# Feature Name Help

## Feature Process Flow / Use Case Model

## Use Case(s)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | 6.5.18 | | | |
| **Use Case Name:** | Ask system help | | | |
| **Created By:** | Gunardi Saputra | | **Last Updated By:** |  |
| **Date Created:** | 2018-09-20 | | **Last Revision Date:** |  |
| **Actors:** | | Primary: Guest | | |
| **Description:** | | Guest can ask question by system | | |
| **Trigger:** | | Guest want to get information outside business hour | | |
| **Preconditions:** | | 1. Guest already log in 2. Choose help | | |
| **Postconditions:** | | 1. Guest can get frequently ask questions | | |
| **Normal Flow:** | | 1. Guest choose help menu 2. Guest choose any category that could help answer the questions | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | n/a | | |
| **Exceptions:** | | n/a | | |
| **Includes:** | | n/a | | |
| **Frequency of Use:** | | 50 per day | | |
| **Special Requirements:** | | n/a | | |
| **Assumptions:** | | Guest understand English and follow the message instruction. | | |
| **Notes and Issues:** | | n/a | | |