

Report Incident and Request assistance

Conversation: As a registered user, I can Report incidents by providing information about the incident using both online and offline service and also choose assistance (medical, rescue, fire service etc) while reporting an incident, so that I can get help from the authorities.

1. Report Incident(through online system):

- 1.1 Registered user access his dashboard and initiate to report an incident to the system.
- 1.2 User provides incident information to the associated field (incident name, type, location, time, estimated affected area, contact-info etc) and reports the incident.
- 1.3 User selects assistance (medical, rescue, fire-service, relief etc) according to need while reporting the incident before submitting the form.
- 1.4 User receives confirmation message upon successful incident report.
- 1.5 Reported incident is displayed in user's dashboard with tracking status.
- 1.6 User receives notification for each level of his reported incident's update.

Failure Case:

- 1.7 An appropriate error message prompted to user if any network or technical issue occurs during reporting an incident and the incident form draft is saved for next steps of the reporting.
- 1.8 If the reported incident is similar with another incident of same location, type, reported time, then "This incident is already reported. Track this incident" message prompted to user with a link to track that incident.

2. Report incident(through Offline USSD service):

- 2.1 User access user interface by dialing a certain code from his phone.
- 2.2 User initiates an incident report by selecting corresponding pin from menu.
- 2.3 User inputs incident information and selects assistance if needed and submits the report.
- 2.4 A confirmation message promoted upon successful report submission to the system.
- 2.5 Reported incident is recorded in user's dashboard with tracking status.

Failure Case:

- 2.6 If user inputs any incorrect USSD code, menu pin while reporting the incident, an error message saying "Incorrect USSD code" or "Incorrect menu pin" prompted to the user.
- 2.7 If the reported incident is similar with another incident of same location, type, reported time, then "This incident is already reported. Track this incident" message prompted to user with a link to track that incident.

