Hla Myint Myat / 185923216

1.What are the related use cases? Please list and describe with user stories, 3 related use  
cases where the data maintained in your use cases is required.

 **Track Customer Interactions**: As a Customer Service Manager, I want to keep a record of all customer interactions so that I can refer back to them when handling complaints.

 **Update Complaint Status**: As a Customer Service Manager, I want to update the status of a complaint so that I can track its progress and ensure it is resolved.

 **Monitor Customer Feedback**: As a Business Owner, I want to monitor customer feedback to identify trends and improve customer satisfaction.

2. Is there an opportunity to use composition/generalization techniques in your solutions?  
Please discuss why you chose to or didn’t choose to implement these techniques.

In the "Manage Seasonal Promotions" use case, composition techniques can be used to encapsulate the details of each promotion into separate components, such as promotion details, discounts, and included products. Generalization techniques could be applied to create a base class for different types of promotions, allowing for more flexible and reusable promotion management.

3. Did you find documenting your UI while you were working on your use case helpful?  
Why or why not? What tool did you use to document your UI?

Documenting the UI while working on the use case was helpful because it provided a visual reference for the expected user interaction, making it easier to identify and address potential issues in the user flow. I used Canva to document the UI.

4. What are your takeaways from learning about designing use cases?

Designing use cases has taught me the importance of thoroughly understanding the user's needs and how the system should respond to those needs. It has also highlighted the need for clear and detailed documentation to ensure that all stakeholders have a common understanding of the system's functionality. Additionally, I learned how to break down complex processes into manageable components and how to use various diagrams to visually represent system behavior.