|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Event | Trigger | Source | Use case | Response | Destination |
| Customer writes a review | Customer review | Customer | Write review | Review is accepted as genuine | Website |
| QA chooses the frequency of data collection | User specifications | QA employee | Schedule System Process | Schedule is set | System |
| QA Sets up the parameters for the system | User specifications | QA employee | Modify Selenium Parameters | Parameters are set | System |
| The system performs data gathering | Preset task schedule | System | Perform screen scraping and data parsing | Task is performed | System |
| The system performs sentiment analysis | Data gathering completed | System | Perform lexicon based sentiment analysis | Task is performed | System |
| QA categorizes the unknown sentiments found in the reviews as either positive or negative | User specifications | QA employee | Modify dictionary | Sentiment definitions are set | System |
| QA or management wants to view the analysis of sentiments | User report inquiry | QA employee Management | View Analysis | Data analysis is displayed | QA employee Management |
| QA or management selects date range to display data | User specifications | QA employee Management | Filter analysis | Filtered data is displayed | System |