**Use Cases and User Stories for Labour Union CRM System**

**Member Management Module**

**Use Case 1: Member Registration**

* **Actor**: New Member, Administrator
* **Description**: Allows new members to register with the union.
* **Preconditions**: User has access to the registration page.
* **Postconditions**: New member account is created and confirmed via email.

**User Stories**:

1. As a new member, I want to register with the union so that I can access member benefits.
2. As an administrator, I want to approve or reject new member registrations so that I can maintain member quality.

**Use Case 2: Profile Management**

* **Actor**: Member, Administrator
* **Description**: Allows members to update their profile information.
* **Preconditions**: Member is logged in.
* **Postconditions**: Profile information is updated.

**User Stories**:

1. As a member, I want to update my contact information so that I can receive important communications.
2. As an administrator, I want to view and edit member profiles so that I can keep member information accurate.

**Use Case 3: Membership Dues Management**

* **Actor**: Member, Administrator
* **Description**: Manages the tracking and payment of membership dues.
* **Preconditions**: Member has an active profile.
* **Postconditions**: Membership dues are paid and recorded.

**User Stories**:

1. As a member, I want to pay my membership dues online so that I can maintain my active status.
2. As an administrator, I want to track dues payments so that I can manage the union’s finances.

**Use Case 4: Membership Status Tracking**

* **Actor**: Member, Administrator
* **Description**: Allows members and administrators to view and update membership status.
* **Preconditions**: Member is registered.
* **Postconditions**: Membership status is updated.

**User Stories**:

1. As a member, I want to check my membership status so that I know if I am in good standing.
2. As an administrator, I want to update membership statuses so that I can reflect current member standings.

**Case Management Module**

**Use Case 5: Case Logging**

* **Actor**: Member, Case Manager
* **Description**: Members can log grievances and cases.
* **Preconditions**: Member is logged in.
* **Postconditions**: Case is logged and assigned.

**User Stories**:

1. As a member, I want to log a grievance so that my issue can be addressed.
2. As a case manager, I want to receive new cases so that I can start working on resolutions.

**Use Case 6: Case Tracking**

* **Actor**: Member, Case Manager
* **Description**: Track the status and progress of logged cases.
* **Preconditions**: Case is logged.
* **Postconditions**: Case status is updated.

**User Stories**:

1. As a member, I want to track the status of my case so that I know when it will be resolved.
2. As a case manager, I want to update case statuses so that members are informed of progress.

**Use Case 7: Document Management**

* **Actor**: Member, Case Manager
* **Description**: Manage documents related to cases.
* **Preconditions**: Case is logged.
* **Postconditions**: Documents are uploaded and associated with the case.

**User Stories**:

1. As a member, I want to upload documents to my case so that all relevant information is available.
2. As a case manager, I want to view case documents so that I can make informed decisions.

**Use Case 8: Resolution Reporting**

* **Actor**: Case Manager, Administrator
* **Description**: Report on the resolution of cases.
* **Preconditions**: Case is resolved.
* **Postconditions**: Resolution is documented and reported.

**User Stories**:

1. As a case manager, I want to document case resolutions so that there is a record of the outcome.
2. As an administrator, I want to generate reports on case resolutions so that I can identify trends and areas for improvement.

**Campaign Management Module**

**Use Case 9: Campaign Planning**

* **Actor**: Campaign Manager, Administrator
* **Description**: Plan union campaigns, define objectives, and assign tasks.
* **Preconditions**: Campaign manager is logged in.
* **Postconditions**: Campaign plan is created.

**User Stories**:

1. As a campaign manager, I want to create a campaign plan so that I can organize efforts and resources.
2. As an administrator, I want to approve campaign plans so that they align with union goals.

**Use Case 10: Campaign Execution**

* **Actor**: Campaign Manager, Team Members
* **Description**: Execute campaign tasks and monitor progress.
* **Preconditions**: Campaign plan is created.
* **Postconditions**: Campaign tasks are completed.

**User Stories**:

1. As a campaign manager, I want to assign tasks to team members so that the campaign is executed efficiently.
2. As a team member, I want to update task progress so that the campaign manager is informed.

**Use Case 11: Campaign Tracking**

* **Actor**: Campaign Manager, Administrator
* **Description**: Track the progress and performance of campaigns.
* **Preconditions**: Campaign is in progress.
* **Postconditions**: Campaign progress is updated.

**User Stories**:

1. As a campaign manager, I want to track campaign progress so that I can ensure we are on schedule.
2. As an administrator, I want to view campaign performance so that I can evaluate its effectiveness.

**Use Case 12: Effectiveness Reporting**

* **Actor**: Campaign Manager, Administrator
* **Description**: Report on the effectiveness and outcomes of campaigns.
* **Preconditions**: Campaign is completed.
* **Postconditions**: Campaign report is generated.

**User Stories**:

1. As a campaign manager, I want to generate a campaign effectiveness report so that I can assess the impact.
2. As an administrator, I want to review campaign reports so that I can make data-driven decisions for future campaigns.

**Meeting Management Module**

**Use Case 13: Meeting Scheduling**

* **Actor**: Administrator, Meeting Organizer
* **Description**: Schedule meetings and send invitations.
* **Preconditions**: Organizer is logged in.
* **Postconditions**: Meeting is scheduled and invitations are sent.

**User Stories**:

1. As a meeting organizer, I want to schedule a meeting and send invitations so that participants are informed.
2. As an administrator, I want to oversee meeting schedules so that there are no conflicts.

**Use Case 14: Attendance Tracking**

* **Actor**: Meeting Organizer, Participant
* **Description**: Track attendance at meetings.
* **Preconditions**: Meeting is scheduled.
* **Postconditions**: Attendance is recorded.

**User Stories**:

1. As a meeting organizer, I want to track who attends the meeting so that I can ensure participation.
2. As a participant, I want to check in to a meeting so that my attendance is recorded.

**Use Case 15: Minutes Recording**

* **Actor**: Meeting Organizer, Secretary
* **Description**: Record and distribute meeting minutes.
* **Preconditions**: Meeting is held.
* **Postconditions**: Meeting minutes are recorded and distributed.

**User Stories**:

1. As a meeting organizer, I want to record minutes so that there is a formal record of the discussion.
2. As a secretary, I want to distribute meeting minutes so that all participants have a copy.

**Use Case 16: Follow-up Management**

* **Actor**: Meeting Organizer, Participant
* **Description**: Manage follow-up tasks and action items from meetings.
* **Preconditions**: Meeting minutes are recorded.
* **Postconditions**: Follow-up tasks are tracked and completed.

**User Stories**:

1. As a meeting organizer, I want to assign follow-up tasks so that action items are addressed.
2. As a participant, I want to update the status of my follow-up tasks so that the organizer is informed.