
MadeinFit

Fitment
Use Case Specification

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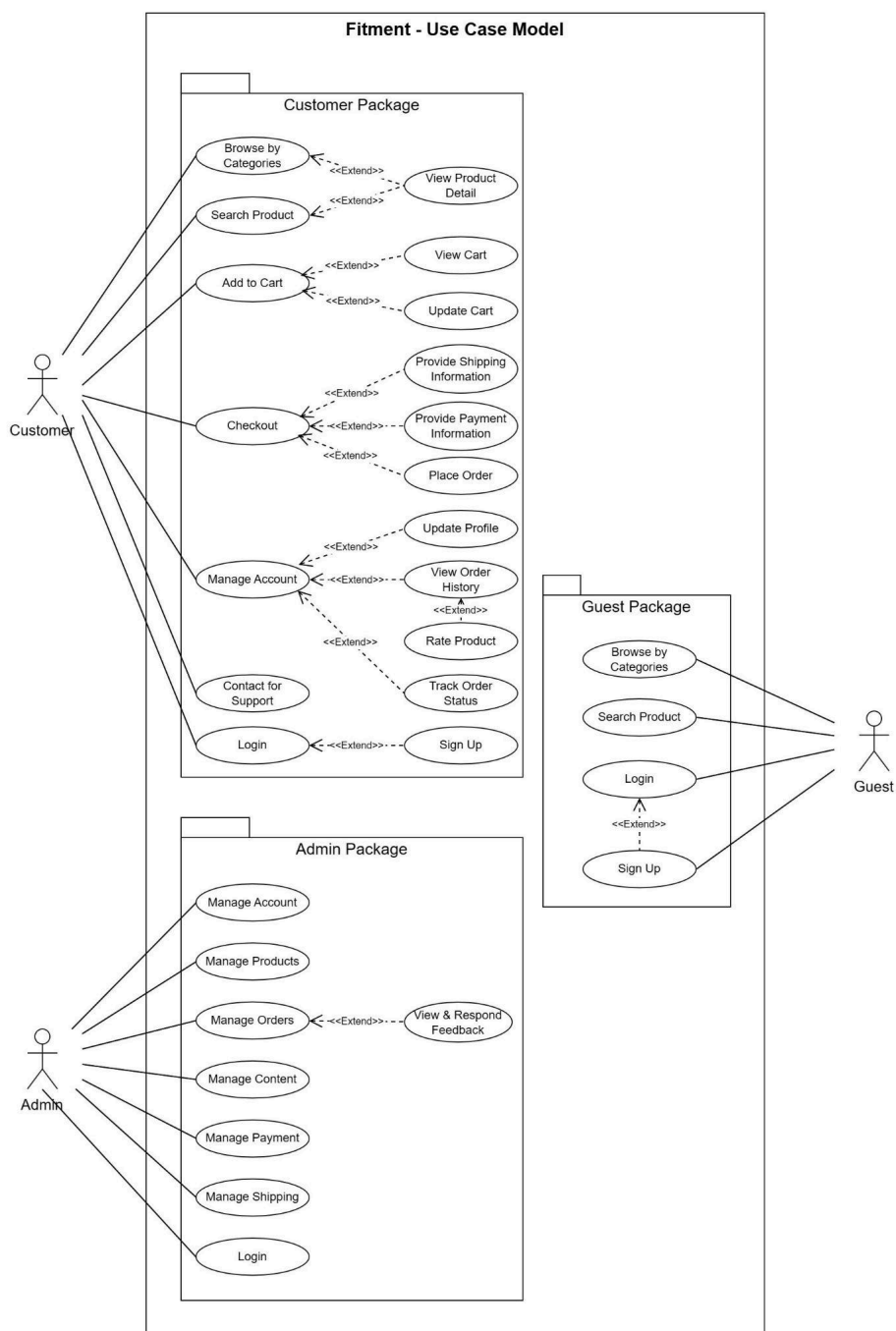
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Use Case Specification

1. Use-Case Model



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2. Use-Case Specification

2.1 Use-case: Search Product

Use-case ID	UC001
Use-case name	Search Product
Brief description	This use case describes how users search for specific products within an e-commerce platform.
Actors	Customer, Guest
Basic flow	<ol style="list-style-type: none"> 1. Users access the search bar on the e-commerce platform. 2. Users enter keywords, product names, categories, or specific attributes related to the desired product. 3. System processes the entered query and initiates the product search functionality. 4. System generates and displays search results based on the entered query: <ul style="list-style-type: none"> • List of products matching the search criteria. • Relevant product details (names, images, prices). • Pagination or scrolling options for multiple search results. 5. The customer can utilize filtering or sorting options to refine the search results further: <ul style="list-style-type: none"> • Filter by price range, brand, size, color, etc. • Sort results by relevance, price, popularity, or other attributes.
Alternative flows	In case of no matching results, the system notifies the customer and provides suggestions or alternative products.
Pre-conditions	Products and relevant attributes/data are indexed and accessible for search.
Post-conditions	<ul style="list-style-type: none"> • Displayed search results and selected product details are available for the customer's review. • If the customer adds the product to the cart or proceeds with the purchase, the selected product is added to the order.
Special requirements	<ul style="list-style-type: none"> • Integration with the product database for real-time or updated product availability and details. • Efficient search algorithms for quick and accurate results. • Responsive design for the search bar across various devices.
Extension points	View Product Detail. Add to Cart.

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2.2 Use-case: Browse by Categories

Use-case ID	UC002
Use-case name	Browse by Categories
Brief description	This use case involves customers navigating through different product categories, each represented as a separate page (Living Room, Bedroom, Dining Room, Bathroom).
Actors	Customer, Guest
Basic flow	<ol style="list-style-type: none"> 1. User accesses the category in the navigation bar, which displays available categories (Living Room, Bedroom, Dining Room, Bathroom). 2. User selects a specific category (e.g., Living Room) from the navigation options. 3. The system directs the customer to the dedicated category page corresponding to the selected category. 4. System populates the category page with products belonging to the selected category: <ul style="list-style-type: none"> • List of products specific to the chosen category (e.g., furniture, decor, accessories). • Product details (names, images, prices) within the category.
Alternative flows	None.
Pre-conditions	<ul style="list-style-type: none"> • Each category must contain products to display; empty categories should be excluded from the navigation options to ensure a meaningful browsing experience. • Product categories and relevant attributes/data are accurately categorized and available for display.
Post-conditions	<ul style="list-style-type: none"> • The customer remains within the chosen category page or can navigate back to the category selection section for further browsing. • Any preferences or selections made by the customer during the category browsing session remain saved for continuity in the browsing experience.
Special requirements	Integration with the product database for real-time or updated product availability and details.
Extension points	View Product Detail.

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2.3 Use-case: View Product Detail

Use-case ID	UC003
Use-case name	View Product Detail
Brief description	This use case outlines how customers view comprehensive details and information about a specific product.
Actors	Customer, Guest
Basic flow	<ol style="list-style-type: none"> 1. Upon browsing products by categories or searching, customers click on a specific product card. 2. The system redirects the customers to the chosen product detail page. 3. Detailed information about the selected product are displayed: <ul style="list-style-type: none"> • Product name, images, description, specifications, features, and variations (size, color, etc.). • Pricing details, including discounts or offers if applicable. • Availability status (in stock, out of stock, pre-order, etc.). • Customer reviews and ratings, if available. 4. The customer can interact with the displayed product information: <ul style="list-style-type: none"> • Zoom in/out or view product images from different angles (if provided). • Select product variations (size, color, quantity) using available options. 5. Customers can either add the product to cart for future purchase or directly proceed to checkout.
Alternative flows	If the product is temporarily unavailable or out of stock, the system may offer notifications or alternative suggestions.
Pre-conditions	Accurate and updated product information must be available in the system's database for display.
Post-conditions	<ul style="list-style-type: none"> • Detailed product information and selected variations are accessible for the customer's review. • If added to the cart, the product is stored in the customer's cart for future purchase.
Special requirements	<ul style="list-style-type: none"> • Responsive and intuitive interface for smooth navigation and interaction with product details. • Integration with the inventory system for real-time availability status updates. • Option to view high-quality images or product variations for a comprehensive understanding.

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Extension points	Add to Cart. Checkout.
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2.4 Use-case: Add to Cart

Use-case ID	UC004
Use-case name	Add to Cart
Brief description	This use case outlines the process of customers adding products to their shopping cart on the e-commerce website.
Actors	Customer
Basic flow	<ol style="list-style-type: none"> 1. The customer is on the product details page. 2. The customer clicks the "Add to Cart" button. 3. The system adds the selected product to the customer's shopping cart. 4. The system updates the cart icon or summary to reflect the newly added product. 5. The customer can continue shopping or proceed to view the cart.
Alternative flows	<ul style="list-style-type: none"> • If the user didn't login/create an account, the system may prompts them to login or sign up. • If the selected product has variations (e.g., size, color, pattern), the system prompts the customer to choose the desired options before adding to the cart. • The customer may choose to adjust the quantity of the product in the cart.
Pre-conditions	<ul style="list-style-type: none"> • The customer must log in before adding items to the shopping cart. • The customer is on the product detail page. • The product is available in the inventory.
Post-conditions	<ul style="list-style-type: none"> • The selected product is successfully added to the customer's shopping cart. • The shopping cart summary is updated with the new addition.
Special requirements	The system should provide real-time updates to the shopping cart summary.
Extension points	<ul style="list-style-type: none"> • Integration with a "Save for Later" feature in the shopping cart. • Implementation of a one-click checkout option for added convenience.

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2.5 Use-case: View Cart

Use-case ID	UC005
Use-case name	View Cart
Brief description	This use case allows customers to view and manage the items in their shopping cart, as well as providing an opportunity to review their selections before proceeding to the checkout process.
Actors	Customer
Basic flow	<ol style="list-style-type: none"> 1. The customer navigates to the shopping cart section on the website by clicking on the cart icon. 2. The system presents the list of products added to the cart along with their details: <ul style="list-style-type: none"> • Product names • Images • Quantities • Prices • Applied discounts. 3. The customer reviews the items in the cart and verifies the details of each product. 4. Optionally, the customer can perform various actions to modify the cart contents: <ul style="list-style-type: none"> • Update quantities of selected items. • Remove items from the cart. • Apply or remove promotional codes or discounts. 5. The system calculates and displays the total cost of the items in the cart, including applicable taxes or shipping charges. 6. The customer can either proceed to the checkout process or continue shopping for more items.
Alternative flows	If the cart is empty, the system displays a message indicating that the cart is empty and prompts the customer to continue shopping.
Pre-conditions	<ul style="list-style-type: none"> • The customer must have added items to the shopping cart during their shopping session. • Accurate and updated cart information must be available in the system's database for display.
Post-conditions	<ul style="list-style-type: none"> • Cart contents and any modifications made by the customer are saved and reflected in the system. • If the customer proceeds to checkout, the selected items are carried

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	forward to the checkout process.
Special requirements	<ul style="list-style-type: none"> Responsive and user-friendly interface for smooth navigation and interaction with the cart items. Integration with the product database for real-time updates on product availability and pricing in the cart. Option to easily navigate back to product pages or categories for further shopping.
Extension points	Checkout.

2.6 Use-case: Update Cart

Use-case ID	UC006
Use-case name	Update Cart
Brief description	This use case outlines the process of customers updating the contents of their shopping cart on the e-commerce website.
Actors	Customer
Basic flow	<ol style="list-style-type: none"> The customer is on the shopping cart page. The customer views the list of products in their cart. The customer can adjust the quantity of a specific product by updating the quantity field. The system dynamically updates the total price for the adjusted quantity. The customer can remove a product from the cart by clicking the "Remove" or "Delete" button. The system updates the cart summary to reflect the changes made by the customer.
Alternative flows	<ul style="list-style-type: none"> If the customer attempts to update the quantity to zero, the system may prompt for confirmation or automatically remove the product. The customer may choose to continue shopping or proceed to checkout after updating the cart.
Pre-conditions	<ul style="list-style-type: none"> The customer has already logged in. The shopping cart contains at least one product.
Post-conditions	The cart summary accurately displays the adjusted total price.
Special requirements	<ul style="list-style-type: none"> The system should provide clear visual indicators for updating quantity and removing products.

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	<ul style="list-style-type: none"> Real-time updates should be reflected in the cart summary without requiring a page refresh.
Extension points	<ul style="list-style-type: none"> Integration with a "Save for Later" feature for temporarily removing items from the cart. Implementation of a feature allowing customers to apply discounts or promotional codes directly in the cart.

2.7 Use-case: Checkout

Use-case ID	UC007
Use-case name	Checkout
Brief description	This use case outlines the customer's checkout process.
Actors	Customer
Basic flow	<ol style="list-style-type: none"> User proceeds to the checkout page from the shopping cart. User verifies the items in the cart, modifies quantities if necessary, and confirms the order. System prompts the user to enter shipping information (name, address, contact details). User selects the preferred shipping method and enters relevant details. System calculates the total cost, including shipping fees and taxes, and displays it to the user. User selects a payment method (credit card, PayPal, etc.) and enters payment details. System processes the payment and confirms the successful transaction.
Alternative flows	<ul style="list-style-type: none"> If the payment fails, the system prompts the user to retry or select an alternative payment method. Guest users are prompted to create an account before placing the order. If any item(s) is not available by the time customers checkout, the system displays an error message "Sorry, the item is not available. Please erase it from your cart to checkout."
Pre-conditions	<ul style="list-style-type: none"> Customers have at least 1 available item in the shopping cart. Customers must log in before checkout.
Post-conditions	<ul style="list-style-type: none"> The order is successfully placed, and the user receives confirmation. The purchased items are removed from the user's cart.

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Special requirements	<ul style="list-style-type: none"> Secure handling of payment information and encryption for transactions. Error handling for failed transactions and clear instructions for users. Option to review the order details before finalizing the purchase.
Extension points	<ul style="list-style-type: none"> Integration with multiple payment gateways to offer various payment options. Offering shipping tracking details after the order is processed.

2.8 Use-case: Provide Shipping Information

Use-case ID	UC008
Use-case name	Select Shipping Information
Brief description	This use case enables customers to provide a shipping address and select shipping service.
Actors	Customer
Basic flow	<ol style="list-style-type: none"> The customer proceeds through the checkout process and reaches the stage where shipping information is required. For shipping address: <ul style="list-style-type: none"> If customers check out as guests, they have to input the shipping address including recipient name, street address, city, state/province, ZIP/postal code, country, and contact information. If customers have logged in, the system will display the provided shipping information for them to confirm or update. The system presents available shipping methods along with associated delivery times and costs. The system displays a summary of the entered shipping details for the customer to review and confirm accuracy. After confirming the shipping information, the customer proceeds to the payment stage to complete the order.
Alternative flows	<ul style="list-style-type: none"> If the customer has saved shipping addresses, they can select a saved address instead of entering new information. In cases where certain shipping methods are unavailable for the provided address, the system informs the customer and suggests alternatives.
Pre-conditions	<ul style="list-style-type: none"> The customer must have reached the checkout stage where shipping

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	<p>information is required.</p> <ul style="list-style-type: none"> Accurate and complete shipping information must be provided by the customer for successful delivery.
Post-conditions	<ul style="list-style-type: none"> The shipping details provided by the customer are saved and associated with the placed order. The chosen shipping method and associated costs are recorded for order processing.
Special requirements	<ul style="list-style-type: none"> Address validation to ensure accuracy in the shipping address provided by the customer. Integration with shipping carriers or logistics partners for real-time shipping method availability and cost calculations. Option to save multiple shipping addresses for future use or selection during checkout.
Extension points	None.

2.9 Use-case: Provide Payment Information

Use-case ID	UC009
Use-case name	Select Payment Method
Brief description	This use case facilitates the secure and accurate provision of payment information by customers.
Actors	Customer
Basic flow	<ol style="list-style-type: none"> The customer proceeds through the checkout process and reaches the stage where payment information is required. The system prompts the customer to input payment details or select from saved payment methods if available. The customer chooses the preferred payment method from available options: Credit/debit card, PayPal, Apple Pay, Google Pay, etc. Depending on the selected payment method, the customer enters the required payment information: <ul style="list-style-type: none"> For credit/debit cards: card number, expiration date, CVV, billing address. For digital wallets or payment platforms: login credentials or authorization. The system displays a summary of the entered payment details for the customer to review and confirm accuracy.

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	6. The customer confirms and authorizes the payment to complete the order.
Alternative flows	<ul style="list-style-type: none"> Customers may have the option to save payment methods for faster checkout in future purchases. In cases where a payment method fails or encounters issues, the system may provide alternative payment options or request the use of a different card or method.
Pre-conditions	<ul style="list-style-type: none"> The customer must have reached the checkout stage where payment information is required. Accurate and valid payment details must be provided by the customer for successful transaction authorization.
Post-conditions	<ul style="list-style-type: none"> The payment information provided by the customer is securely processed and associated with the placed order. Authorization and verification of payment details are completed for successful order processing.
Special requirements	<ul style="list-style-type: none"> Integration with secure payment gateways to handle transaction processing and ensure data encryption. Compliance with industry-standard security measures (PCI DSS) for handling sensitive payment information. Option to save multiple payment methods securely for convenient future purchases.
Extension points	Track Order Status.

2.10 Use-case: Place Order

Use-case ID	UC010
Use-case name	Place Order
Brief description	This use case represents the comprehensive process of a customer finalizing and completing the purchase of selected items
Actors	Customer
Basic flow	<ol style="list-style-type: none"> After providing shipping and payment information, the system presents an order summary to the customer. The system shows a comprehensive summary of the order, the customer reviews all the displayed order information for accuracy, including: <ul style="list-style-type: none"> Items purchased (names, quantities, prices)

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	<ul style="list-style-type: none"> Shipping address Selected shipping method and estimated delivery date Payment method used Total order amount (including total cost, shipping fees, taxes, and any additional charges). <p>3. Optionally, the customer can modify the cart: update quantities, remove items, or add more products, apply discount codes or promotion offers if available.</p> <p>4. The system provides a "Place Order" button for the customer to proceed.</p> <p>5. Upon confirmation, the system processes the order and generates a confirmation message or receipt.</p> <p>6. Optionally, the system may send an email to the customer's registered email address confirming the order and providing an order number or receipt.</p>
Alternative flows	<ul style="list-style-type: none"> If any information provided by the customer is incomplete or incorrect, the system prompts the customer to rectify the details before proceeding. In case of payment failure or transaction issues, the system provides appropriate error messages and alternative payment methods.
Pre-conditions	<ul style="list-style-type: none"> The customer must have added items to the shopping cart before initiating the checkout process. Accurate and complete shipping and payment information must be provided by the customer.
Post-conditions	<ul style="list-style-type: none"> An order is successfully placed and recorded in the system. The customer receives an order confirmation with details via email or on the website.
Special requirements	<ul style="list-style-type: none"> Secure payment gateway integration for handling payment transactions. Efficient order processing system to manage order fulfillment and shipping. Order tracking functionality to allow customers to monitor the order status.
Extension points	Continue shopping. Track Order Status.

2.11 Use-case: Manage Account

Use-case ID	UC011
Use-case name	Manage Account(s)

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Brief description	This use case allows users to manage their account's information.
Actors	Customer, Admin
Basic flow	<ol style="list-style-type: none"> 1. For customers, they can manage their account in the "My Profile" dropdown section in the navigation bar, which allows them to Update Profile, View Order History, Track Order Status, Rate Product, Seek Support. 2. For admin, this option is "Admin Panel", which includes Manage Accounts, View Feedbacks, Respond Feedbacks, Provide Customer Support.
Alternative flows	None.
Pre-conditions	<ul style="list-style-type: none"> • Users have to log into their account. • Users' accounts must exist.
Post-conditions	Users can navigate to their profiles
Special requirements	At least all required information will be provided.
Extension points	Update Profile, View Order History, Track Order Status, Rate Product, Contact for Support. Manage Accounts, View Feedbacks, Respond Feedbacks, Manage Orders, Manage Products, Manage Shipping.

2.12 Use-case: Login

Use-case ID	UC012
Use-case name	Login
Brief description	This use case outlines the steps taken by a user to log into the website using valid credentials.
Actors	Admin, Customer, Guest
Basic flow	<ol style="list-style-type: none"> 1. User accesses the website and navigates to the login page. 2. Website System presents the login form requesting username/email and password. 3. User enters valid username/email and password. 4. Website System verifies the entered credentials against stored user data. 5. If the credentials are valid and match existing records: <ul style="list-style-type: none"> • Website System logs the User in and grants access to the account/dashboard.

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	<ul style="list-style-type: none"> User is redirected to the account page or designated dashboard.
Alternative flows	<p>If users forgot their passwords:</p> <ul style="list-style-type: none"> Website System provides a "Forgot Password" link/button. User clicks on the link/button and follows the password recovery process. System sends a password reset link or instructions to the User's registered email.
Pre-conditions	Users must have registered and have valid login credentials (username/email and password).
Post-conditions	The User is successfully logged in and gains access to their account/dashboard.
Special requirements	<ul style="list-style-type: none"> Website System provides a "Forgot Password" link/button. Passwords should be securely stored and encrypted in the system. Strong password policies should be enforced to enhance security. Captcha or other mechanisms may be used to prevent automated login attempts (if required).
Extension points	Two-Factor Authentication (2FA)

2.13 Use-case: Sign Up

Use-case ID	UC013
Use-case name	Sign Up
Brief description	The "Sign Up" use case enables both the admin and customers to create new accounts on the e-commerce platform, allowing them to access specific features and functionalities.
Actors	Guest
Basic flow	<ol style="list-style-type: none"> Guest users access the "Sign Up" or "Create Account" feature on the Navigation bar. The system prompts for required details (e.g., Full Name, Email, Password). Customer fills in the necessary information as requested. The system verifies the provided information's validity (e.g., email format, password strength). Customer submits the sign-up form. The system verifies the details and, if valid, generates a new user account for either the Admin or Customer.

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	7. The system confirms successful account creation, redirecting the user to a confirmation page.
Alternative flows	<ul style="list-style-type: none"> If any information provided is invalid, the system prompts the user to correct the errors. If the provided email already exists in the system, the user is prompted to use a different email or use a "Forgot Password" feature.
Pre-conditions	Both the Admin and Customer have access to the e-commerce platform. The Sign-up option is accessible and available.
Post-conditions	A new user account is created and ready for the Admin or Customer to log in.
Special requirements	<ul style="list-style-type: none"> Secure storage of user data (especially passwords, using encryption). Implementation of measures to prevent automated sign-ups (e.g., CAPTCHA).
Extension points	<ul style="list-style-type: none"> Email verification. Users might be given the option to provide more details for a personalized experience after the initial sign-up (e.g., address, preferences).

2.14 Use-case: Update Profile

Use-case ID	UC014
Use-case name	Update Profile
Brief description	Customers/Admins are allowed to update personal profiles by providing information and settings.
Actors	Customer, Admin
Basic flow	<ol style="list-style-type: none"> Customer/Admin logged into their account. There will be a "My account" button. There is an "Admin Panel" option for the admin account in the user section. For customer accounts, there is a "My Profile" option, respectively. When entering a user's profile, customer/admin can update personal information like: first name, last name, day of birth, email, password, username, gender, phone number,...
Alternative flows	In step 3, if a user does not provide required information thoroughly, the system will not accept newly edited profile forms and inform users about missing

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	information.
Pre-conditions	Customer/Admin must log in to their account.
Post-conditions	Successfully adjusting and editing user profiles.
Special requirements	<ul style="list-style-type: none"> • Data security and encryption: Ensure secure storage and transmission of user profile details. • User authentication and authorization: Implement controls for authorized profile edits by admin only.
Extension points	None

2.15 Use-case: View Order History

Use-case ID	UC015
Use-case name	View order history
Brief description	Customer's order history is tracked to provide information about products, sellers.
Actors	Customer
Basic flow	<ol style="list-style-type: none"> 1. After customers have logged in, there is an "Order history" option on the navigation bar, in the user section. 2. There will be a table of previous orders, which are in chronological order. 3. Users can select a specific order to view its details (items purchased, order date, status, etc.).
Alternative flows	If customers do not have any previous orders, the system displays a message indicating that there are no orders in the history.
Pre-conditions	The customer must be logged into their account on the website.
Post-conditions	Customers are fully informed about their history order.
Special requirements	<ul style="list-style-type: none"> • Ensure that the order history information is securely stored and only accessible by the authorized User. • Implement encryption protocols to protect sensitive user data, such as payment information and addresses.
Extension points	None.

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2.16 Use-case: Track Order Status

Use-case ID	UC016
Use-case name	Track order status
Brief description	Users are able to track their orders through the shipping process.
Actors	Customer
Basic flow	<ol style="list-style-type: none"> 1. When logging in as a customer, there is an option “Tracking Orders” on the navigation bar. 2. Customers must choose the number of displayed newest orders. 3. System retrieves real-time tracking details from the shipping carrier or internal system. 4. System displays the current order status, including the location (if available) and estimated delivery date/time.
Alternative flows	<ul style="list-style-type: none"> • In step 2, if the number is invalid, there will be a message requesting the customer to choose a valid number. • If the order does not have tracking information available: System displays a message indicating that tracking details are not available for this order.
Pre-conditions	The customer must be logged into their account on the website.
Post-conditions	Customers are fully informed about their order packages status.
Special requirements	User-Friendly Interface.
Extension points	Delivery Notifications. Order Location Map.

2.17 Use-case: Rate Product

Use-case ID	UC017
Use-case name	Rate Product
Brief description	This use case involves customers sharing their opinions, experiences, or suggestions about products, services, or the overall shopping experience on the e-commerce platform.
Actors	Customer

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Basic flow	<ol style="list-style-type: none"> 1. Users log in to their account, navigate to the Order history option under “My Profile” section. 2. In the Order history page, the system displays a list of purchased item, beside the list item there is a “Rate Product” option. 3. Users click the button to redirect the Rate Product page, in this page, user can rate the product quality with stars on the scale of 5. 4. Users can also add photos, videos or share more thoughts on the products based on their experience. 5. After finishing the rating, users can submit their review by clicking the “Submit” button.
Alternative flows	<ul style="list-style-type: none"> • Customers may have the option to provide anonymous feedback if they prefer not to disclose their identity or personal information. • In case a customer encounters issues while providing feedback (technical issues, form errors), the system allows them to retry or provides assistance.
Pre-conditions	<ul style="list-style-type: none"> • Users can not rate the products as guests. • Users can only give feedback to completed orders or successfully purchased items.
Post-conditions	<ul style="list-style-type: none"> • Submitted feedback is saved and recorded in the system for further analysis or reference. • If applicable, product ratings or reviews are updated and displayed on the respective product pages.
Special requirements	<ul style="list-style-type: none"> • Integration with databases to store and manage feedback data securely. • Mechanisms for moderation or filtering of feedback to ensure appropriateness and relevance.
Extension points	None.

2.18 Use-case: Contact for Support

Use-case ID	UC018
Use-case name	Contact for Support
Brief description	This use case enables customers to reach out for assistance or information, facilitating efficient communication between customers and the support team for issue resolution and improved customer satisfaction.
Actors	Customer

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Basic flow	<ol style="list-style-type: none"> 1. The customer navigates to the support/contact section or finds the contact details (phone, email, live chat) on the website. 2. The customer selects a preferred contact method (email, phone, live chat, contact form). 3. Initiate contact: <ul style="list-style-type: none"> • Compose issue: The customer formulates their query, issue, or request for assistance. • Enter Contact Details: If not already provided, the customer inputs their contact information (name, email, phone) for the support team to respond. 4. The customer confirms and submits the contact request. 5. The system generates a support ticket or confirmation message acknowledging the receipt of the contact request. 6. A support representative receives the request and responds via the chosen contact method, addressing the customer's query or issue. <ul style="list-style-type: none"> • Support interactions may involve troubleshooting, providing information, resolving complaints, or offering solutions.
Alternative flows	<ul style="list-style-type: none"> • In case of immediate assistance required, the customer may opt for live chat or phone support for real-time interaction instead of email. • If the customer faces difficulties while submitting the request, the system provides guidance or alternative contact options.
Pre-conditions	<ul style="list-style-type: none"> • The customer must have access to contact information or the support/contact section on the website. • Availability of support representatives or a helpdesk system to handle customer queries.
Post-conditions	<ul style="list-style-type: none"> • A support ticket is generated or a communication channel is established between the customer and support representative. • Resolution of the customer query, issue, or request is achieved.
Special requirements	<ul style="list-style-type: none"> • Clearly displayed and easily accessible contact information for seamless communication. • Ticketing or tracking system to manage and monitor customer support requests for timely responses. • Skilled and responsive support team members to address customer inquiries effectively.
Extension points	None.

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2.19 Use-case: View & Respond Feedback

Use-case ID	UC019
Use-case name	View & Respond Feedback
Brief description	This use case enables the admin to effectively manage and respond to customer feedback, facilitating improvements in products, services, and overall customer satisfaction on the e-commerce platform.
Actors	Admin
Basic flow	<ol style="list-style-type: none"> 1. The system displays a list of received feedback, including product reviews, service feedback, or general comments. 2. The admin selects a specific feedback item to view its details, including customer comments, ratings, and associated information. 3. If necessary, the admin formulates a response to the feedback, addressing customer concerns or expressing gratitude for positive feedback. 4. Admin takes necessary actions based on feedback, such as resolving issues, improving services, or updating product information. 5. Admin can update feedback status: mark feedback as reviewed, pending action, resolved, or categorize them for further analysis or action. 6. The admin may archive or store processed feedback for future reference or analysis.
Alternative flows	<ul style="list-style-type: none"> • In case of urgent or critical feedback requiring immediate attention, the admin escalates it to relevant departments or support teams for rapid resolution. • If certain feedback requires further investigation or collaboration with other team members, the admin can assign or delegate actions to appropriate personnel.
Pre-conditions	The admin must have authenticated access to the admin backend system with appropriate permissions to manage feedback.
Post-conditions	<ul style="list-style-type: none"> • Processed feedback is updated with admin responses, actions taken, or status changes. • Archived or stored feedback is available for future reference or analysis.
Special requirements	<ul style="list-style-type: none"> • Integration with customer support systems for quick and coordinated actions on customer-related feedback. • Tracking mechanisms or reports to monitor feedback trends and resolutions over time.

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Extension points	None.
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2.20 Use-case: Manage Products

Use-case ID	UC020
Use-case name	Manage Products
Brief description	This use case enables the admin to effectively oversee and manage products within the e-commerce platform, ensuring accurate and up-to-date product information for customers.
Actors	Admin
Basic flow	<ol style="list-style-type: none"> 1. Admin login and navigate to the “Manage Products” panel. 2. The system displays a list of available products with essential details (name, price, availability, tag, etc.). 3. The admin selects the option to add a new product and enters product details: Product name, description, category, price, images, variations (size, color), and other relevant attributes. 4. The admin selects an existing product to modify or change its details. 5. The admin can select and remove products that are discontinued or no longer offered: Deletes product records, ensuring they are no longer visible on the front-end of the website. 6. The admin can adjust product quantities, update stock availability, or set stock thresholds for notifications. 7. The admin defines and manages product attributes or options (e.g., size, color) applicable to multiple products. 8. Access analytics or reports related to product performance, sales trends, and customer behavior for informed decision-making.
Alternative flows	None
Pre-conditions	The admin must have authenticated access to the admin backend system with appropriate permissions to manage products.
Post-conditions	Any changes or modifications made by the admin to the product records are saved and reflected in the product database.
Special requirements	Integration with inventory systems for real-time updates on stock levels and availability.
Extension points	None.

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2.21 Use-case: Manage Orders

Use-case ID	UC021
Use-case name	Manage Orders
Brief description	This use case enables the admin to efficiently oversee and manage orders within the e-commerce platform.
Actors	Admin
Basic flow	<ol style="list-style-type: none"> 1. The admin logs in to the admin dashboard or backend system with appropriate permissions to manage orders. 2. The system displays a list of orders with essential details (order number, customer name, order date, status, etc.). 3. The admin selects a specific order to view detailed information: Order items, quantities, prices, shipping details, payment status, and any applied discounts. 4. The admin can change the status of an order based on its progress: Set status to pending, processing, shipped, delivered, canceled, etc., based on the current order stage. 5. The admin can take actions to fulfill or process orders: Confirm payment receipt, pack items, generate shipping labels, and initiate shipping/delivery. 6. In case of customer requests for returns or order cancellations, the admin manages the process: Approve/refuse return requests, issue refunds, update inventory accordingly. 7. Access order analytics or reports for insights into sales, revenue, order volume, etc., aiding decision-making.
Alternative flows	<ul style="list-style-type: none"> • If there are discrepancies in orders or issues with product availability, the admin communicates with the customer for resolution. • In case of payment problems or discrepancies, the admin may need to contact the customer or payment processor for clarification.
Pre-conditions	<ul style="list-style-type: none"> • The admin must have authenticated access to the admin backend system with appropriate permissions to manage orders. • Availability of necessary order management functionalities within the admin dashboard.
Post-conditions	Any changes or updates made by the admin to the order status or details are saved and reflected in the order records.
Special requirements	<ul style="list-style-type: none"> • Integration with inventory systems for real-time updates on stock levels

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	and order fulfillment. <ul style="list-style-type: none"> Ability to communicate with customers or support representatives for order-related issues or clarifications.
Extension points	None.

2.22 Use-case: Manage Payment

Use-case ID	UC022
Use-case name	Manage Payment
Brief description	This use case enables the admin to efficiently oversee and manage orders within the e-commerce platform, ensuring timely processing, fulfillment, and customer satisfaction.
Actors	Admin
Basic flow	<ol style="list-style-type: none"> The admin logs in to the admin dashboard or backend system with appropriate permissions to manage orders. The system displays a list of orders with essential details (order number, customer name, order date, status, etc.). The admin selects a specific order to view detailed information: Order items, quantities, prices, shipping details, payment status, and any applied discounts. The admin can change the status of an order based on its progress: Set status to pending, processing, shipped, delivered, canceled, etc., based on the current order stage. The admin can take actions to fulfill or process orders: Confirm payment receipt, pack items, generate shipping labels, and initiate shipping/delivery. In case of customer requests for returns or order cancellations, the admin manages the process: Approve/refuse return requests, issue refunds, update inventory accordingly. Access order analytics or reports for insights into sales, revenue, order volume, etc., aiding decision-making.
Alternative flows	<ul style="list-style-type: none"> If there are discrepancies in orders or issues with product availability, the admin communicates with the customer for resolution. In case of payment problems or discrepancies, the admin may need to contact the customer or payment processor for clarification.
Pre-conditions	<ul style="list-style-type: none"> The admin must have authenticated access to the admin backend system with appropriate permissions to manage orders. Availability of necessary order management functionalities within the admin dashboard.

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Post-conditions	Any changes or updates made by the admin to the order status or details are saved and reflected in the order records.
Special requirements	<ul style="list-style-type: none"> Integration with inventory systems for real-time updates on stock levels and order fulfillment. Ability to communicate with customers or support representatives for order-related issues or clarifications.
Extension points	None

2.23 Use-case: Manage Content

Use-case ID	UC023
Use-case name	Manage Content
Brief description	This use case allows the admin to maintain and curate content effectively, ensuring the website presents accurate and engaging information to the users.
Actors	Admin
Basic flow	<ol style="list-style-type: none"> 1. Access Content Management Section: The admin logs in to the admin dashboard or backend system with appropriate permissions to manage content. 2. Manage Product Information: <ul style="list-style-type: none"> Add/Edit Product Descriptions: The admin can add or modify product descriptions, specifications, images, and multimedia content. Upload Product Images/Videos: Upload or update product images or videos to showcase products effectively. 3. Create/Edit Blog/Article Content: <ul style="list-style-type: none"> Create Blog Posts: The admin can create new blog posts or articles related to products, company updates, industry news, etc. Edit/Delete Blog Content: Modify existing blog posts, delete outdated content, or make corrections as necessary. 4. Manage Visual Elements: <ul style="list-style-type: none"> Upload/Edit Images/Graphics: Upload, modify, or remove visual elements used across the website, including banners, logos, icons, etc. 5. Handle Multimedia Content: Manage videos, slideshows, or other multimedia elements for enhanced user engagement. 6. Update Informational Pages: <ul style="list-style-type: none"> Edit Static Pages: Modify content on static pages such as About Us, Contact, FAQ, Policies, etc., ensuring updated information.
Alternative flows	<ul style="list-style-type: none"> The admin may collaborate with content creators, designers, or marketing teams for creating or editing content, following a collaborative workflow.

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	<ul style="list-style-type: none"> In case of errors or discrepancies in published content, the admin can roll back to previous versions if version control or revision history is available.
Pre-conditions	<ul style="list-style-type: none"> The admin must have authenticated access to the admin backend system with appropriate permissions to manage content. Availability of content management functionalities within the admin dashboard.
Post-conditions	Updated and curated content is published and made accessible to website visitors.
Special requirements	<ul style="list-style-type: none"> Integration with media libraries or content management systems for efficient handling of multimedia content. Collaboration tools or version control for multiple admin roles involved in content management.
Extension points	None

2.24 Use-case: Manage Shipping

Use-case ID	UC024
Use-case name	Manage Shipping
Brief description	Allow admin to follow any packages that are on delivery.
Actors	Admin
Basic flow	<ol style="list-style-type: none"> The admin logs in to the admin dashboard or backend system with appropriate permissions to manage orders. View a list of available shipping methods (e.g., standard, expedited, free shipping) offered to customers. View a list of Carriers: Access a list of shipping carriers (FedEx, UPS, USPS, etc.) available for order shipments. Adjust estimated delivery times for different shipping methods or zones to set accurate expectations for customers.
Alternative flows	<ul style="list-style-type: none"> The admin may need to negotiate or update contracts with shipping carriers or logistics partners to provide better shipping rates or services. In case of changes in shipping regulations or carrier services, the admin updates the system to reflect these changes.
Pre-conditions	<ul style="list-style-type: none"> The admin must have authenticated access to the admin backend system with appropriate permissions to manage shipping.

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	<ul style="list-style-type: none"> Availability of shipping management functionalities within the admin dashboard.
Post-conditions	Updated shipping settings, rates, and policies are saved and reflected in the shipping options available to customers during checkout.
Special requirements	<ul style="list-style-type: none"> Integration with shipping carrier APIs or services for real-time shipping rate calculations and label generation. Regular monitoring and updating of shipping-related information to ensure accuracy and compliance with shipping regulations.
Extension points	None.