The system processes the uploaded file by cleaning, normalizing, and standardizing the data to ensure accurate and consistent results. 6. The system integrates with the trained machine learning model to classify the complaint data into different buckets or categories. 7. The system segregates the complaint data into different buckets based on the machine learning model's output. 8. The system displays the segregated data to the stakeholder in an easy-to-understand and user-friendly manner. 9. The stakeholder logs out of the system. | | |
| **Alternative Flows** | | 1. If the stakeholder does not have valid user account credentials, the system prompts them to contact an administrator to request access. 2. If the uploaded file is not in a supported format, the system prompts the stakeholder to upload a valid file. 3. If the system fails to integrate with the machine learning model or encounter any other errors during the processing or segregation of the complaint data, the system notifies the stakeholder and prompts them to try again or contact an administrator for assistance. | | |

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| **Name of Use Case:** | Download Segregated Complaint Data | | | |
| **Created By:** | Garima Chandna | | **Last Updated By:** | Garima Chandna |
| **Date Created:** | 6/05/2023 | | **Last Revision Date:** | 6/05/2023 |
| **Description:** | | The stakeholder downloads a file containing the segregated complaint data in a supported format from the system. | | |
| **Actors:** | | Stakeholder, Database | | |
| **Preconditions:** | | 1. The stakeholder has a valid user account and login credentials. 2. The stakeholder has uploaded a file containing the complaint data and the system has successfully segregated the data into different categories based on the trained machine learning model's output. | | |
| **Postconditions:** | | 1. The segregated complaint data is successfully downloaded by the stakeholder in a supported format. | | |
| **Flow:** | | 1. The stakeholder logs in to the system using valid user account credentials. 2. The stakeholder selects the option to download the segregated complaint data. 3. The system generates the file containing the segregated complaint data in the supported format. 4. The system prompts the stakeholder to download the file. 5. The stakeholder downloads the file to their device. 6. The stakeholder logs out of the system. | | |
| **Alternative Flows** | | 1. If the stakeholder does not have valid user account credentials, the system prompts them to contact an administrator to request access. | | |

Sponsor Acceptance

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Date:

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