# Feature Name Create a Message

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 6.1.07 | | | |
| **Use Case Name:** | Create a Message | | | |
| **Created By:** | Gunardi Saputra | | **Last Updated By:** |  |
| **Date Created:** | 2018-09-20 | | **Last Revision Date:** |  |
| **Actor:** | | Primary:Guest | | |
| **Description:** | | Create a message so that Guest can send direct message to Staff, Manager or between Staff, Staff to Manager, Manager to Staff. | | |
| **Trigger:** | | Guest wants to communicate directly from the system to Staff or Manager. | | |
| **Preconditions:** | | 1. Guest already log in to system 2. Guest choose create message button | | |
| **Postconditions:** | | 1. Guest click send button to send the message | | |
| **Normal Flow:** | | 1. Guest choose create message button 2. Guest choose recipient: Staff or (and) manager 3. Guest choose the subject of the message 4. Guest create the email content 5. Guest click send button to send the message | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | 5a. In step 5 of the normal flow, if the Guest has not finish writing message   1. System will prompt Guest to save to draft | | |
| **Exceptions:** | | 2a. In step 2 of the normal flow, if the Guest skip choosing the recipient   1. System will prompt Guest to choose the recipient 2. Message to Guest to choose the recipient   3a. In step 3 of the normal flow, if the Guest skip choosing the subject   1. System will prompt Guest to choose the subject 2. Message to Guest to choose the subject   4a. In step 4 of the normal flow, if the Guest skip create the email content   1. System will prompt Guest to write the email 2. Message to Guest not to send blank email content | | |
| **Includes:** | | n/a | | |
| **Frequency of Use:** | | 50 per week | | |
| **Special Requirements:** | | n/a | | |
| **Assumptions:** | | Guest understand English and follow the message instruction. | | |
| **Notes and Issues:** | | n/a | | |