**Use Case Scenario 1:**

**Name:** Initiate Chatbot Interaction

**ID:** 001

**Description:** A user visits the course website and initiates interaction with the chatbot to seek information or assistance.

**Actor:** Website User

**Organization Benefits:** Enhances user engagement and provides immediate assistance, improving overall user experience.

**Frequency of Use:** High

**Triggers:** User clicks on the chatbot icon.

**Preconditions:** Chatbot is active and available.

**Postconditions:** User receives a greeting and introduction from the chatbot.

**Main Course:**

User clicks on the chatbot icon.

System displays a greeting message.

Chatbot introduces itself and provides options for assistance.

**Alternate Course:**

If the chatbot is temporarily unavailable, the system displays an error message.

**Use Case Scenario 2:**

**Name:** Answer Course-related Questions

**ID:** 002

**Description:** The chatbot responds to user queries related to course information.

**Actor:** Website User

**Organization Benefits:** Provides users with quick and accurate information, improving their understanding of available courses.

**Frequency of Use:** Moderate

**Triggers:** User asks a question related to courses.

**Preconditions:** Chatbot is active and has access to course information.

**Postconditions:** User receives relevant information from the chatbot.

**Main Course:**

User asks a question about available courses.

Chatbot analyses the question.

System retrieves relevant course information.

Chatbot responds with the accurate course details.

**Alternate Course:**

If the chatbot cannot find relevant information, it asks the user for clarification.

**Use Case Scenario 3:**

**Name:** Provide Customer Support

**ID:** 003

**Description:** The chatbot offers assistance to users experiencing problems or difficulties on the course website.

**Actor:** Website User

**Organization Benefits:** Improves user satisfaction by addressing issues promptly and efficiently.

**Frequency of Use:** Low to Moderate

**Triggers:** User indicates a problem or seeks assistance.

**Preconditions:** Chatbot is active and has access to customer support information.

**Postconditions:** User receives guidance or instructions to resolve the issue.

**Main Course:**

User describes the problem or asks for help.

Chatbot analyses the user input.

System provides relevant solutions or instructions.

Chatbot confirms if the user's issue is resolved.

**Alternate Course:**

If the chatbot cannot resolve the issue, it suggests contacting human customer support.

**Use Case Scenario 4:**

**Name**: Execute Basic Tasks

**ID:** 004

**Description:** The chatbot performs basic tasks, such as taking orders or providing information about courses.

**Actor:** Website User

**Organization Benefits:** Enhances user experience by allowing users to complete tasks without navigating through the website.

**Frequency of Use:** Low to Moderate

**Triggers:** User requests a specific task.

**Preconditions:** Chatbot is active and has access to task-related functionalities.

**Postconditions:** User receives confirmation of the completed task.

**Main Course:**

User asks the chatbot to perform a specific task (e.g., provide course information).

Chatbot processes the request.

System executes the task.

Chatbot confirms the task completion to the user.

**Alternate Course:**

If the chatbot cannot complete the task, it informs the user and suggests an alternative approach.