# **Feature Name Contact Management**

## ***Feature Process Flow / Use Case Model***

## ***Use Case(s)***

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| **Use Case ID:** | UC-3.1.01 | | | |
| **Use Case Name:** | Guest-ContactManagement | | | |
| **Created By:** | Jacob Miller | | **Last Updated By:** | Jacob Miller |
| **Date Created:** | 9/9/18 | | **Last Revision Date:** | 9/9/18 |
| **Actors:** | | Guest, Manager | | |
| **Description:** | | A Guest would like to submit a note to a manager, whether it be a question or otherwise | | |
| **Trigger:** | | A Guest creates a message | | |
| **Preconditions:** | | 1. The Guest is already logged in. | | |
| **Postconditions:** | | 1. The Guest and the Manager have participated in a conversation | | |
| **Normal Flow:** | | 1. The Guest clicks the “Contact us” button. 2. The system opens a new message window. 3. The Guest adds their message. 4. The Guest Submits. 5. The system alerts the event Manager that a message has been received. 6. The Manager adds their response. 7. The Manager Submits. 8. The system alerts the Guest that a message has been received. | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | 3a. In Step 3 of the normal flow if the Guest clicks “Exit” (exit, cancel, X etc.) and they have not typed anything yet   1. The system closes the window and the message is deleted.   3b. In Step 3 of the normal flow if the Guest clicks “Exit” (exit, cancel, X etc.) and they have typed anything into the message field.   1. The system prompts the Guest if they are sure they want to close the window.    1. The Guest accepts.       1. The system closes the window and the message is deleted.    2. The Guest declines       1. The system leaves the window open.   4a. In Step 4 of the normal flow if the message is empty.   1. The system will alert the Guest that the message was empty and returns them to the previous screen without sending.   7a. In Step 7 of the normal flow if the message is empty.   1. The system will alert the manager that the message was empty and returns them to the previous screen without sending.   8a. In Step 8 of the normal flow the Guest may respond the to the message with another message.   1. The Guest Clicks “Reply”. 2. Go To Step 2. | | |
| **Exceptions:** | | Not sure at this time | | |
| **Includes:** | | Not sure at this time | | |
| **Frequency of Use:** | | On demand | | |
| **Special Requirements:** | | Not sure at this time | | |
| **Assumptions:** | | 1. The user is a Guest. 2. There is a Manager. | | |
| **Notes and Issues:** | | None | | |