

WhatYaNeed

Use Case Name	Post Need
Primary Actor	Requester
Goal	To post a request for help that will be visible to volunteers in the community.
Precondition	<ul style="list-style-type: none"> Requester has a verified account and is logged in. The system is operational and location services are active.
Post Condition	<ul style="list-style-type: none"> Request is published to the community board Notifications are sent to relevant volunteers The system attempts to match the request with potential helpers.
Trigger	Requester clicks the "Post Need" button.
Main Flow	<ol style="list-style-type: none"> 1. The system displays the request form. 2. Requester enters: Title, Description, Category, Urgency Level, Location. 3. Requester submits the form. 4. The system validates the input data. 5. The system saves the request to the database. 6. The system triggers "Match Requests" process to find nearby volunteers. 7. The system triggers "Send Notifications" to relevant volunteers. 8. The system displays a confirmation message: "Your request has been posted!"
Alternative Flows	<p>A1. Invalid Data: System highlights errors and prompts for correction.</p> <p>A2. Location Unavailable: System prompts requester to manually enter their address.</p> <p>A3. Network Error: System saves draft locally and retries when connection is restored</p>

Use Case Name	Offer Help
Primary Actor	Volunteer
Goal	To offer assistance for a specific community need posted on the platform.
Precondition	<ul style="list-style-type: none"> • Volunteer has a verified account and is logged in. • Active requests exist in the system. • Volunteer meets any request-specific requirements
Post Condition	<ul style="list-style-type: none"> • Help offer is recorded in the system. • Original requester is notified of the offer • Request status is updated to "Help Offered"
Trigger	Volunteer clicks "Offer Help" on a specific request.
Main Flow	<ol style="list-style-type: none"> 1. Volunteer browses or searches available requests. 2. Volunteer selects a specific request they can help with. 3. Volunteer clicks "Offer Help" button. 4. System displays confirmation dialog with request details. 5. Volunteer confirms their offer. 6. System records the help offer in the database. 7. System updates request status to "Help Offered". 8. System triggers "Send Notifications" to the original requester. 9. System displays confirmation: "The requester has been notified of your offer!"
Alternative Flows	<p>A1. Request Already Taken: System notifies volunteer that help was already offered.</p> <p>A2. Location Mismatch: System warns volunteer if they're far from the requested location.</p> <p>A3. Volunteer Qualifications: System checks if volunteer meets any special requirements.</p>

Use Case Name	Moderate Platform
Primary Actor	Administrator
Goal	To review and manage platform content to ensure safety and appropriateness.

Precondition	<ul style="list-style-type: none"> Administrator is logged in with appropriate privileges. System has content requiring moderation (flagged posts, user reports, etc.).
Post Condition	<ul style="list-style-type: none"> Inappropriate content is removed or corrected Platform safety and trustworthiness is maintained. Users are notified of moderation actions if applicable
Trigger	Administrator accesses the moderation dashboard or receives moderation alerts.
Main Flow	<ol style="list-style-type: none"> System displays moderation dashboard with flagged content. Administrator reviews reported requests, user accounts, or feedback. Administrator investigates each case (views details, user history, etc.). Administrator takes appropriate action: Approve, Edit, Delete, or Suspend. System records moderation action and administrator notes. System updates platform content based on moderation decision. System notifies affected users if their content was moderated. System logs the moderation activity for audit purposes
Alternative Flows	<p>A1. False Report: Administrator marks report as invalid and restores content.</p> <p>A2. Emergency Situation: Administrator can immediately suspend user and escalate.</p> <p>A3. Borderline Content: Administrator can warn user and request content modification.</p>

Use Case Name	Verify Identity
Primary Actor	External Auth Service (Google, Facebook, etc.)
Goal	To authenticate user identity through trusted external providers.
Precondition	<ul style="list-style-type: none"> • User attempts to register or log in. • External auth service is operational and accessible.
Post Condition	<ul style="list-style-type: none"> • User identity is verified and authenticated. • User gains access to the WhatYaNeed platform. • User profile is created or updated with auth data.
Trigger	User selects "Sign in with Google/Facebook" during registration or login.
Main Flow	<ol style="list-style-type: none"> 1. System redirects user to external auth provider. 2. User enters credentials on external provider's platform. 3. External auth service validates credentials. 4. External auth service returns identity verification token. 5. System receives and validates the authentication token. 6. System creates or updates user account with verified information. 7. System grants access to the WhatYaNeed platform. 8. System redirects user to main dashboard.
Alternative Flows	<p>A1. Authentication Failed: System displays error and offers alternative login methods.</p> <p>A2. New User: System creates new account with verified information from auth provider.</p> <p>A3. Service Unavailable: System falls back to email/password authentication.</p>