

UseCaseID	UC-RESO-008 Send Communication to RRCC
Module	
SubModule	
Summary	Send communication to RRCC
Description	Send communication to RRCC via chat and email
Trigger Events	<ul style="list-style-type: none"> ▪ Customer needs to communicate with RRCC
Precondition	
ExpectedResult	<ul style="list-style-type: none"> ▪ Email communication to RRCC ▪ Chat communication to RRCC
DetailedProcessFlow	<ol style="list-style-type: none"> 1. The user selects the Contact option 2. The system opens the Contact page. 3. The User utilizes the contact us form <ol style="list-style-type: none"> 3.1. The systems display the contact us form 3.2. The Systems sends an email message to RRCC and to other parties
Alternative Work Flow	NONE
Parent	[Parent id of the Use Case as documented in Project Scope or Business Case]
Requirements	<p>UC-RESO-008-01 The system provides the ability for Customers to send emails to RR/CC's general email account through RESO.</p> <p>UC-RESO-008-02 The system provides the customer access to RR/CC contact information.</p> <p>UC-RESO-008-03 The system provides customers and users the ability to correspond within the system about a specific election (chat/discussion thread).</p> <p>UC-RESO-008-04 The system provides an automated help chatbox to assist in problem resolution.</p> <p>UC-RESO-008-05 The system provides Customer the ability to view/edit/approve ballot pages, enclosures, and other documents</p> <p>UC-RESO-008-06 The system provides customer and the public the ability to access an online help page.</p> <p>UC-RESO-008-07 The system provides the customer the ability to download generic office/measure forms from the main page.</p> <p>UC-RESO-008-08 The system provides the customer the ability to search, view and download specific English/Multilingual sample ballot booklet(s)</p>
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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Date	7/17/2021