The Race to A New System

Version <1.0>

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 28/FEB/2017 | 1.0 | Assignment 3 | William Phelps |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Table of Contents

1. Contact us via Website 2

1.1 Brief Description 2

2. Flow of Events 2

2.1 Basic Flow 2

2.2 Alternative Flows 2

2.2.1 Contacting Outside the Form

3. Special Requirements 2

3.1 None 2

4. Pre-conditions 2

4.1 Connection

4.2 On KYHBPA Website 2

5. Post-conditions 2

5.1 Message Sent 2

# Contact us via Website

## Brief Description

New users and current members most-likely want to have an easy way to get ahold of the company, in order to ask questions, make comments or for any other number of reasons. While they may call on their own schedule, when it works for them, it may not be the best time for an employee to respond. Some customers may email which allows for a response when available, it makes more sense to try and have all these comments, questions, etc. to come in, in the same format. That is the goal of the “Contact us via Website” form.

# Flow of Events

## Basic Flow

The website user (current member or potential member) clicks on the link to the “Contact us” page. This will direct them to a page where they can fill out a form asking for basic information such as: name, subject, how to contact, and most importantly, the message they wish to send.

## Alternative Flows

### Contacting Outside the Form

Though, this option should allow most messages to be received in this way, some users will still contact via phone or email. Having a public phone number and email will allow this to happen, though it most-likely could not be stopped completely, this option should help.

# Special Requirements

None

# Pre-conditions

## Connection

The user must also have a working Internet connection, to connect to the cloud.

## On KYHBPA Website

The user must be on the website and on the “Contact us” page.

# Post-conditions

## Message Sent

If all pre-conditions are met, and the form is filled out, the message along with the other information will be sent to the KYHBPA and allowed to be responded to when time allows.