

SPOILED TOMATILLOS

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Spoiled Tomatillos Use Cases

Operations

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Use Case:	Examine site and server health
Primary Actor:	Operations
Goal in Context:	To check on the overall health of the website and its
	servers/databases
Preconditions:	 The user is given system administrator privileges
Trigger:	The user wants to monitor the server load and site health
	during peak hours to ensure that the system is behaving
	correctly.
Scenario:	1. The user signs into AWS and sees a systems
	dashboard
	2. The user clicks through various widgets to check
	that load balancing is occuring correctly
	3. The user clicks through various widgets to ensure
	there is not downtime
Exceptions:	 Information does not come in properly from AWS
	or other services
	 The user has the ability to navigate directly
	to AWS

Use Case:	Database Management
Primary Actor:	Operations
Goal in Context:	To check on the health of the database and make necessary changes using the database management system
Preconditions:	 The user is given system administrator privileges

	 The user knows how to use a database management system
Trigger:	The user wants to update an attribute for a table or add additional tables to the system.
Scenario:	 The user signs in and enters a system dashboard The user navigates into the database management system User can check health User can access the database and make necessary changes
Exceptions:	 The database connection goes down User reconnects to database and retries their commands

Operations or Admins

Use Case:	Add Affiliate Codes
Primary Actor:	Operations or Admins
Goal in Context:	Add an affiliate code on movie tickets to the system for
Cour III Contoxu	specific movies or users
Preconditions:	The affiliate code was provided by someone in business development
	For movie specific affiliate codes, the movie
	already exists within the system
	The user has admin privileges
Trigger:	Business has provided an affiliate code for movie tickets and has asked that it be added to the system and made available for users.
Scenario:	 The user signs in and enters a system dashboard They click add affiliate codes and are navigated to a new page They select a movie to add the code for and enter the relevant information for the code i.e. which theater it is for, expiration date, or if it is a deal for digital distribution The user selects when to make it public The user clicks submit and it is added to the system queue
Exceptions:	 Movie does not exist User is prompted to add movie to the system and try again User tries to add an expired affiliate code User is prompted to correct the dates User leaves information on the form blank

 User is prompted to fill in required
information

Use Case:	Add Movie to Database
Primary Actor:	Operations or Admins
Goal in Context:	Add a new movie to the database in order to surface it to end users in order to review and interact with.
Preconditions:	 The aggregate movie rating information link is provided Digital distribution links are provided All director, actor, and relevant production information is available. Photos are provided. The user has admin privileges
Trigger:	Business has provided a new movie and all relevant info and has requested that it be added to the database and surfaced to users.
Scenario:	 The user signs in and enters a system dashboard They click add new movie and are navigated to a new page The user inputs all relevant information into a form and uploads images The user selects when to make it public The user clicks publish and it is added to the system queue to be added to the database A success page is displayed
Exceptions:	 Information is left blank in form User is prompted to enter required information System connection error Page does not navigate away and user is told to resubmit

Admins or Moderators

Use Case:	Ban Users
Primary Actor:	Admins or Moderators
Goal in Context:	Remove user's access to Spoiled Tomatillos due to multiple violations or a major violation of community guidelines.
Preconditions:	 The user being banned has had multiple violations or major violations of the community guidelines

	 The user being banned has been reported by other users
Trigger:	A specific user has left multiple inappropriate reviews on movie pages that have been obscene and offensive. The user has been warned and undergone an account suspension. The behavior has continued so as a last resort they are being banned from the site.
Scenario:	 The moderator signs into a dashboard enabling them to review recent complaints against users. The moderator clicks on a specific user and sees their history of offenses. Based off of the review, the moderator clicks the ban user option which navigates to a new screen. The moderator selects why the user is being banned and confirms their action. The system notifies the user being banned and why.
Exceptions:	 The moderator accidentally bans the wrong user The moderator has the ability to review their history and revert the ban
Secondary Actor:	The user being banned.

Use Case:	Suspend Users
Primary Actor:	Admins or Moderators
Goal in Context:	Temporarily Remove user's access to Spoiled Tomatillos due to violations of the community guidelines.
Preconditions:	 The user being suspended has violated the community guidelines either multiple times or moderately severe. The user being suspended has been reported by other users
Trigger:	A user has left an obscene review on a movie page and it was severe enough to condone a temporary account suspension.
Scenario:	 The moderator signs into a dashboard enabling them to review recent complaints against users. The moderator clicks on a specific user and sees their history of offenses. Based off of the review, the moderator clicks the suspend user option which navigates to a new screen. The moderator selects why the user is being suspended and how long the suspension will last and confirms their action.

	5. The system notifies the user being suspended and why.
Exceptions:	 The moderator accidentally suspends the wrong user
	 The moderator has the ability to review their history and revert the suspension
Secondary Actor:	The user being suspended.

Use Case:	Review flagged comment/review
Primary Actor:	Admins or Moderators
Goal in Context:	Review an inappropriate comment or review that has
	been flagged for review.
Preconditions:	The comment in question has been flagged and
	reported by users.
Trigger:	An inappropriate review has been flagged by 3 users and
	the moderator has been notified that their is a case to be
	reviewed.
Scenario:	1. The moderator signs into a dashboard enabling
	them to review recent complaints against users.
	2. The moderator clicks on a specific complaint and
	navigates to a page to manage the complaint.
	3. After reviewing the content, the moderator
	determines the comment should be removed.
	4. The moderator clicks remove comment/review.
	5. The system adds this offense to the commenter's
	record to keep track of future offenses.
Exceptions:	The user has already deleted the comment that
	was reported.
	 The system will indicate an error and that
	the comment doesn't exist anymore
	navigating the moderator back to the main
	review dashboard.

Anonymous Users

Use Case:	Browse public profile
Primary Actor:	Anonymous Users
Goal in Context:	View a public profile page and browse its content. This profile could be for a public figure or someone who wants non-signed in users to be able to access their info.
Preconditions:	 The user is not signed into an account The profile in question has been marked public

Trigger:	The user was sent a link to a public profile or Googled the name of a public figure to reach a public profile. User could have also completed a search for the public profile.
Scenario:	 The user clicks a link bringing them to the public profile. The user scrolls through public profile to view public movie recommendations and public ratings. The user is prompted to sign in to view additional content when they enter sections that are not public.
Exceptions:	 Intended profile is not public User is shown name but profile is indicated as private and that user must create an account to view
Secondary Actor:	The user whose profile is being viewed.

Use Case:	Browse movie page
Primary Actor:	Anonymous Users
Goal in Context:	View a movie and browse its content that is available for
	not signed in users.
Preconditions:	The user is not signed into an account
Trigger:	The user was sent a link to a the movie page or Googled
	the name of the movie. User could have also completed a
	search for the movie page.
Scenario:	1. The user clicks a link bringing them to the movie
	page.
	2. The user scrolls through public movie page to view
	aggregated user rating, critic rating, links to digital
	distribution sites, and share link.
	3. The user is prompted to sign in to view reviews
Exceptions:	 No user reviews for movie
	 Indicator is shown that not enough views
	are present yet
	 No digital distribution links
	 Linking is not enabled on page

Anonymous Users or Existing Users

Use Case:	Search for profile
Primary Actor:	Anonymous Users or Existing Users
Goal in Context:	User wants to find a specific user profile.
Preconditions:	The user is not signed into an account
	 The user is already on the site.

Trigger:	The user is currently on the site and wants to find a
	specific user via the site's search bar.
Scenario:	 The user clicks the search bar.
	2. The user types a name or username.
	3. The user clicks enter and is brought to a list of
	results.
	4. The user clicks on the intended profile and is
	navigated to profile page.
Exceptions:	No matching user profiles exist
	 User is shown no users exist and that they
	should refine their query

Use Case:	Search for movie page
Primary Actor:	Anonymous Users or Existing Users
Goal in Context:	User wants to find a movie.
Preconditions:	 The user is not signed into an account.
	 The user is already on the site.
Trigger:	The user is currently on the site and wants to find a
	specific movie via the site's search bar.
Scenario:	 The user clicks the search bar.
	2. The user types a movie name.
	3. The user clicks enter and is brought to a list of
	results.
	4. The user clicks on the intended movie page and
	navigates to the movie page.
Exceptions:	No matching movie exists
	 User is shown no movies exist and that
	they should refine their query

New Users

Use Case:	Onboarding - Non-Social Account Creation
Primary Actor:	New Users
Goal in Context:	To sign up for an account.
Preconditions:	The user does not have an account
	 The user wants to create an account
	 The user does not want to create an account with
	Facebook
	 There isn't an account associated with this email
Trigger:	The user visited the site as an anonymous user through a
	shared link or browsing and after an initial browse
	decides they want to make an account.

Scenario:	1. The user clicks the sign up or login button
	The user is prompted to login via an existing
	account, login via Facebook, or create a new
	· -
	account
	3. The user clicks create a new account
	4. The user is brought to a screen prompting them to
	fill out a form with account details like email,
	name, password, and username (there may be a
	terms and agreements check)
	5. The user submits the form
	6. User is brought to main page
Exceptions:	 The user could submit an incorrect email, non
	matching password fields
	 Prompt user to correct info
	The user chooses a taken username
	 Prompt user to choose another username
	There is an account registered to the email
	address already
	 Notify user that an account already exists
	at that address
	The user leaves a field blank
	 System indicates which fields needs to be
	filled and prompts user to correct

Use Case:	Onboarding - Facebook Account Creation
Primary Actor:	New Users
Goal in Context:	To sign up for an account via Facebook.
Preconditions:	The user does not have an account
	The user wants to create an account
	 The user has an existing Facebook account
	 An account was not previously created with this
	facebook account
Trigger:	The user visited the site as an anonymous user through a
	shared link or browsing and after an initial browse
	decides they want to make an account via social login.
Scenario:	1. The user clicks the sign up or login button
	2. The user is prompted to login via an existing
	account, login via Facebook, or create a new
	account
	3. The user clicks login via Facebook
	4. The system recognizes this is an initial login and
	prompts the user to choose a username and auto
	populates other fields through Facebook
	information

	5. The user submits the form.6. User is brought to a page with recommendations of people to follow based off of Facebook friends
	User follows some of their Facebook friends and clicks next
	8. User is brought to main page
Exceptions:	 Facebook credentials cannot be authenticated Redirect user back to account creation/login page and surface an error to retry
	User has no Facebook friends on the siteSkip the friend suggestion page

Existing Users

Use Case:	Follow User
Primary Actor:	Existing User
Goal in Context:	To follow another user such that the primary actor
	receives future information about the followed-users
	activity
Preconditions:	 Both the primary user and secondary user must have existing accounts.
	 The primary actor has not been blocked by the secondary user they are requesting to follow
Triggor	The primary user finds another user and wants to follow
Trigger:	their movie interests/recommendations.
Scenario:	 The primary user navigates to a secondary user's profile.
	2. The primary user clicks on the "Follow" button.
	3. The primary user is added to the secondary user's
	followers, and the secondary user is added to the
	list of users that the primary user is following.
Exceptions:	 Connection times out during request
	 User refollows the other user
Secondary Actor:	The user that the primary user wants to follow.

Use Case:	Following Facebook friends
Primary Actor:	Existing Users
Goal in Context:	Bulk following the Existing User's Facebook friends
Preconditions:	The user has linked their account to Facebook so
	we have access to their friends list
Trigger:	The user linked their Spoiled Tomatillos account to their
	Facebook account and wants to bulk follow friends.

Scenario:	 The user navigates to the account settings page The user clicks add friends from Facebook and is brought to a new page listing there Facebook friends that has an account The user scrolls through the list and follows
	people as they want. 4. When finished they navigate to a new page
Exceptions:	Connection times out during request
	 User follows the other user again

Use Case:	Browse profile
Primary Actor:	Existing Users
Goal in Context:	View a profile page and browse its content.
Preconditions:	The user is signed into an account
	 The user is not blocked by the user they are
	viewing the profile of.
Trigger:	The user was sent a link to a profile. User could have also
	completed a search for the profile.
Scenario:	1. The user clicks a link bringing them to the profile.
	2. The user scrolls through profile to view movie
	recommendations, ratings, lists, and options to
	follow a user or prod them with
	recommendations.
Exceptions:	Profile times out
	 User reloads page
Secondary Actor:	The user whose profile is being viewed.

Use Case:	Block Another User
Primary Actor:	Existing Users
Goal in Context:	Block another user from seeing your profile or interacting
	with you.
Preconditions:	The user is signed into an account
	 The user being blocked is not already blocked by
	the user.
	 The user is already on the profile page.
Trigger:	The user had a bad interaction with another user and has
	decided that they don't want them to be able to follow
	them anymore.
Scenario:	1. The user navigates to the block option on the
	profile page of the user they want to block.

	On clicking the link, the user is asked to confirm if they would like to block the other user and they confirm it.
	3. The user is then presented with a notification that
	they have successfully blocked the other user.
Exceptions:	The user decides that they no longer want to block
	the other user
	 User accesses their blocked list from their
	account information and removes the user
	from that list.
Secondary Actor:	The user who is being blocked.

Use Case:	Browse movie page
Primary Actor:	Existing users
Goal in Context:	View a movie and browse its content.
Preconditions:	The user is signed into their account
Trigger:	The user was sent a link to a the movie page or Googled
	the name of the movie. User could have also completed a
	search for the movie page.
Scenario:	1. The user clicks a link bringing them to the movie
	page.
	2. The user scrolls through public movie page to view
	aggregated user rating, critic rating, links to digital
	distribution sites, and share link. The user has the
	option to leave a review or rating, add it to a list,
	or send a recommendation.
Exceptions:	 No user reviews for movie
	 Indicator is shown that not enough views
	are present yet
	 No digital distribution links
	 Linking is not enabled on page

Use Case:	Leave A Review
Primary Actor:	Existing users
Goal in Context:	Leave a review on a movie page.
Preconditions:	 The user is signed into their account
	 The user is on the movie page
Trigger:	The user just saw a movie and wants to leave a review.
Scenario:	1. The user clicks leave a review on the movie page
	2. The user types out a review comment and gives
	the movie a rating out of 5 stars

	3. The user confirms their review and posts it
Exceptions:	 Posting the review times out
	 The user reclicks the post option.

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Use Case:	Click Through to Digital Sources
Primary Actor:	Existing users
Goal in Context:	Navigate away from the movie page to an external video
	hosting platform to view the movie.
Preconditions:	 The user is signed into their account
	 The user is on the movie page
Trigger:	The user is interested in seeing a movie based off of the
	movie reviews and decides to click through to a digital
	source to watch it.
Scenario:	1. The user reads the reviews of the movie and
	decides they want to watch it
	2. The user navigates to the digital sources links and
	clicks
	3. The user is redirected to the external site to watch
	the movie
Exceptions:	The user clicks the wrong link
	 The user clicks the back button to be
	redirected back to the movie page.

Use Case:	Report a Comment/Review
Primary Actor:	Existing users
Goal in Context:	Report an inappropriate movie review so that a
	moderator can review it and deal with it appropriately.
Preconditions:	 The user is signed into their account
	 The user is on the movie page
	 There is an offensive review on the movie page
Trigger:	The user is browsing the movie reviews and sees one that
	is inappropriate and/or offensive.
Scenario:	 The user is reading through movie reviews and
	sees the inappropriate review
	2. The user clicks a flag icon to report the comment
	3. The user has the option to hide the comment after
	reporting and decides to click that option
	4. The review disappears from their view and is
	added to the moderator's queue
Exceptions:	 The user hides the wrong comment
	 The user clicks the unhide option
	 The user changes their mind about hiding the
	comment

The user clicks the unhide option

Use Case:	Access Affiliate Codes
Primary Actor:	Existing users
Goal in Context:	Make use of Spoiled Tomatillos benefits by accessing an
	affiliate code for a deal on movie tickets
Preconditions:	The user is signed into their account
	 The user is on the movie page
Trigger:	The user is interested in seeing a movie based off of the
	movie reviews and decides to make use of an affiliate
	code to purchase a ticket.
Scenario:	1. The user reads the reviews of the movie and
	decides they want to watch it
	2. The user navigates to affiliate codes portion
	3. The user copies the code to their clipboard
	4. The user clicks an affiliate link and uses the code
	when prompted
Exceptions:	 The user miscopies the code
	 The user clicks the back button to be
	redirected back to the movie page.
	 The user can autocopy it correctly when
	clicking through the link

Use Case:	Follow User Back
Primary Actor:	Existing User
Goal in Context:	To follow back another user who has already followed the
	primary user such that the primary actor receives future
	information about the followed-users activity
Preconditions:	Both the primary user and secondary user must
	have existing accounts.
	 The primary actor has not been blocked by the
	secondary user they are requesting to follow
	 The secondary user has already followed the
	primary user
Trigger:	The primary user receives a notification that they have a
	new follower. The new follower is one of their friends
	whom they like the movie taste of and they decided to
	follow them back in return.
Scenario:	 The primary user navigates to their notifications
	and navigates to a secondary user's profile
	through the follow notification.
	2. The primary user clicks on the "Follow" button.

	3. The primary user is added to the secondary user's followers, and the secondary user is added to the
	list of users that the primary user is following.
Exceptions:	Connection times out during request
	 User refollows the other user
Secondary Actor:	The user that the primary user wants to follow.

Use Case:	Change account email
Primary Actor:	Existing user
Goal in Context:	Change the email associated with an existing user
	account
Preconditions:	 The new email is a valid email
	 The new email is not already associated with
	another account
Trigger:	The user wants to change his/her account email.
Scenario:	 The user navigates to their account settings.
	2. The user changes the email in the "Email" text
	box.
	3. The user clicks the "Save" button to save their
	account settings.
	4. The user clicks a link in an email confirmation.
	5. The user's email is updated in the user database.
Exceptions:	 The email entered is not a valid email
	 The user must enter a different (valid)
	email
	 The email entered is already associated with
	another existing user account
	 The user must enter a different email

Use Case:	Change account password
Primary Actor:	Existing User
Goal in Context:	Change the password associated with an existing user
	account
Preconditions:	The user remembers their existing password
Trigger:	The user wants to change his/her account password.
Scenario:	 The user navigates to their account settings.
	2. The user enters their current password in the
	"Current Password" field
	3. The user changes the password in the "New
	Password" text box and the secondary "Password
	Confirmation" field.
	4. The user clicks the "Save" button to save their
	account settings.

	The user's password is updated in the user database.
Exceptions:	 The password entered is not a valid password The user must enter a different (valid)
	password

Use Case:	Reset Forgotten Password
Primary Actor:	Existing User
Goal in Context:	Change the password associated with an existing user
	account
Preconditions:	 The user remembers their account email
	 The user has forgotten their password
Trigger:	The user has forgotten their password and wants to
	change it so they can keep logging in.
Scenario:	 The user navigates to the login page
	The user selects forgot my password and is
	redirected to a new page
	3. The user enters their email address to receive a
	reset link
	The user checks their email and clicks the reset your password link
	5. The user is brought to a page that allows them to reset their password
	6. The user changes the password in the "New Password" text box and the secondary "Password Confirmation" field
	The user clicks the "Save" button to save their account settings
	8. The user's password is updated in the user
	database.
Exceptions:	 The password entered is not a valid password The user must enter a different (valid) password

Use Case:	Prod mutual follower
Primary Actor:	Existing User
Goal in Context:	The goal is for an existing user to be able to prod or
	suggest a specific movie to the secondary actor, another
	existing user, such that the secondary user has a link to
	said movie
Preconditions:	The primary actor is following the secondary actor
	 The secondary actor is following the primary actor

Trigger:	The primary user decides that they would like to suggest a movie to the mutual follower to either watch alone or together
Scenario:	The primary user navigates to the movie they would like to recommend The primary user selects an option to recommend this movie The primary user selects the secondary user to
	prod
Exceptions:	 A connection timeout or error occurs during the process of selecting a user to prod Primary user must re- select the user to prod The secondary actor unfollows the primary actor during the selection process The prod fails, and the secondary actor is removed from the proddable users
Secondary Actor:	The existing user that the primary user wants to prod.

Use Case:	Connecting Existing Account To Facebook
Primary Actor:	Existing User
Goal in Context:	The user wants to associate their account with their
	Facebook account to make it easy to follow their social
	media friends.
Preconditions:	 The user's account was not created with
	Facebook.
	 The user has an existing Facebook account.
Trigger:	The user found out that if they add their Facebook
	account it will make it easier to connect with their
	friends. They decided in order to get better
	recommendations they wanted to connect to their
	Facebook account.
Scenario:	 The user navigates to their account settings.
	The user clicks connect Facebook account.
	3. The user is prompted to authenticate the
	Facebook login in process.
	4. The user's Facebook account is added to the
	system.
	5. User is brought to a page with recommendations
	of people to follow based off of Facebook friends
	6. User follows some of their Facebook friends and
	clicks next
	7. User is brought to main page
Exceptions:	 Facebook credentials cannot be authenticated

 User is surfaced an error and checks their
account
 User has no Facebook friends on the site
 Skip the friend suggestion page

Use Case:	Viewing user playlist
Primary Actor:	Existing user wishing to view a collection of movies
Goal in Context:	The primary user wishes to view an existing playlist
Preconditions:	 The user has an existing Spoiled Tomatillos account The primary user is signed in to their account The primary user has an existing collection or "playlist" of movies
Trigger:	The primary user makes a conscious decision to look at the movies in their playlist
Scenario:	 The primary user navigates to a link to the collection Upon navigating to the link, they are presented with the movies in their pre-existing playlist
Exceptions:	 The primary user has no saved collection of movies The user is not presented with an option to view any "playlists" Connection timeout/error in loading the collection The user is presented with the information that their "playlist" did not load correctly, and is provided the option to reload