
Group01

Pic2Model
Use-Case Specification

Version 1.1

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Use-Case Specification	Date: 21/11/2024
<document identifier>	

Revision History

Date	Version	Description	Author
14/11/2024	1.0	Draft the first version of the use-case specification document based on the information we have at this point. Each use-case will include information about the name, basic flow, alternative flows, pre-conditions, and post-conditions.	All group members
21/11/2024	1.1	Detail the "alternative flows" of use-cases from sections "2.11" to "2.19".	Vũ Minh Phát, Vũ Mạnh Quân

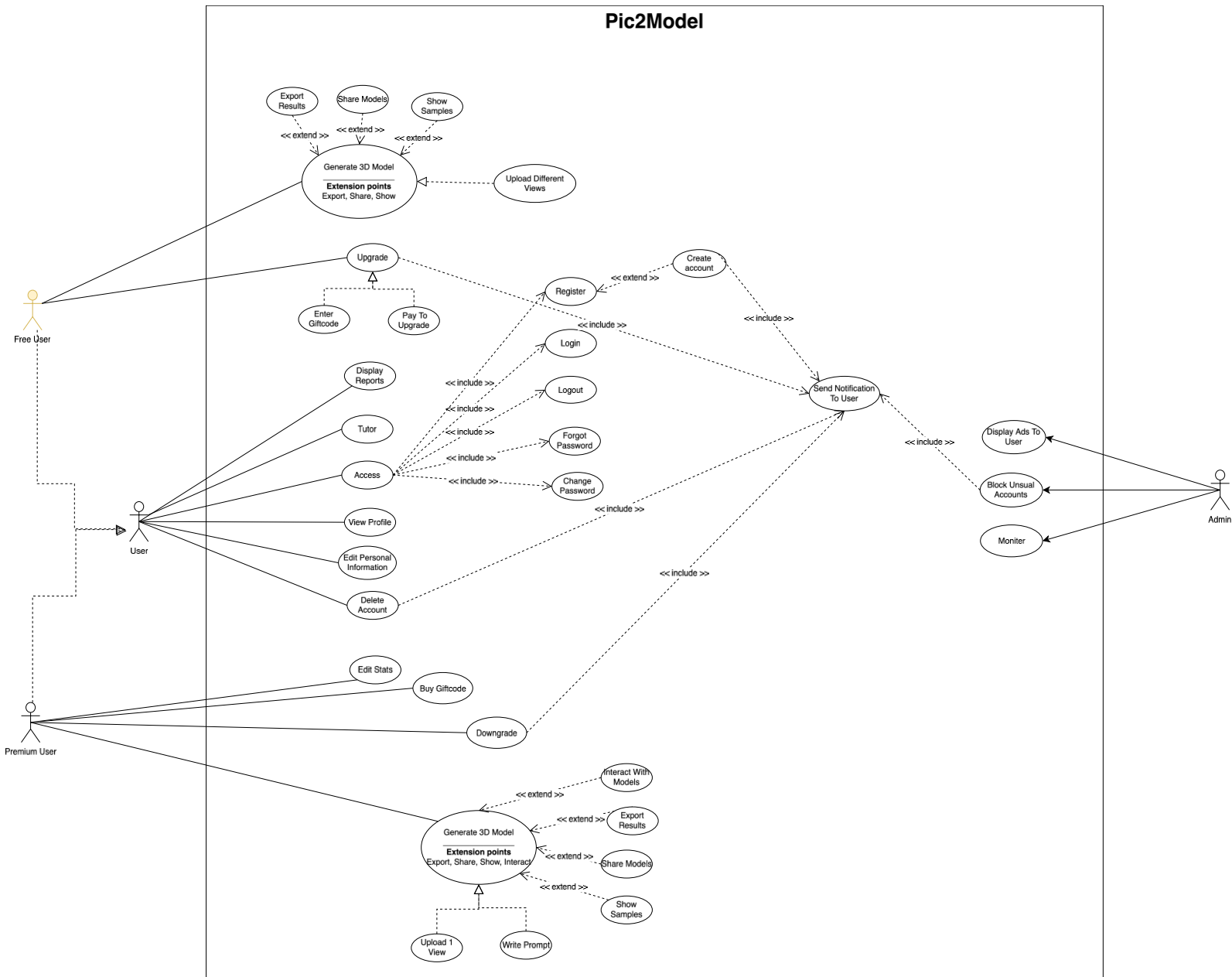
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1. Use-case Model



2. Use-case Specifications

2.1 Use-case: Register Account

Use case Name	Register Account
Brief description	This use-case describes how Users can register for a new account by providing their full name, email, and password (entered twice for confirmation).
Actors	Users, Premium Users

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Basic Flow	<ol style="list-style-type: none"> 1. The user navigates to the registration page. 2. The user enters their full name, email, and password twice (to confirm the password). 3. The system validates information. 4. The system creates a new account for the user. 5. The user receives a confirmation email.
Alternative Flows	<p>Alternative flow 1: The email is already registered</p> <ol style="list-style-type: none"> 1. The system notifies the user that the email is already in use. 2. The user is prompted to use a different email or to recover their account if they have forgotten their password, back to #2 of the basic flow. <p>Alternative flow 2: The password does not meet security criteria</p> <ol style="list-style-type: none"> 1. The system notifies the user that the password does not meet the required security criteria. 2. The user is prompted to enter a password that meets the criteria, such as length, complexity, or inclusion of special characters, back to #2 of the basic flow.
Pre-conditions	The user does not have an existing account with the email provided and goes to the homepage.
Post-conditions	<ol style="list-style-type: none"> 1. A new user account is created, and the user is logged in. 2. The user receives a confirmation email, and their account is now active. 3. The total number of accounts increased by 1.

2.2 Use-case: Login Account

Use case Name	Login Account
Brief description	This use-case describes how Users, Premium Users, and Admins can log in to their account using their email and password. If the login is attempted incorrectly three times, the account will be temporarily locked and can be restored via email.
Actors	Users, Premium Users, Admin
Basic Flow	<ol style="list-style-type: none"> 1. The user navigates to the login page. 2. The user enters their email and password. 3. The system validates the credentials. 4. The user is granted access to their account.
Alternative Flows	<p>Alternative flow 1: The email or the password is incorrect</p> <ol style="list-style-type: none"> 1. The system notifies the user that the email or password is incorrect. 2. The user is prompted to re-enter their credentials. 3. After three failed attempts, the system temporarily locks the account. 4. The system sends an email to the user with instructions to unlock the account and reset the password if necessary.
Pre-conditions	The user has a registered account.
Post-conditions	<ol style="list-style-type: none"> 1. The user is logged into their account if the credentials are correct. 2. If the credentials are incorrect after three attempts, the account is

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	temporarily locked, and the user receives an email for account recovery.
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2.3 Use-case: Forgot Password

Use case Name	Forgot Password
Brief description	This use-case allows users to reset their password if they have forgotten it.
Actors	Users, Premium Users
Basic Flow	<ol style="list-style-type: none"> 1. The user navigates to the "Forgot Password" page. 2. The user enters their registered email. 3. The system sends a password reset link to the user's email.
Alternative Flows	<p>Alternative flow 1: The email is not registered</p> <ol style="list-style-type: none"> 1. The system notifies the user that the email is not registered. 2. The user is prompted to enter a registered email address (back to #2 of the basic flow) or to register a new account if they do not have (back to the use – case: Register Account).
Pre-conditions	The user has a registered email.
Post-conditions	The user receives an email with a link to reset their password.

2.4 Use-case: Reset Password (for Admin)

Use case Name	Admin-Initiated Password Reset
Brief description	This use-case allows an admin to reset a user's password from the server, typically used when the user is unable to reset their password on their own.
Actors	Admin
Basic Flow	<ol style="list-style-type: none"> 1. The admin logs into the admin control panel. 2. The admin navigates to the user management section. 3. The admin selects the user whose password needs to be reset. 4. The admin initiates the password reset process. 5. The system generates a new temporary password. 6. The system sends the new temporary password to the user's email. 7. The user receives the new temporary password and is prompted to change it upon their next login.
Alternative Flows	<p>Alternative flow 1: The user's email is not found</p> <ol style="list-style-type: none"> 1. The system notifies the admin that the email is not registered. 2. The admin is prompted to verify the email address or select a different user (back to #4 of basic flow). <p>Alternative flow 2: The admin enters invalid data</p> <ol style="list-style-type: none"> 1. The system detects invalid data input by the admin. 2. The system prompts the admin to correct the input before proceeding with the password reset process (back to #4 of basic flow).
Pre-conditions	The admin is logged into the admin control panel with the necessary privileges.
Post-conditions	The user's password is reset, and they receive a temporary password via email.

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2.5 Use-case: Change Password

Use case Name	Change Password
Brief description	This use-case allows users to change their existing password after logging in.
Actors	Users, Premium Users
Basic Flow	<ol style="list-style-type: none"> 1. The user logs into their account. 2. The user navigates to the "Change Password" section. 3. The user enters their current password and the new password. 4. The system validates the current password. 5. The system updates the user's password to the new one.
Alternative Flows	<p>Alternative flow 1: The current password is incorrect</p> <ol style="list-style-type: none"> 1. The system notifies the user that the current password is incorrect. 2. The user is prompted to re-enter the correct current password (back to #3 of the basic flow). 3. After one failed attempt on an old password and two failed attempts on a new password, the system may suggest the user reset their password through the "Forgot Password" flow. <p>Alternative flow 2: The new password does not meet security criteria</p> <ol style="list-style-type: none"> 1. The system notifies the user that the new password does not meet the required security criteria (e.g., length, complexity). 2. The user is prompted to enter a valid new password (back to #3 of the basic flow). 3. The system provides guidance on the required criteria for the new password (back to #3 of the basic flow).
Pre-conditions	The user is logged into their account.
Post-conditions	The user's password is updated.

2.6 Use-case: Delete Account

Use case Name	Delete account
Brief description	This use-case allows a user to delete their account. All registration information is deleted after 72 hours, and the user can reuse the old email to register a new account.
Actors	User, Premium User
Basic Flow	<ol style="list-style-type: none"> 1. On the homepage, the user clicks on the Settings icon. 2. The user is directed to Settings page. 3. In the Settings page, the user clicks on "Delete Account" action. 4. The system schedules the deletion of the account after 72 hours. 5. The user is redirected to the homepage.
Alternative Flows	<p>Alternative flow 1: The user decides not to delete their account after clicking "Deleting Account"</p> <ol style="list-style-type: none"> 1. The system presents a confirmation dialog. 2. The user clicks "Cancel" in the confirmation dialog.

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	<ol style="list-style-type: none"> The account remains active, and the user is redirected back to the Settings page or remains on the current page. <p>Alternative flow 2: There is an error during the deletion process</p> <ol style="list-style-type: none"> The system detects an error while attempting to delete the account. The system notifies the user of the error. The user is prompted to try the deletion process again later and contact support for assistance (back to #2 of the basic flow).
Pre-conditions	The user goes to homepage.
Post-conditions	<ol style="list-style-type: none"> Users successfully deleted their account and redirected them to the homepage. The total number of accounts decreased by 1.

2.7 Use-case: Block Unusual Accounts (for Admin)

Use case Name	Blocking unusual accounts
Brief description	This use-case allows an admin to block an account for further investigation when he/she sees something unusual performed by that account. The user needs to confirm via email to restore the account.
Actors	Admin
Basic Flow	<ol style="list-style-type: none"> The admin logs into the admin control panel. The admin navigates to the user management section. The admin reviews the account activities and identifies unusual behavior. The admin selects the account and clicks on the “Block Account” action. The system blocks the account and logs the action for further investigation. The user receives a notification that their account has been blocked pending investigation.
Alternative Flows	<p>Alternative flow 1: The admin decides not to block the account after reviewing additional information</p> <ol style="list-style-type: none"> The system presents additional information or logs related to the account. The admin reviews the new information and decides not to block the account. The admin cancels the block action, and the account remains active. <p>Alternative flow 2: The system detects an error while attempting to block the account</p> <ol style="list-style-type: none"> The system encounters an error while processing the block action. The system notifies the admin of the error and logs the issue. The admin is prompted to retry the action or contact technical support for assistance (back to step #4 of the basic flow).
Pre-conditions	<ol style="list-style-type: none"> The admin is logged into the admin control panel with the necessary privileges. The system has logs of user activities available for review.

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Post-conditions	<ol style="list-style-type: none"> 1. The user account is blocked, preventing further access until the investigation is complete. 2. The admin logs the blocking action for record-keeping and further investigation.
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2.8 Use-case: View Profile Information

Use case Name	View Profile Information
Brief description	This use-case describes how Users can view their profile information, such as their full name and email, whenever they want.
Actors	User, Premium User
Basic Flow	<ol style="list-style-type: none"> 1. On the homepage, the user clicks on the Info icon. 2. The user is directed to their Profile page. 3. The user views their profile information, including personal details, account settings, and activity history.
Alternative Flows	Alternative flow 1: The user clicks the Info icon but there is a temporary system error <ol style="list-style-type: none"> 1. The system detects a temporary error while attempting to load the profile page. 2. The system notifies the user of the issue and prompts them to try again later. 3. The user can either wait and retry after some time or contact support for assistance if the issue persists.
Pre-conditions	The user is logged into their account.
Post-conditions	<ol style="list-style-type: none"> 1. The user successfully views their profile information. 2. The profile information remains updated and accurate.

2.9 Use-case: Edit Personal Information

Use case Name	Edit Personal Information
Brief description	This use-case describes how Users can edit their personal information (excluding email and password) whenever they want. Users need to enter the new information once.
Actors	User, Premium User
Basic Flow	<ol style="list-style-type: none"> 1. The user navigates to their profile page. 2. The user clicks on the “Edit Profile” button. 3. The user updates their personal information (e.g., name, address, etc.). 4. The user saves the changes. 5. The system updates the user’s information and redirects them to the information page.
Alternative Flows	Alternative flow 1: The user enters invalid data <ol style="list-style-type: none"> 1. The system detects data entry (e.g., invalid name format). 2. The system notifies the user about the invalid data.

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	<ol style="list-style-type: none"> The user is prompted to correct the invalid information and resubmit (back to #3 of the basic flow). <p>Alternative flow 2: There is a system error during the update process</p> <ol style="list-style-type: none"> The system encounters an error while attempting to update the user's information. The system notifies the user of the system error. The user is prompted to try saving their information again later or contact support for assistance (back to #4 of the basic flow).
Pre-conditions	The user is logged into their account.
Post-conditions	<ol style="list-style-type: none"> The user's personal information is successfully updated. The user is redirected to the information page with the updated information displayed.

2.10 Use-case: Logout Account

Use case Name	Logout Account
Brief description	This use-case describes how Users and Premium Users can log out from their current account.
Actors	User, Premium User
Basic Flow	<ol style="list-style-type: none"> The user navigates to the homepage. The user clicks on the "Log Out" button or icon. The system logs the user out from their account. The user is redirected to the homepage.
Alternative Flows	<p>Alternative flow 1: There is a temporary system error</p> <ol style="list-style-type: none"> The system detects a temporary error while attempting to log the user out. The system notifies the user of the issue and prompts them to try logging out again later. The user remains logged in and can continue using the account until they attempt to log out again. <p>Alternative flow 2: The user has unsaved changes or active sessions</p> <ol style="list-style-type: none"> The system detects unsaved changes or active sessions. The system prompts the user to save changes or close active sessions before logging out. The user changes/ closes sessions and then proceeds to log out.
Pre-conditions	The user is logged into their account.
Post-conditions	<ol style="list-style-type: none"> The user is successfully logged out from their account. The user is redirected to the homepage. The total number of active sessions decreases by 1.

2.11 Use-case: Tutorial for user

Use case Name	Tutorial for user with sample
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Brief description	Provide an interactive tutorial that showcases sample 3D models to guide users through the website's features.
Actors	User
Basic Flow	<ol style="list-style-type: none"> 1. User clicks the "Tutorial" button. 2. The system displays a guided tutorial with sample 3D models. 3. User interacts with sample models (e.g., rotating, zooming). 4. Tutorial explains how to upload photos, write prompts, and edit stats.
Alternative Flows	Alternative flow 1: Tutorial Skipped <ol style="list-style-type: none"> 1. From the tutorial step in the basic flow, if the user skips the tutorial, they are redirected to the main interface. 2. The system allows access to sample models through a separate "Samples" section.
Pre-conditions	Tutorial content and sample models are available.
Post-conditions	Users gain a clear understanding of the website's features and can proceed to upload their own photos.

2.12 Use-case: Display Ads on Website

Use case Name	Display Ads on Website
Brief description	Show ads to free users on various sections of the website for monetization or promotional purposes.
Actors	Free User, Ad Server
Basic Flow	<ol style="list-style-type: none"> 1. Users visit a webpage. 2. Website requests ads from the ad server. 3. Ads are loaded and displayed to the user.
Alternative Flows	Alternative flow 1: Ad failed to load <ol style="list-style-type: none"> 1. If ads fail to load, show a placeholder or no ad at all. Alternative flow 2: Users have ad blockers <ol style="list-style-type: none"> 1. If the user has an ad blocker, skip displaying ads.
Pre-conditions	<ol style="list-style-type: none"> 1. The website is fully loaded. 2. Ads are available from the ad server. 3. Users are not blocking ads.
Post-conditions	<ol style="list-style-type: none"> 1. Ads are displayed to the user. 2. Ad impressions or clicks are logged (if tracking is enabled).

2.13 Use-case: Share Results

Use case Name	Share Results
Brief description	Allow users to share the generated 3D model results with others via workshop or social media.

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Actors	Website User
Basic Flow	<ol style="list-style-type: none"> 1. User clicks the "Share" button. 2. A shareable result on workshop or social media options are generated. 3. User shares the link or posts it on social media.
Alternative Flows	Alternative flow 1: Sharing Failed <ol style="list-style-type: none"> 1. From the sharing process in the basic flow, if sharing fails, the system displays an error message.
Pre-conditions	A 3D model has been successfully generated.
Post-conditions	The shared link or post is accessible to others.

2.14 Use-case: Upload Photos from Different Angles

Use case Name	Upload Photos from Different Angles
Brief description	Enable users to upload multiple photos of an object taken from different angles to improve the 3D model accuracy.
Actors	Website User
Basic Flow	<ol style="list-style-type: none"> 1. User selects the option to upload multiple photos. 2. User uploads photos taken from various angles. 3. System processes photos for 3D model generation.
Alternative Flows	Alternative flow 1: Upload Failure <ol style="list-style-type: none"> 1. From the upload process in the basic flow, if the upload fails, the system prompts the user to upload again.
Pre-conditions	User has photos of the object ready to upload.
Post-conditions	Photos are successfully uploaded and ready for processing.

2.15 Use-case: Upload Photo of Object

Use case Name	Upload Photo of Object
Brief description	Allow users to upload a single photo of an object to generate a 3D model.
Actors	Premium website User
Basic Flow	<ol style="list-style-type: none"> 1. User clicks the "Upload" button. 2. User selects a photo of the object. 3. System processes the photo to generate a 3D model.
Alternative Flows	Alternative flow 1: Upload Failure <ol style="list-style-type: none"> 1. From the upload process in the basic flow, if the upload fails, the system prompts the user to upload again.
Pre-conditions	User has a photo of the object ready to upload.
Post-conditions	Photos are uploaded and processed for 3D model creation.

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2.16 Use-case: Write Prompt

Use case Name	Write Prompt
Brief description	Allow users to write prompts to customize the 3D model generation based on specific requirements.
Actors	Website User
Basic Flow	<ol style="list-style-type: none"> 1. User accesses the prompt input field. 2. User writes and submits a prompt. 3. System uses the prompt to adjust the 3D model output.
Alternative Flows	Alternative flow 1: Prompt Submission Failure <ol style="list-style-type: none"> 1. From the prompt submission step in the basic flow, if submission fails, the system displays an error message.
Pre-conditions	Prompt input field is available.
Post-conditions	Prompt is saved and applied to the 3D model generation process.

2.17 Use-case: Edit Stats

Use case Name	Edit Stats
Brief description	Enable users to adjust statistics or parameters of the 3D model for customization.
Actors	Website User
Basic Flow	<ol style="list-style-type: none"> 1. User navigates to the stats editing section. 2. User adjusts stats (e.g., dimensions, textures). 3. Changes are applied to the 3D model in real-time.
Alternative Flows	Alternative flow 1: Stats Adjustment Failure <ol style="list-style-type: none"> 1. From the stats adjustment step in the basic flow, if the adjustment fails, the system reverts to the previous settings.
Pre-conditions	A 3D model is already generated and available for editing.
Post-conditions	Updated stats are applied to the 3D model.

2.18 Use-case: Interacting with model

Use case Name	Interact With Model
Brief description	Allow users to interact with the 3D model generated (e.g., rotate, zoom, pan) to examine it from different angles.
Actors	Website User
Basic Flow	<ol style="list-style-type: none"> 1. User accesses a generated 3D model. 2. User uses controls (mouse/touch gestures) to rotate, zoom, or pan the model. 3. System updates the model view in real-time based on user interactions.
Alternative Flows	Alternative flow 1: Interaction Tools Failure <ol style="list-style-type: none"> 1. From the interaction phase in the basic flow, if the interaction tools fail,

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	the system resets to the default view.
Pre-conditions	A 3D model is generated and displayed on the screen.
Post-conditions	Users can examine the 3D model from various angles.

2.19 Use-case: Exporting Results

Use case Name	Export Results
Brief description	Enable users to export the generated 3D model in various file formats (e.g., OBJ, STL) for download or further use.
Actors	Website User
Basic Flow	<ol style="list-style-type: none"> 1. User clicks the "Export" button. 2. User selects a file format (e.g., OBJ, STL). 3. System generates the file and prompts the user to download it.
Alternative Flows	Alternative flow 1: Export Failure <ol style="list-style-type: none"> 1. From the export process in the basic flow, if the export fails, the system displays an error message. 2. The user is prompted to retry the export.
Pre-conditions	A 3D model is successfully generated.
Post-conditions	The 3D model is exported and saved on the user's device.

2.20 Use-case: Upgrade account (Monthly)

Use case Name	Upgrade account to Premium
Brief description	This use-case describes how the User can upgrade his account to Premium.
Actors	Free User
Basic Flow	<ol style="list-style-type: none"> 1. On the user profile page, users have the option to upgrade their account if they are currently on free plan. 2. Users clicks on 'Upgrade' button to upgrade account. 3. There are 2 options for upgrading: pay the required amount upfront or enter a gift code. 4. If the user chooses to pay, the system will check if the payment was successful. 5. If user chooses to enter a code, the system will validate the code. 6. If no error was made, the system would proceed to upgrade the user's account.
Alternative Flows	Alternative flow 1: User is already on Premium plan <ol style="list-style-type: none"> 1. From #2 of the basic flow, a pop up will inform the user that they are already on a Premium plan. Alternative flow 2: Insufficient payment amount <ol style="list-style-type: none"> 1. From #4 of the basic flow, the system displays a pop up notifying the user of the shortfall. 2. Continue step #6, users now can request a refund or pay the remaining

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	<p>amount to upgrade.</p> <p>Alternative flow 3: Invalid gift code</p> <ol style="list-style-type: none"> From #5 of the basic flow, if the gift code is incorrect or has been used before, the system displays a pop up to inform user. Users then can re-enter the code.
Pre-conditions	User goes to profile page at /profile.
Post-conditions	The user successfully upgrades their account and can now use Premium features.

2.21 Use-case: Buy a gift code

Use case Name	Buy a gift code
Brief description	This use-case describes how the user can buy a gift code and gift it to someone else.
Actors	Free User, Premium User
Basic Flow	<ol style="list-style-type: none"> On the user profile page, users have the option to buy a gift code. Users click on 'Buy a gift code' button to purchase a gift code. There is only one option, which is paying the amount upfront. The system then checks if the payment was successful. A gift code will be sent to users via their registered email.
Alternative Flows	<p>Alternative flow 1: Insufficient payment amount</p> <ol style="list-style-type: none"> From #4 of the basic flow, the system displays a pop up notifying the user of the shortfall. Continue step #6, users now can request a refund or pay the remaining amount to get a gift code.
Pre-conditions	User goes to profile page at /profile.
Post-conditions	The user successfully purchases a gift and can use it or gift it to someone else.

2.22 Use-case: Pay for purchasing a gift code

Use case Name	Payment process
Brief description	This use-case describes the payment process.
Actors	Free User / Premium User who purchases a gift code.
Basic Flow	<ol style="list-style-type: none"> After users opt to upgrade their account by either paying upfront or purchasing a gift code, they will be redirected to the payment page. The system displays a QR code quick transfer and the bank account name and number for manual transfer, along with the required amount and transfer message. Users are asked to pay the required amount using one of those methods. Once the payment is made, users click on 'I have paid the amount' and wait for the system to process. The system then verifies if the payment was successful. Subsequent actions depend on what the users opted to.
Alternative Flows	Alternative flow 1: No payment was made

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	<ol style="list-style-type: none"> 1. From #4 of the basic flow, if no payment with the correct amount and transfer message was detected, the system displays a pop-up notifying the user. 2. The user is then asked to re-check the payment. 3. Go to #5, if the process exceeds the time limit, the system will cancel the process, and any payment made after this point will be lost. Else if the correct amount was paid within the time limit, the system would finish the remaining steps. <p>Alternative flow 2: Correct account, wrong amount and/or message</p> <ol style="list-style-type: none"> 1. From #4 of the basic flow, when the user accidentally entered the wrong amount required or transfer message. 2. Go to #5, the user clicks on 'I transferred the wrong amount / message'. 3. The system will cancel the process. Refunds will be made within 24 hours. 4. The user can start again to upgrade their account or purchase a gift code.
Pre-conditions	The user chooses to update their account or purchase a gift code.
Post-conditions	The payment is successful.

2.23 Use-case: Send gift code

Use case Name	Sending gift code to users via email
Brief description	This use-case describes the process of sending gift code to users via email.
Actors	System
Basic Flow	<ol style="list-style-type: none"> 1. After a user successfully purchases a gift code, the system retrieves one available gift code from the database. 2. This gift code is then sent to the user via the email address linked to their account. 3. Once the gift code is sent, the system removes that code from the database.
Alternative Flows	<p>Alternative flow 1: No Available Gift Codes in the Database</p> <ol style="list-style-type: none"> 1. From #1 of the basic flow, the system attempts to retrieve a gift code, but there are nonavailable. 2. The system displays an error message notifying the user that no gift codes are currently available. 3. The system will give the user 2 options: request a refund or receive the code later via email once a new code is added. <p>Alternative flow 2: Email Delivery Failure</p> <ol style="list-style-type: none"> 1. From #2 of the basic flow, the system attempts to send the gift code via email but fails due to server issues. 2. The system displays the message that the email could not be sent. 3. The user then clicks the 'Send again' button to receive another email. <p>Alternative flow 3: Error during calling email API</p> <ol style="list-style-type: none"> 1. From #1 of the basic flow, an error may occur (e.g., API timeout, server

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	<p>issue, or authentication failure).</p> <ol style="list-style-type: none"> The system automatically attempts to resend the email by calling the API again after a short delay. If the retry succeeds, the process proceeds as normal. If the retry fails, notify the admin or the support team.
Pre-conditions	The user successfully purchases a gift code.
Post-conditions	A gift code is sent to the user.

2.24 Use-case: Allow Down gradation

Use case Name	Let users cancel their subscriptions
Brief description	This use-case describes the process of premium users canceling their subscriptions.
Actors	Premium users
Basic Flow	<ol style="list-style-type: none"> When the user is on premium plan, they have the option to cancel their subscription. At the user profile page, the user clicks on 'Cancel subscription' button to cancel the premium plan. The system will display a pop-up asking for confirmation. The user may click on 'Yes' or 'No'. If the user chooses 'Yes,' they will retain access to premium features until the end of the current billing cycle.
Alternative Flows	<p>Alternative flow 1: System error during cancellation</p> <ol style="list-style-type: none"> After the user clicks on 'Yes,' a system error occurs (e.g., network failure or database issue). The system displays a message informing the user that the cancellation process failed and prompts them to try again later.
Pre-conditions	The premium user wants to cancel their premium plan.
Post-conditions	The premium user successfully cancels their premium plan.

2.25 Use-case: Sends Notification When User Registers for Premium

Use case Name	Premium users welcome mail
Brief description	This use-case describes the process of the system sending welcome mail to new premium users.
Actors	System
Basic Flow	<ol style="list-style-type: none"> After the user successfully upgrades to premium plan, the system will send a welcome email. The email contains a brief welcome, date subscribed and next billing date. The user receives welcome email and can access premium features.
Alternative Flows	<p>Alternative flow 1: Error during calling email API</p> <ol style="list-style-type: none"> From #1 of the basic flow, an error may occur (e.g., API timeout, server issue, or authentication failure). The system automatically attempts to resend the email by calling the API

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	<p>again after a short delay.</p> <ol style="list-style-type: none"> If the retry succeeds, the process proceeds as normal. If the retry fails, it notifies admin or the support team.
Pre-conditions	The premium user upgrades their account to premium plan.
Post-conditions	The new premium user receives a welcome email.

2.26 Use-case: Send Confirmation Email for Canceling Premium

Use case Name	Send Confirmation Email for Canceling Premium
Brief description	This use-case describes the process of sending email to confirm premium cancellation of premium users.
Actors	System
Basic Flow	<ol style="list-style-type: none"> After the user successfully cancels their premium plan, the system automatically sends a confirmation email. The mail includes a brief apology, expressing regret for their decision to leave, along with a survey form asking the user for feedback on why they chose to cancel, and informing user of their access to premium features until the end of the current billing cycle. The user receives the confirmation email.
Alternative Flows	<p>Alternative flow 1: Error during calling email API</p> <ol style="list-style-type: none"> From #1 of the basic flow, an error may occur (e.g., API timeout, server issue, or authentication failure). The system automatically attempts to resend the email by calling the API again after a short delay. If the retry succeeds, the process proceeds as normal. If the retry fails, it notifies admin or the support team.
Pre-conditions	The premium user cancels their premium plan.
Post-conditions	The premium user receives confirmation email.

2.27 Use-case: View users summary and export a report

Use case Name	View users summary and export a report
Brief description	This use-case describes the process of the admin viewing users' summary and exporting reports.
Actors	Admin
Basic Flow	<ol style="list-style-type: none"> The admin selects the option to view all users' summaries from the admin panel. The system displays a summary of all users, including details like account status, recent activities, and key statistics (e.g., sign-up date, last login, and total activity). The admin can filter or sort users by various criteria. The user may click on an individual user to view more detailed activity logs. The user clicks on 'Export report' button, the report may be in CSV or

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	PDF.
Alternative Flows	Alternative flow 1: No user found <ol style="list-style-type: none"> From #2 of the basic flow, if there are no users in the database or no user matches the admin's criteria. The system displays a message informing Admin that no user matches the search/filter criteria. The admin may exit the summary page.
Pre-conditions	Admin is logged into the system with the necessary permissions to view user data and export reports.
Post-conditions	Admin successfully views the user summaries and exports a brief report on user activity.

2.28 Use-case: Display specific user summary

Use case Name	Display specific user summary
Brief description	This use-case describes the process of the user viewing their usage summary.
Actors	User
Basic Flow	<ol style="list-style-type: none"> On the user profile page, the user selects the option to view their activity summary. The system retrieves the user's data from database, which may include recent login history, usage statistics, and transaction history. The user may click on individual sections to see more detailed logs. The user may finish reviewing the summary.
Alternative Flows	Alternative flow 1: No activity data available <ol style="list-style-type: none"> From #2 of the basic flow, the system may detect that there is no activity data for the user (e.g., brand new account). The system displays a message informing the user that no activity data is available. The user may exit the summary page or try again later after some actions have been performed.
Pre-conditions	The user is logged into their account and is on the user profile page.
Post-conditions	The user successfully views their activity summary and usage data.