# Feature Name Create a Message

## Feature Process Flow / Use Case Model

## Use Case(s)

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| **Use Case ID:** | 6.1.08 | | | |
| **Use Case Name:** | Create a Message | | | |
| **Created By:** | Gunardi Saputra | | **Last Updated By:** | Gunardi Saputra |
| **Date Created:** | 2018-09-20 | | **Last Revision Date:** | 2018-10-31 |
| **Actor:** | | Primary:Staff | | |
| **Description:** | | Create a message so that Staff can send direct message to Guest, Manager or between Staff. | | |
| **Trigger:** | | Staff wants to communicate directly from the system to Staff or Manager. | | |
| **Preconditions:** | | 1. Staff already log in to system 2. Staff choose create message button | | |
| **Postconditions:** | | 1. Staff click send button to send the message | | |
| **Normal Flow:** | | 1. Staff choose create message button 2. Staff choose recipient: Guest, Staff or (and) manager 3. Staff choose the subject of the message 4. Staff create the email content 5. Staff 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 Staff has not finish writing message   1. System will prompt Staff to save to draft | | |
| **Exceptions:** | | 2a. In step 2 of the normal flow, if the Staff skip choosing the recipient   1. System will prompt Staff to choose the recipient 2. Message to Staff to choose the recipient   3a. In step 3 of the normal flow, if the Staff skip choosing the subject   1. System will prompt Staff to choose the subject 2. Message to Staff to choose the subject   4a. In step 4 of the normal flow, if the Staff skip create the email content   1. System will prompt Staff to write the email 2. Message to Staff not to send blank email content | | |
| **Includes:** | | Save in sent folder or save in draft for unfinished or unsent message. | | |
| **Frequency of Use:** | | 50 per week | | |
| **Special Requirements:** | | Contacts limited to registered Guest, Manager and Staff. It can not add outside contact. | | |
| **Assumptions:** | | Staff understand English and follow the message instruction. | | |
| **Notes and Issues:** | | 1. Do we need to send cc: to every message made to the registered email? | | |