

Use Case Name: Contact Supporter

ID: 8

Importance Level: High

Primary Actor: Tasker, Taskee

Use Case Type: Detail - Essential

Stakeholders and Interests:

Tasker – wants to call supporter or send ticket.

Taskee – wants to call supporter or send ticket.

Brief Description: This use case describes how tasker or taskee contacts supporter.

Trigger: Tasker or taskee calls or sends ticket, supporter receives a notification.

Type: External

Relationships:

Association: Tasker , Taskee

Include:

Extend: Ticket submission
Call

Normal Flow of Events:

1. User profile is shown.
2. User selects contact supporter.
3. Choose either send ticket or call supporter.

SubFlows:

S-1: Send ticket

1. User writes the problem.
2. After submission, a notification is sent to supporter.

S-2: Call supporter

1. If user wants to make the call
Close the app and open phone call.

Alternate/Exceptional Flows:

3a1. Send email to supporter.