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**GROUP 08**

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**MOVIE STREAMING WEBSITE**  
**Use-Case Specification**

**Version <2.0>**

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## Revision History

Date	Version	Description	Author
22 thg 6, 2022	<1.0>	Create and describe each use case.	Thịnh, Nguyễn, Khôi, Lam, Khanh
		Draw use case model	Thịnh
25 thg 6, 2022	<2.0>	Check font format and spelling	Thịnh, Lam
		Update Use-case Specifications	Nguyễn, Khôi, Khanh

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	<ol style="list-style-type: none"> <li>The system will check if the account already remove by another admin</li> <li>if the account have not been removed then ask the admin to reconfirm the deletion</li> <li>Admin select “yes”</li> <li>System delete a data related to the account on the database</li> </ol>
Alternative Flows	<b>Alternative flow: the account already deleted</b> <ol style="list-style-type: none"> <li>System will notice the admin already removed from the database</li> <li>return to the user list view</li> </ol>
Pre-conditions	Admin is currently viewing the user list and he/she received a request to remove a account
Post-conditions	Admin successfully remove the requested account

### 2.1.2. Use-case: Admin login

Use case Name	Login a administrator account
Brief description	Login to a administrator account for system administration
Actors	Administrator
Basic Flow	<ol style="list-style-type: none"> <li>At the homepage, the admin will click the ‘Login’ button.</li> <li>Admin enters username and password of the admin’s account.</li> <li>System checks if the username and password are correct or not.</li> <li>The system displays the administration dashboard.</li> <li>Admin clicks the user’s list section.</li> <li>The system displays all the users who are registered to the web and their basic and extra information.</li> </ol>
Alternative Flows	<b>Alternative flow 1: Admin cannot login because he/she forgets the password.</b> <ol style="list-style-type: none"> <li>From #1 of the basic flow, the admin clicks on the button.</li> <li>At #3, the system checks if the password is wrong.</li> <li>Admin cannot log in to the dashboard.</li> <li>Go back to #2 of the basic flow.</li> </ol>
Pre-conditions	Admin goes to the homepage of the website.
Post-conditions	Admin successfully controls every user’s information.

### 2.1.3. Use-case: User's comment moderation

Use case Name	Deleting a comment.
Brief description	Moderating every user’s comment by simply removing a comment is inappropriate.
Actors	Administrator
Basic Flow	<ol style="list-style-type: none"> <li>Admin finds an inappropriate comment.</li> <li>He/she clicks that comment and selects “removed”.</li> <li>The system will check if that comment is already deleted</li> <li>The system will now ask for reconfirmation from the admin.</li> <li>admin selects “yes”.</li> </ol>

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	6. The system will delete that comment and update it to all clients currently viewing that comments section.
Alternative Flows	<p><b>Alternative flow 1: Admin selects “No” when the system asks for reconfirmation</b></p> <ol style="list-style-type: none"> <li>1. The system will not do anything with that comment that was chosen before</li> <li>2. Return to the main control screen</li> </ol> <p><b>Alternative flow 2: Comments selected by the admin already deleted by another admin but have not updated to GUI yet</b></p> <ol style="list-style-type: none"> <li>1. The system will notify the admin that the comment has already been deleted</li> <li>2. Return to the main control screen</li> </ol>
Pre-conditions	Admins are currently viewing a comments section
Post-conditions	An inappropriate has been deleted

#### 2.1.4. Use-case: Add film data

Use case Name	Controlling all movie lists, adding a movie
Brief description	Add a movie from the system
Actors	Administrator
Basic Flow	<ol style="list-style-type: none"> <li>1. Admin enters all information and makes sure the source/file is already in the system of a film he/she wants to add</li> <li>2. Admin select “add a movie” from the information entered</li> <li>3. System checks if the movie source/file for streaming is already stored in the system</li> <li>4. System checks if the information conflicted with any other movie or not</li> <li>5. System asking for reconfirmation and recheck all information of that movie</li> <li>6. Admin select “yes”</li> <li>7. The system adds that movie and its information to the database</li> <li>8. The system updated all clients in the system with the new movies</li> <li>9. The system created a link to the source/file for streaming and makes sure the movie is stream ready</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: Admin selected “No” when he/she doesn’t want to add the movie or wants to edit the information again</b></p> <ol style="list-style-type: none"> <li>1. The system returns to the information tab at #1 with all the old information</li> <li>2. Admin can quit the tab or update the new information he/she wants to update</li> </ol>

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	<ol style="list-style-type: none"> <li>If he wants to update, then the flow back to Basic flow starts from #2, else return to the main screen</li> </ol> <p><b>Alternative flow 2: The system found the information entered by the admin is conflicted with another movie</b></p> <ol style="list-style-type: none"> <li>System return notice the information is conflicted</li> <li>The system will ask if the admin wants to quit or re-edit the information</li> <li>If the admin wants to re-edit the information, then same with alternative flow 1, else return to the main screen</li> </ol>
Pre-conditions	Admin is accessing the movie database
Post-conditions	A movie is added to the database and updated for all users

#### 2.1.5. Use-case: Remove film data

Use case Name	Controlling all movie lists, removing a movie
Brief description	Remove a movie from the system
Actors	Administrator
Basic Flow	<ol style="list-style-type: none"> <li>Admin selected a movie he/she wants to delete.</li> <li>Admin select "remove".</li> <li>The system will now ask for reconfirmation from the admin.</li> <li>admin selects "yes".</li> <li>The system will delete that movie from the database.</li> <li>A system update for all clients.</li> </ol>
Alternative Flows	<p><b>Alternative flow: Admin selects "No" when the system asks for reconfirmation</b></p> <ol style="list-style-type: none"> <li>The system will not do anything with that movie that was chosen before</li> <li>Return to the main control screen</li> </ol>
Pre-conditions	Admin is accessing the movie database
Post-conditions	A movie is removed from the database and updated for all users

#### 2.1.6. Use-case: Edit film information

Use case Name	Controlling all movie lists, edit a movie information
Brief description	Modifying a movie information from the system
Actors	Administrator
Basic Flow	<ol style="list-style-type: none"> <li>Admin selected a movie he/she wants to edit.</li> <li>Admin select "edit".</li> <li>Admin edit the movie information</li> <li>admin selects "done".</li> <li>System checks if the information conflicted with any other movie or not</li> <li>System asking for reconfirmation and recheck all information of that movie</li> <li>Admin select "yes"</li> </ol>

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	8. The system change that movie and its information in the database 9. The system updated all clients in the system with the new movie information.
Alternative Flows	<p><b>Alternative flow 1: Admin selected “No” when he/she doesn’t want to edit the movie or wants to edit the information again</b></p> <ol style="list-style-type: none"> <li>1. The system returns to the information tab at #1 with all the old information</li> <li>2. Admin can quit the tab or update the new information he/she wants to update</li> <li>3. If he wants to update, then the flow back to Basic flow starts from #3, else return to the main screen</li> </ol> <p><b>Alternative flow 2: The system found the information entered by the admin is conflicted with another movie</b></p> <ol style="list-style-type: none"> <li>1. System return notice the information is conflicted</li> <li>2. The system will ask if the admin wants to quit or re-edit the information</li> <li>3. If the admin wants to re-edit the information, then same with alternative flow 1, else return to the main screen</li> </ol>
Pre-conditions	Admin is accessing the movie database
Post-conditions	A movie information is modified

#### 2.1.7. Use-case: Feedback log

Use case Name	Access the feedback log
Brief description	Receiving every feedback of users.
Actors	Administrator
Basic Flow	<ol style="list-style-type: none"> <li>1. Admin views feedback from the user.</li> <li>2. Admin can reply to the feedback directly or send it to customer support.</li> <li>3. If the admin replies to the feedback directly then he/she can enter the reply and then select “send”, else then #5.</li> <li>4. The system will use the email from user information and send the reply to that user via the team/company's email.</li> <li>5. The admin informs the feedback of the entire team.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: Admin can reply to the user via the phone number</b></p> <ol style="list-style-type: none"> <li>1. At #4, the admin clicks ‘reply by phone number’</li> <li>2. System checks if the user has entered their phone number or not.</li> <li>3. The system sends a message to their phone number.</li> </ol>
Pre-conditions	Access the feedback log view
Post-conditions	Respond to user feedback either by replying directly or using that feedback to improve the application



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## 2.2. User features

### 2.2.1. Use-case: Log in

Use case Name	Access to website service.
Brief description	Allow users to access their account.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. On the homepage, the user will click the "Login" button.</li> <li>2. The user enters his/her email and password.</li> <li>3. Press "Enter" to submit and access the user account.</li> </ol>
Alternative Flows	<b>Alternative flow 1: The user cannot remember his/her password.</b> <ol style="list-style-type: none"> <li>1. From #2, click "Forget password"</li> <li>2. The user enters an email.</li> <li>3. User checks email to reset password</li> </ol>
Pre-conditions	The user goes to the homepage at www.usflix.net
Post-conditions	User can access his/her account to use any service the website provides

### 2.2.2. Use-case: Sign up

Use case Name	Create a new account.
Brief description	Allow users to create a new account.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. On the homepage, the user will click the "Sign up" button.</li> <li>2. The user enters his/her information (name, email, password, phone number, etc.)</li> <li>3. Press "Enter" to submit.</li> <li>4. User checks email to confirm the account.</li> </ol>
Alternative Flows	<b>Alternative flow 1: The email has been used by another account.</b> <ol style="list-style-type: none"> <li>1. One red message will pop-up to notify the user to use another email address.</li> </ol>
Pre-conditions	The user goes to the homepage at www.usflix.net
Post-conditions	Users can have an account to use the website's services.

### 2.2.3. Use-case: Log-out

Use case Name	Exit user account.
Brief description	Allow users to exit from their account.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. Click the user avatar at the right corner of the screen.</li> <li>2. Click the "Logout" button from the box drop out.</li> </ol>
Alternative Flows	None
Pre-conditions	The user has already logged into his/her account.
Post-conditions	Users can surf the website with guest mode.

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#### 2.2.4. Use-case: Edit user basic information

Use case Name	Add or change the basic information.
Brief description	Changing personal details on the User Information tab.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. After logging in successfully, the system displays the homepage of the website.</li> <li>2. Users will see a 'User Information' tab.</li> <li>3. The user clicks on the tab.</li> <li>4. The system displays the tab.</li> <li>5. Users can add or change information such as Full name, Gender, Age, Avatar, Password, Email, Phone number, Payment method, and Credit Card.</li> <li>6. The user clicks the 'save' button.</li> </ol>
Alternative Flows	<b>Alternative flow 1: Users do not have to add all the information.</b> <ol style="list-style-type: none"> <li>1. At #5, users do not have to add Email, Phone number, Payment method, or Credit Card.</li> <li>2. The user clicks the 'save' button.</li> </ol>
Pre-conditions	The user must log in successfully.
Post-conditions	All of the information is saved to the database.

#### 2.2.5. Use-case: Add favorite

Use case Name	Add favorite films.
Brief description	Make a list of Favorites films.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. User select the "add to favorite" button</li> <li>2. System will add the movie name and page link to the user favorite list</li> <li>3. System update that database with the new information</li> </ol>
Alternative Flows	<b>Alternative flow 1: The movie is already added to favorite list</b> <ol style="list-style-type: none"> <li>1. The button "add to favorite" will change to "favorited"</li> <li>2. if clicked that button again will remove that movie from the favorite list (check 2.2.6)</li> </ol>
Pre-conditions	User is currently on a movie page and already logged in
Post-conditions	A favorite movie is added to favorite list

#### 2.2.6. Use-case: Remove favorite

Use case Name	Remove a movie from favorite list
Brief description	Remove a film that the user don't enjoy anymore from the favorite list

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Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. User select the movie that he/she don't liked anymore</li> <li>2. User select "remove"</li> <li>3. System will ask for reconfirmation</li> <li>4. User select "yes"</li> <li>5. System will remove that movie from the list</li> <li>6. System update the database</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: The user is at the movie page(check 2.2.5 alternative flow)</b></p> <ol style="list-style-type: none"> <li>1. Follow the step from #3</li> </ol> <p><b>Alternative flow 2: The user select "no"</b></p> <ol style="list-style-type: none"> <li>1. Do nothing</li> <li>2. Return to the favorites list view (or the movie page mention in alternative flow 1).</li> </ol> <p><b>Alternative flow 3: There is not any film in Favorite list</b></p> <ol style="list-style-type: none"> <li>1. System shows "Favorite list is empty."</li> </ol>
Pre-conditions	User is viewing the favorites list and want to remove a movie
Post-conditions	A favorite movie is removed from favorite list

#### 2.2.7. Use-case: Remove already watched

Use case Name	Remove the already watched movie from the list.
Brief description	Allow the user to delete movies from the already watched list.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. After logging in successfully, the system displays the homepage of the website.</li> <li>2. Users will see a 'Already watched' tab.</li> <li>3. The user clicks on the tab.</li> <li>4. The system displays the tab.</li> <li>5. Users remove the film in Already watched list.</li> <li>6. The user clicks the 'save' button.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: The user has not watched any film yet.</b></p> <ol style="list-style-type: none"> <li>1. At #5, the system shows "Already watched list is empty".</li> <li>2. The user can not remove film.</li> </ol> <p><b>Alternative flow 2: The user watched a film but the film did not appear in Already watched list.</b></p> <ol style="list-style-type: none"> <li>1. At #5, users reload the web.</li> <li>2. If there is no change, users contact Help Center to get help.</li> </ol>
Pre-conditions	The user must log in successfully.
Post-conditions	All of the information is saved to the database.

#### 2.2.8. Use-case: Add not interested

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Use case Name	Add not interested films.
Brief description	Make a list of Not interested films.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. User select the “add to Not interested” button</li> <li>2. System will add the movie name and page link to the user Not interested list</li> <li>3. System update that database with the new information</li> </ol>
Alternative Flows	<b>Alternative flow 1: The movie is already added to Not interested list</b> <ol style="list-style-type: none"> <li>1. The button “add to Not interested” will change to “Not interested”</li> <li>2. if clicked that button again will remove that movie from the Not interested list.</li> </ol>
Pre-conditions	The user must log in successfully.
Post-conditions	That movie will not be recommended for users.

#### 2.2.9. Use-case: Remove not interested

Use case Name	Remove not interested films.
Brief description	Make a list of Not interested films.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. User select the movie that he/she don't like it in Not interested list</li> <li>2. User select “remove”</li> <li>3. System will ask for reconfirmation</li> <li>4. User select “yes”.</li> <li>5. System will remove that movie from the list</li> <li>6. System update the database</li> </ol>
Alternative Flows	<b>Alternative flow 1: The user is at the movie page</b> <ol style="list-style-type: none"> <li>1. Follow the step from #3</li> </ol> <b>Alternative flow 2: The user select “no”</b> <ol style="list-style-type: none"> <li>1. Do nothing</li> <li>3. Return to the Not interested list view (or the movie page mention in alternative flow 1)</li> </ol> <b>Alternative flow 3: There is not any film in Not interested list</b> <ol style="list-style-type: none"> <li>2. System shows “Not interested list is empty.”</li> </ol>
Pre-conditions	The user must log in successfully.
Post-conditions	A Not interested movie is removed from the Not interested list.

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#### 2.2.10. Use-case: Plan and pricing

Use case Name	Buying plans
Brief description	Basic pricing for the user for additional content.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. The system displays the homepage of the website.</li> <li>2. Users will see a 'Plan and pricing' tab.</li> <li>3. The user clicks on the tab.</li> <li>4. The system displays the 'premium account' and the price.</li> <li>5. The user clicks the 'buy' button.</li> <li>6. System changes to the 'Check out tab.</li> <li>7. The user checks all the information before confirming to buy.</li> <li>8. The user clicks the 'confirm and buy' button.</li> <li>9. The system accesses the credit card and the bank and sends a receipt email to the user.</li> </ol>
Alternative Flows	<b>Alternative flow 1: The user has already paid but the account is not upgraded.</b> <ol style="list-style-type: none"> <li>1. User need to contact</li> <li>2. At #9, if users do not see his/her account upgraded after one hour, they must contact at the 'Contact and Help Center' tab immediately.</li> </ol>
Pre-conditions	Users must add their payment method and credit card number at the 'User Information' tab before buying plans.
Post-conditions	The user's account is upgraded to the premium account.

#### 2.2.11. Use-case: Watch the trailer

Use case Name	Show the trailer of the movie to the user
Brief description	Allowing users to watch the trailer of the movie.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. User clicks on one of the films they like.</li> <li>2. The system shows two buttons 'Watch trailer' and 'Watch movie'.</li> <li>3. The user clicks the 'Watch trailer' button.</li> <li>4. The system displays the trailer of that movie for the user.</li> </ol>
Alternative Flows	<b>Alternative flow 1: The trailer of the movie cannot play</b> <ol style="list-style-type: none"> <li>1. At #4, The system displays the error message 'Cannot play trailer'.</li> </ol>
Pre-conditions	The user has already accessed the movie page.
Post-conditions	Users can have a brief view of the content of the movie.

#### 2.2.12. Use-case: Streaming film

Use case Name	Streaming movies on a website platform.
Brief description	Allowing users to watch the movie.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. User clicks on one of the films they like.</li> <li>2. The system shows two buttons 'Watch trailer' and 'Watch movie'.</li> </ol>

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	<ol style="list-style-type: none"> <li>3. User presses 'Watch movie'.</li> <li>4. The system displays that movie for the user.</li> <li>5. Waiting for the movie to load.</li> </ol>
Alternative Flows	<b>Alternative flow 1: The movie cannot play</b> <ol style="list-style-type: none"> <li>1. From #2, choose another server</li> <li>2. If the movie still cannot play, click "Report" to send feedback to the administrator</li> </ol>
Pre-conditions	The user already had access to the homepage at <a href="http://www.usflix.net">www.usflix.net</a>
Post-conditions	<p>If the user does not log in to their account, the movie he/she can watch will be limited.</p> <p>If the user logs in to their account and pays for one of the plans, he/she can watch a movie without any limit.</p>

#### 2.2.13. Use-case: Forward/backward film

Use case Name	Change to the next or previous movie
Brief description	Moving to the next/previous film.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. The user is in the movie section.</li> <li>2. If the film is a series film, the user clicks the 'next chapter/part' or 'previous chapter/part' button. If the film is a single film, the user clicks the 'next film' or 'previous film' button.</li> <li>3. The system will change to the next/previous film section.</li> </ol>
Alternative Flows	<b>Alternative flow 1: The user cannot play the next/previous film.</b> <ol style="list-style-type: none"> <li>1. #2, If the film is a series film and that film is the last chapter/part of the first chapter/part, the user cannot press the 'next chapter/part' or 'previous chapter/part' button.</li> </ol>
Pre-conditions	The user has already accessed the movie page.
Post-conditions	The next/previous film is played.

#### 2.2.14. Use-case: Time remaining in the film

Use case Name	Show time remains of the movie
Brief description	Bookmarking the remaining time when users don't want to watch more.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. The user is watching a film.</li> <li>2. The user pauses the film and closes the website.</li> <li>3. The system recognizes and bookmarks the timeline when the user pauses.</li> </ol>
Alternative Flows	<b>Alternative flow 1: The user wants to watch the movie at the beginning again not watch it for the remaining time.</b>

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	<ol style="list-style-type: none"> <li>At #3, the user comes back to the website and clicks the film.</li> <li>The system asks the user to watch from the beginning or continue to watch for the remaining time.</li> <li>The user clicks the 'watch from the beginning' button.</li> </ol>
Pre-conditions	The user has already accessed the movie page.
Post-conditions	Users can see the time remaining/total time of the movie.

#### 2.2.15. Use-case: Film resolution

Use case Name	Change movie resolution
Brief description	Allowing a user to change the resolution of the film.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>The user selects the "resolution" button</li> <li>The system shows all available resolutions</li> <li>The user chooses which resolution he/she wants</li> <li>System changes the current resolution to the new resolution</li> </ol>
Alternative Flows	<b>Alternative flow 1: The user cannot change the resolution because of the internet connection</b> <ol style="list-style-type: none"> <li>At #3, the internet connection of the user is too slow.</li> <li>The system will stop the film to load or choose a smaller resolution.</li> </ol>
Pre-conditions	The user has already accessed the movie page.
Post-conditions	<p>If the user does not log in to their account, the movie's maximum resolution will be 480p</p> <p>If the user logs in to their account and pays for one of the plans, the movie's maximum resolution will be up to 4K (2160p).</p>

#### 2.2.16. Use-case: Sound control

Use case Name	Control movie sound volume
Brief description	Allowing a user to adjust the volume.
Actors	Users
Basic Flow	<ol style="list-style-type: none"> <li>The user selects the sound slider with a pointer representing the current volume.</li> <li>Users can either drag the pointer to the left to lower the volume or drag it to the right to increase the volume.</li> <li>System changes the current volume from what the current pointer is at.</li> </ol>
Alternative Flows	<b>Alternative flow 1: Warning the user if the volume is too high.</b> <ol style="list-style-type: none"> <li>The user connects to the headphone or the earphone.</li> <li>The system warns the user not to change the volume to the highest.</li> </ol>
Pre-conditions	The user has already accessed the movie page.
Post-conditions	The volume of the movie changes to what the user desires

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#### 2.2.17. Use-case: Film comment

Use case Name	Leave a comment about the movie
Brief description	Allowing users to express their thoughts about that movie.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. Select comment box</li> <li>2. Enter comment about the movie</li> <li>3. System update that comments to all other viewers and the admin</li> </ol>
Alternative Flows	<b>Alternative flow 1: The user cannot comment because of the internet connection</b> <ol style="list-style-type: none"> <li>1. At #2, the user's internet connection is slow.</li> <li>2. The system notices an error message 'The comment is not sent.'</li> </ol>
Pre-conditions	The user has already accessed the movie page.
Post-conditions	User comments will be checked to ensure they do not violate community policies.

#### 2.2.18. Use-case: Film-like count

Use case Name	Movies are like buttons
Brief description	Allowing a user to react to the film.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. The user liked a film and select the thumbs up button below</li> <li>2. The liked count increases</li> <li>3. Liked count will update to all users currently viewing the page</li> </ol>
Alternative Flows	<b>Alternative flow 1: The user cannot like more than 1 time.</b> <ol style="list-style-type: none"> <li>1. At #1, the user can only press the 'like' button one time.</li> <li>2. If the user presses again, the system will be unlike the film.</li> </ol>
Pre-conditions	The user has already accessed the movie page.
Post-conditions	Users liked the movie and the like count increased

#### 2.2.19. Use-case: Top movie charts/ most popular now

Use case Name	Charts about most popular movies.
Brief description	Show at homepage chart and list an upcoming and most popular movie
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. The user selects the top movie charts tab</li> <li>2. The system will send the user to the chart page viewing the chart</li> </ol>
Alternative Flows	<b>Alternative flow 1: The user can view the chart from many types of charts</b> <ol style="list-style-type: none"> <li>1. At #2, the user can select many types of charts such as bar charts, column charts, pie charts, and line charts.</li> </ol>



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Pre-conditions	The user has already accessed the homepage at www.usflix.net
Post-conditions	Users can view the most popular movies available on the website

#### 2.2.20. Use-case: Release calendar for the upcoming film from the theater

Use case Name	A release calendar for upcoming films from the theater
Brief description	Showing the most popular movies at the moment.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. Select the release calendar tab</li> <li>2. The system sends the user to the calendar page viewing the calendar</li> <li>3. The user selects a day from the calendar</li> <li>4. System shows which movie will be released that day</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: The user can make a reminder when the next movie is coming</b></p> <ol style="list-style-type: none"> <li>1. At #4, the user can save the date when the next movie is coming by clicking on the date, choosing the movie, and making a reminder.</li> </ol>
Pre-conditions	The user at the home page
Post-conditions	Users can see which film will be released on a specific date

#### 2.2.21. Use-case: Recommendation

Use case Name	Recommended movie
Brief description	Recommending to the user if they don't know what to watch or don't want to watch a certain film/genre. Based on a liked count of a film, user information.
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>1. The user is watching the film on the movie page</li> <li>2. Users click to Add/Remove Favorites/Not interested Button</li> <li>3. The system adds/removes the movie to the Favorites/Not interested List of users</li> <li>4. To see the list, the user clicks on the Favorites/Not interested movie tab</li> <li>5. The system shows the list of movie users added.</li> <li>6. If they did not add any movie, the system shows " Favorites/Not interested movie list is empty."</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: User cannot click the Favorites/Not interested Button (the button disappears)</b></p> <ol style="list-style-type: none"> <li>1. At #2, the user clicks the refresh page.</li> <li>2. If the button still disappears, the user finds and clicks the "Help &amp; Feedback" button.</li> <li>3. The user writes feedback about his/her experience.</li> <li>4. Press Enter to submit he/she feedback.</li> </ol> <p><b>Alternative flow 2: User does not see the movie he/she added to the List</b></p>

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	<ol style="list-style-type: none"> <li>At #5, the user refreshes the page or goes back to the movie page and adds again.</li> <li>If the list is still empty, the user finds and clicks the “Help &amp; Feedback” button.</li> <li>The user writes feedback about his/her experience.</li> <li>Press Enter to submit he/she feedback.</li> </ol>
Pre-conditions	The user has already watched a movie (with the use-case Already watched) The user at the movie page (with use-case Favorites/Not interested)
Post-conditions	The user had a list of Favorites/Not interested movies

#### 2.2.22. Use-case: Contact and Help Center/ Feedback

Use case Name	Feedback
Brief description	Allow users to send feedback or contact help center
Actors	User
Basic Flow	<ol style="list-style-type: none"> <li>On the homepage or movie page, find and click the “Help &amp; Feedback” button.</li> <li>The user writes feedback about his/her experience.</li> <li>Press Enter to submit he/she feedback.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1:</b> The user does not have an account</p> <ol style="list-style-type: none"> <li>At #2 he/she needs to enter his/her name, email, phone, .etc before submitting.</li> </ol> <p><b>Alternative flow 2:</b> The user already has an account</p> <ol style="list-style-type: none"> <li>Just follow the main flow.</li> </ol>
Pre-conditions	The user goes to the homepage at <a href="http://www.usflix.net">www.usflix.net</a>
Post-conditions	The Customer Care Team can quickly contact the user to help and improve the user experience when using website services.