

Use Case: Search For Help

Participating Actors

The use case is initiated by the citizen

Brief Description:

The feature allows users to get more information (downloaded document) regarding a particular emergency situation, to help citizens to instantly assist victims in case of new or advanced-knowledge-required situations.

Assumption:

The citizen is logged into the system.

Basic Flow (Search for help)

1. The use case starts when the user select to search for help
 - a. The system displays the list of available guidance (help), topic and description.
2. The user searches for a topic ,or in description the kind of guidance they might be looking for.
 - a. The system displays all records(help) matching with the searched criteria.
3. The user chooses one to read
 - a. The system downloads the document for the user.

Alternative Flows

- A1, on 1,a => if there are no available records, the system shows nothing and suggest a user to add help documents for others.

Step B: Create a Corresponding User Story for search for help

Search for help Motivation

As a citizen,

I want to search for help,

So that I may support my colleague in case of an emergency situation that I might not be familiar with.

Search for help Acceptance Criteria

- Given a use is logged into the system
- When a user searches for help.

- Then the system shows for them the available help that is related to the searched criteria.

Business Rules

- The document has to be helpful and informative.
- The document has to be easy to read and understand.
- The user can search as many documents as they want.