

Use Case ID	UC-LOC016
Module	Communications
Sub Module	
Summary	Provide users the ability to communicate with the owner and subsidiary contacts.
Description	System shall have the ability for messages to be delivered via email, sms, phone message, letter or postcard, as well as a summary of delivery results and other options such as generating messages from templates, saving message as drafts an analyzing statistics of delivery
Precondition	1. User shall have security permissions to send messages.
Expected Result	1. System shall have the ability for user to send messages (email, sms, phone, letter) either as a one time message, templated message, or save as a draft.
Detailed Process Flow - Email	<ol style="list-style-type: none"> <li>1. User shall open Communications Module and select the type of email message to be sent. Fields should be populated like a mail merge.</li> <li>2. User shall have the ability to select to send the message as a test.</li> <li>3. User shall select whom to send the message to either a group or individual email address.</li> <li>4. User shall type in the subject matter.</li> <li>5. User shall have the ability to select type (survey, schedule) of message to be sent.</li> <li>6. User shall select contact options (e.g. Primary contact, additional contact1, additional contact2, election primary contact, IT contact, after hours/emergency contact or select all).</li> <li>7. User shall enter in email address to be contacted.</li> <li>8. User shall enter the content into the message.</li> <li>9. User shall then have the ability to: <ul style="list-style-type: none"> <li>• Preview</li> <li>• Save as template</li> <li>• Send</li> <li>• Save as draft.</li> <li>• Delete</li> </ul> </li> </ol>
Detailed Process Flow - SMS	<ol style="list-style-type: none"> <li>10. User shall open Communications Module and select the type of sms message to be sent.</li> <li>11. User shall have the ability to select to send the message as a test.</li> <li>12. User shall select whom to send the message to either a group or individual person.</li> <li>13. User shall type in the subject matter.</li> <li>14. User shall have the ability to select type (schedule) of message to be sent.</li> <li>15. User shall select contact options (e.g. Primary contact, additional contact1, additional contact2, election primary contact, IT contact, after hours/emergency contact, mobile phone, or select all).</li> <li>16. User shall enter in phone number.</li> <li>17. User shall enter the content into the message.</li> <li>18. User shall then have the ability to: <ul style="list-style-type: none"> <li>• Preview</li> <li>• Save as a template</li> <li>• Send</li> <li>• Save as draft.</li> <li>• Delete</li> </ul> </li> </ol>
Detailed Process Flow - Phone	<ol style="list-style-type: none"> <li>19. User shall open Communications Module and select the type of message (phone) to be sent. Fields should be populated like a mail merge.</li> <li>20. User shall have the ability to select to send the message as a test.</li> <li>21. User shall select whom to send the message to either a group or individual person.</li> </ol>

	<p>22. User shall type in the subject matter.</p> <p>23. User shall have the ability to select type (survey, schedule) of message to be sent.</p> <p>24. User shall select contact options (e.g. Primary contact, additional contact1, additional contact2, election primary contact, IT contact, after hours/emergency contact, mobile phone, work phone, or select all).</p> <p>25. User shall enter in caller id number.</p> <p>26. User shall enter the content into the message or record the message.</p> <p>27. User shall then have the ability to:</p> <ul style="list-style-type: none"> <li>• Save as Template</li> <li>• Send</li> <li>• Save as draft</li> <li>• Delete</li> <li>• Upload Audio</li> </ul>
Detailed Process Flow - Letter	<p>28. User shall open Communications Module and select the type of message (letter) to be sent. Fields should be populated like a mail merge.</p> <p>29. User shall select whom to send the letter to either a group or individual person.</p> <p>30. User shall type in the subject matter.</p> <p>31. User shall select the owner as either (owner, building)</p> <p>32. User shall select contact options (e.g. Agent contact or select all).</p> <p>33. User shall enter the content into the letter.</p> <p>34. User shall then have the ability to:</p> <ul style="list-style-type: none"> <li>• Preview the letter</li> <li>• Test Print</li> <li>• Print All</li> <li>• Save as Template</li> <li>• Delete</li> <li>• Add New</li> </ul>
Detailed Process Flow – Delivery Results	<p>35. User shall have the ability to review the delivery results either by email, sms, phone message, letter or postcard, a total count and list of users sent the message including their email, sms, phone or address.</p>
Detailed Process Flow – Other options	<p>36. User shall have the ability to store message as templates to be sent via email, sms, phone message, letter or post card.</p> <p>37. User enters in the subject line to be saved as the name of the template</p> <p>38. User shall enter content into the message.</p> <p>39. The system shall allow user to add/edit/delete templates and keep track of template by Subject, Created By, Modified By, Modified date.</p>
Requirements - Email	<p>UC-LOC016-01 – The system shall allow user to open Communications Module and select the type of email message to be sent. Fields should be populated like a mail merge.</p> <p>UC-LOC016-02 – The system shall allow user to select to send the email message as a test.</p> <p>UC-LOC016-03 – The system shall allow user to send the email message to either a group or individual email address.</p> <p>UC-LOC016-04 – The system shall allow user to type in the subject matter in the email.</p> <p>UC-LOC016-05 – The system shall allow user to select type (survey, schedule) of message to be sent in the email.</p> <p>UC-LOC016-06 – The system shall allow user to select email contact options (e.g. Primary contact, additional contact1, additional contact2, election primary contact, IT contact, after hours/emergency contact or select all).</p> <p>UC-LOC016-07 – The system shall allow user to enter in email address to be contacted.</p> <p>UC-LOC016-08 – The system shall allow user to enter the content into the email message.</p> <p>UC-LOC016-09 – For the email, the system shall allow user to:</p> <ul style="list-style-type: none"> <li>• Preview</li> <li>• Save as template</li> </ul>

	<ul style="list-style-type: none"> <li>• Send</li> <li>• Save as draft.</li> <li>• Delete</li> </ul>
Requirements - SMS	<p>UC-LOC016-10 – The system shall allow user to open Communications Module and select the type of sms message to be sent.</p> <p>UC-LOC016-11 – The system shall allow user to select to send the sms message as a test.</p> <p>UC-LOC016-12 – The system shall allow user to send the sms message to either a group or individual person.</p> <p>UC-LOC016-13 – The system shall allow user to type in the subject matter in the sms message.</p> <p>UC-LOC016-14 – The system shall allow user to select type (schedule) of sms message to be sent.</p> <p>UC-LOC016-15 – The system shall allow user to select sms contact options (e.g. Primary contact, additional contact1, additional contact2, election primary contact, IT contact, after hours/emergency contact, mobile phone, or select all).</p> <p>UC-LOC016-16 – The system shall allow user to enter in the sms phone number.</p> <p>UC-LOC016-17 – The system shall allow user to enter the content into the sms message.</p> <p>UC-LOC016-18 – For the email, the system shall allow user to:</p> <ul style="list-style-type: none"> <li>• Preview</li> <li>• Save as a template</li> <li>• Send</li> <li>• Save as draft.</li> <li>• Delete</li> </ul>
Requirements - Phone	<p>UC-LOC016-19 – The system shall allow user to open Communications Module and select the type of phone message to be sent. Fields should be populated like a mail merge.</p> <p>UC-LOC016-20 – The system shall allow user to select to send the phone message as a test.</p> <p>UC-LOC016-21 – The system shall allow user to send the phone message to either a group or individual person.</p> <p>UC-LOC016-22 – The system shall allow user to type in the subject matter in the phone message.</p> <p>UC-LOC016-23 – The system shall allow user to select type (survey, schedule) of message to be sent.</p> <p>UC-LOC016-24 – The system shall allow user to select phone contact options (e.g. Primary contact, additional contact1, additional contact2, election primary contact, IT contact, after hours/emergency contact, mobile phone, work phone, or select all).</p> <p>UC-LOC016-25 – The system shall allow user to enter in caller id number for the phone message.</p> <p>UC-LOC016-26 – The system shall allow user to enter the content into the phone message or record the message.</p> <p>UC-LOC016-27 – For the phone message, the system shall allow user to:</p> <ul style="list-style-type: none"> <li>• Save as Template</li> <li>• Send</li> <li>• Save as draft</li> <li>• Delete</li> <li>• Upload Audio</li> </ul>

Requirements - Letter	<p>UC-LOC016-28 – The system shall allow user to open Communications Module and select the type of letter message to be sent. Fields should be populated like a mail merge.</p> <p>UC-LOC016-29 – The system shall allow user to select whom to send the letter to either a group or individual person.</p> <p>UC-LOC016-30 – The system shall allow user to type in the subject matter for the letter.</p> <p>UC-LOC016-31 – The system shall allow user to select the owner as either (owner, building) for the letter.</p> <p>UC-LOC016-32 – The system shall allow user to select contact options (e.g. Agent contact or select all) for the letter.</p> <p>UC-LOC016-33 – The system shall allow user to enter the content into the letter.</p> <p>UC-LOC016-34 – For the letter, the system shall allow user the ability to:</p> <ul style="list-style-type: none"> <li>• Preview the letter</li> <li>• Test Print</li> <li>• Print All</li> <li>• Save as Template</li> <li>• Delete</li> <li>• Add New</li> </ul>
Requirements – Delivery Results	UC-LOC016-35 – The system shall allow user to review the delivery results either by email, sms, phone message, letter or postcard, a total count and list of users sent the message including their email, sms, phone or address.
Requirements – Other options	<p>UC-LOC016-36 – The system shall allow user to store message as templates to be sent via email, sms, phone message, letter or post card.</p> <p>UC-LOC016-37 – The system shall allow user to enter in the subject line to be saved as the name of the template.</p> <p>UC-LOC016-38 – The system shall allow user to User shall enter content into the message.</p> <p>UC-LOC016-39 – The system shall allow user to add/edit/delete templates and keep track of template by Subject, Created By, Modified By, Modified date.</p>
Parent	
Requirement ID	
Risk	
Actors	Staff
Documents	[
Author	Carolynn Vu=Tran
Signoff	Election operations management
Date	[Date Signed off as Complete]
Use Case ID	