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| **Use case** | Generate Reports |
| **Description** | Admin generates system related reports for searching the users interaction. |
| **Primary Actor** | System Admin |
| **Secondary Actor** | None |
| **Pre-condition** | |
| User must be logged into the system. | |
| **Main Flow** | |
| 1. Navigate to the reports generating section. 2. Select type of report to be generated. 3. Click the generate report icon. 4. System generate and displays the report. | |
| **Alternative Event** | |
| * None | |
| **Post- condition** | |
| * User gets redirected .to the profile. | |

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| **Use case** | Verify technicians |
| **Description** | When the technicians registered to the system ,admin does the verification process and then activates the technician. |
| **Primary Actor** | System Admin |
| **Secondary Actor** | None |
| **Pre-condition** | |
| Check the notification which comes for new user registration as a technician. | |
| **Main Flow** | |
| 1. Navigates to the signup request section 2. Click on the request 3. Mark the reviewed details 4. If all details are verifiable click on verify 5. Confirm verification | |
| **Alternative Event** | |
| * When the technician details are invalid the system admin can remove registration requests of new technician. | |
| **Post- condition** | |
| * Technician become part of the system and then they can update their service details in technician content. | |

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| **Use case** | Add Moderators |
| **Description** | Adding a new moderator to the system by admin |
| **Primary Actor** | System Admin |
| **Secondary Actor** | None |
| **Pre-condition** | |
| The admin must be logged into the system. | |
| **Main Flow** | |
| 1. Navigate to the add moderator section. 2. Click add new moderator button. 3. Admin enter the moderator details into the system. 4. Select the ‘Enter’ button. 5. System validates the details provided. 6. The system creates new moderator account and update database. | |
| **Alternative Event** | |
| * None | |
| **Post- condition** | |
| * Moderator become part of the system and then they can provide services to the users. | |

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| **Use case** | Remove Moderators |
| **Description** | Remove a moderator from the system |
| **Primary Actor** | System Admin |
| **Secondary Actor** | None |
| **Pre-condition** | |
| Check the customer feedback about each moderator who violates system terms and conditions. | |
| **Main Flow** | |
| 1. Navigate to the moderator section. 2. Select the ‘Remove’button. 3. Enter the moderator ID. 4. Select the ‘Enter’ button. 5. System validates the moderator ID that provided. 6. System remove moderator. | |
| **Alternative Event** | |
| * None | |
| **Post- condition** | |
| * System sends notification to moderators informing them about their removal. | |

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| **Use case** | View Moderators |
| **Description** | The admin can view moderator’s profile. |
| **Primary Actor** | System Admin |
| **Secondary Actor** | None |
| **Pre-condition** | |
| Admin must be logged into the system. | |
| **Main Flow** | |
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| **Alternative Event** | |
| * None | |
| **Post- condition** | |
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