# **Use Cases**

(1.)

Name: **Open Chat**

Goal: This Use Case initiates Conversation between the User and the Chatbot.

Actor: User

Pre-conditions: ----

Triggers: When User enters the chat room.

Basic Course of Events:

|  |  |
| --- | --- |
| User Action | System Response |
| 1. User enters the chat room. | Chatbot greets. |
| 1. User replies. | Asks to describe symptoms. |

Alternate Path: N/A

Post-Condition: User will be asked to describe symptoms.

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Exceptions:

* Back-End Server is Offline.

(2.)

Name: **Enter Symptoms and Details**

Goal: This Use Case lets the user to get his/her disease identified and get a medicine recommendation.

Actor: User

Pre-conditions:

* The greeting between chatbot and user is done.

Triggers: When User replies to the greetings from chatbot.

Basic Course of Events:

|  |  |
| --- | --- |
| User Action | System Response |
| 1. User describes symptoms. | Chatbot stores symptoms, asks relevant questions(one by one). |
| 1. User replies to different questions. | Finds disease that matches user’s details, finds appropriate medicine, then recommends it. |

Alternate Path 1:

|  |  |
| --- | --- |
| User Action | System Response |
| 1A1) If User enters irrelevant information. | Chatbot asks user to reply again. |
| 1A2) User replies. |  |

Alternate Path 2A:

|  |  |
| --- | --- |
| User Action | System Response |
| 2A1) If User enters symptoms that are severe or do not match any disease. | System recommends medicine to treat individual symptoms and a visit to doctor. |

Alternate Path 2B:

|  |  |
| --- | --- |
| User Action | System Response |
| 2B1) If User enters symptoms and details that do not match any appropriate medicine. | System notifies and recommends a visit to doctor. |

Post-Condition: System successfully identifies disease and recommends medicine.

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Exceptions:

* Back-End Server is Offline.

(3.)

Name: **Search Medicine Details**

Goal: This Use Case lets the user to find details about specific medicine by entering any one attribute related to drug(s) such as interactions, contraindications, brand-name, etc.

Actor: User

Pre-conditions:

* User is using the website’s page dedicated to details about drugs.

Triggers: When the User goes to the page about drugs’ details.

Basic Course of Events:

|  |  |
| --- | --- |
| User Action | System Response |
| 1. User enters details in different fields available and presses enter. | System searches for drugs related to that information and returns relevant drug(s)’ details. |

Alternate Path:

|  |  |
| --- | --- |
| User Action | System Response |
| 1. If User enters irrelevant information. | System returns no results. |

Post-Condition: System returns drug(s)’ information.

Author: Shayan-Ur-Rehman Siddiqui Date: 10/30/20

Exceptions:

* Back-End Server is Offline.