Eyeconic - Glasses Shop Management System

Use-Case Specification: F02

Messages box – Customer care

Version 1.0

Revision History

| **Date** | **Version** | **Description** | **Author** |
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Use-Case Specification: P00 – Website Preferences

# Use-Case Name

## Brief Description

Allows customer to ask for support by messages

Allows admin to receive and reply client’s message

# Flow of Events

## Basic Flow

### Customer

- Sign-in

- Open profile

- Open chat box

- Input message and click send button

### Admin

- Sign-in administration page

- Open message box page

- Reply the new messages sent by customers

## Alternative Flows

# Special Requirements

# Preconditions

- Customer logged in

- Admin logged in

# Post-conditions

Messages should be successfully sent between 2 actors

# Extension Points