SPOILED TOMATILLOS USE CASES

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Operations

DONE

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
Priority:	High

TODO

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:	1. The user signs in and enters a system dashboard 2. The user navigates into the database management system 3. User can check health 4. User can access the database and make necessary changes
Exceptions:	● The database connection goes down ○ User reconnects to database and retries their commands

Priority:	High

Modifying Movies in DB

DONE

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 relevant external database keys 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:	1. The user signs in and enters a system dashboard 2. They click add new movie and are navigated to a new page 3. The user inputs all relevant information into a form 4. The user clicks publish and it is added to the system queue to be added to the database
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
Priority:	High

Use Case:	Edit Movie
Primary Actor:	Operations or Admins
Goal in Context:	Edit an existing movie to the database in order to surface changes to end users in order to review and interact with.
Preconditions:	● The relevant external database keys are provided ● The user has admin privileges
Trigger:	Business has provided a movie and all relevant info and has requested that it be changed in the database and surfaced to users.
Scenario:	5. The user signs in and enters a system dashboard 6. They click edit movie and are navigated to a new page 7. They select a movie to edit from search 8. The user changes necessary fields

	9. 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
Priority:	Low

TODO

Use Case:	Add Affiliate Codes
Primary Actor:	Operations or Admins
Goal in Context:	Add an affiliate code on movie tickets to the system for 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:	10. The user signs in and enters a system dashboard 11. They click edit movie and are navigated to a new page 12. 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 13. The user selects when to make it public 14. 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
Priority:	Low

User Management and Site Moderation

TODO

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:	1. The moderator signs into a dashboard enabling them to review recent complaints against users. 2. The moderator indicates specific user case and sees the offense and/or history of offenses. 3. Based off of the review, the moderator can ban a user. 4. 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.
Priority:	Medium

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:	1. The moderator signs into a dashboard enabling them to review recent complaints against users. 2. The moderator indicates specific user case and sees the offense and/or history of offenses. 3. Based off of the review, the moderator suspends a user's privileges for an indicated time. 4. The system notifies the user being banned 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.
Priority:	Medium

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 indicates specific user case and sees the offense and/or history of offenses. 3. After reviewing the content, the moderator determines the comment should be removed. 4. The moderator can 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.
Priority:	Medium

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:	- 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. - 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.
Priority:	Low

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 - The user clicks a flag icon to report the comment - The user has the option to hide the comment after reporting and decides to click that option - 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
Priority:	Medium

Search

DONE

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:	1. 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
Priority:	High

Use Case:	Search for movie page
Primary Actor:	Anonymous Users or Existing Users or Admin
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:	1. 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
Priority:	High

Account Creation

DONE

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 2. 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
Priority:	High

TODO

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 7. 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 site - Skip the friend suggestion page
Priority:	Medium

User to User Interactions

DONE

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
Trigger:	The primary user finds another user and wants to follow their movie interests/recommendations.
Scenario:	1. 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.
Priority:	High

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:	1. 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.
Priority:	High

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:	1. The primary user navigates to the movie they would like to recommend 2. The primary user selects an option to recommend this movie 3. 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.
Priority:	High

Use Case:	Browse profile
Primary Actor:	Existing Users or Anonymous 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 recommendation if signed in.
Exceptions:	● Profile times out ○ User reloads page
Secondary Actor:	The user whose profile is being viewed.
Priority:	High

Use Case:	Viewing user watchlist
Primary Actor:	Existing user wishing to view a collection of movies
Goal in Context:	The primary user wishes to view an existing watchlist
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 "watchlist" of movies
Trigger:	The primary user makes a conscious decision to look at the movies in their watchlist
Scenario:	1. The primary user navigates to a link to the collection 2. Upon navigating to the link, they are presented with the movies in their pre-existing watchlist
Exceptions:	● The primary user has no saved collection of movies ○ The user is not presented with an option to view any "watchlist" ● Connection timeout/error in loading the collection ○ The user is presented with the information that their "watchlist" did not load correctly, and is provided the option to reload
Priority:	Medium

TODO

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:	1. The user navigates to the account settings page 2. The user clicks add friends from Facebook and is brought to a new page listing there Facebook friends that has an account 3. 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
Priority:	Medium

User to Movie Interactions

DONE

Use Case:	Browse movie page
Primary Actor:	Existing users or Anonymous 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 if signed in.

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

Priority:	High

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.
Priority:	High

Use Case:	Browse Recommendations
Primary Actor:	Existing User
Goal in Context:	The primary user wants to view their recommendations

Preconditions:	• The user has an existing Spoiled Tomatillos account • The primary user is signed in to their account
Trigger:	The primary user signs into the website
Scenario:	1. The primary user enters the site 2. The primary user sees their homepage recommendations and browses through them

Exceptions:	• The primary user has no prior reviews
	   ○ The user is not presented with a generic recommendations
	• Connection timeout/error in loading the collection
	   ○ The user is presented with the information that their recommendations did not load correctly, and is provided the option to reload

Priority:	High

TODO

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

Priority:	Low

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.
Priority:	Low

User Account Management

DONE

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:	1. 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

Priority:	Medium

TODO

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:	1. 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. 5. 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
Priority:	Medium

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:	1. The user navigates to the login page 2. 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 4. 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 7. 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
Priority:	Medium

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:	1. The user navigates to their account settings. 2. 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
Priority:	Low