

UseCaseID	UC-RESO-007 View FAQ
Module	RESO
SubModule	
Summary	View FAQ
Description	The public or customer wants to access the Frequently asked Questions
Trigger Events	<ul style="list-style-type: none"> ▪ Customer wants to view FAQ ▪ Customer encountered a problem
Precondition	
ExpectedResult	<ul style="list-style-type: none"> ▪ FAQ is available
DetailedProcessFlow	<ol style="list-style-type: none"> 1. The user selects FAQ option 2. The system lists the FAQ by category. 3. The user browses the FAQ page.
Alternative Work Flow	NONE
Parent	[Parent id of the Use Case as documented in Project Scope or Business Case]
Requirements	UC-RESO-007-01 The system will provide access to customers to access an online help page and FAQ.
Associated Use Cases	
Additional Requirements	<ul style="list-style-type: none"> ▪
RequirementID	[List of requirement IDs in Use Case]
Risk	[List of Risk IDs]
Actors	Public
Documents	[List of documentation name, Link or location]
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