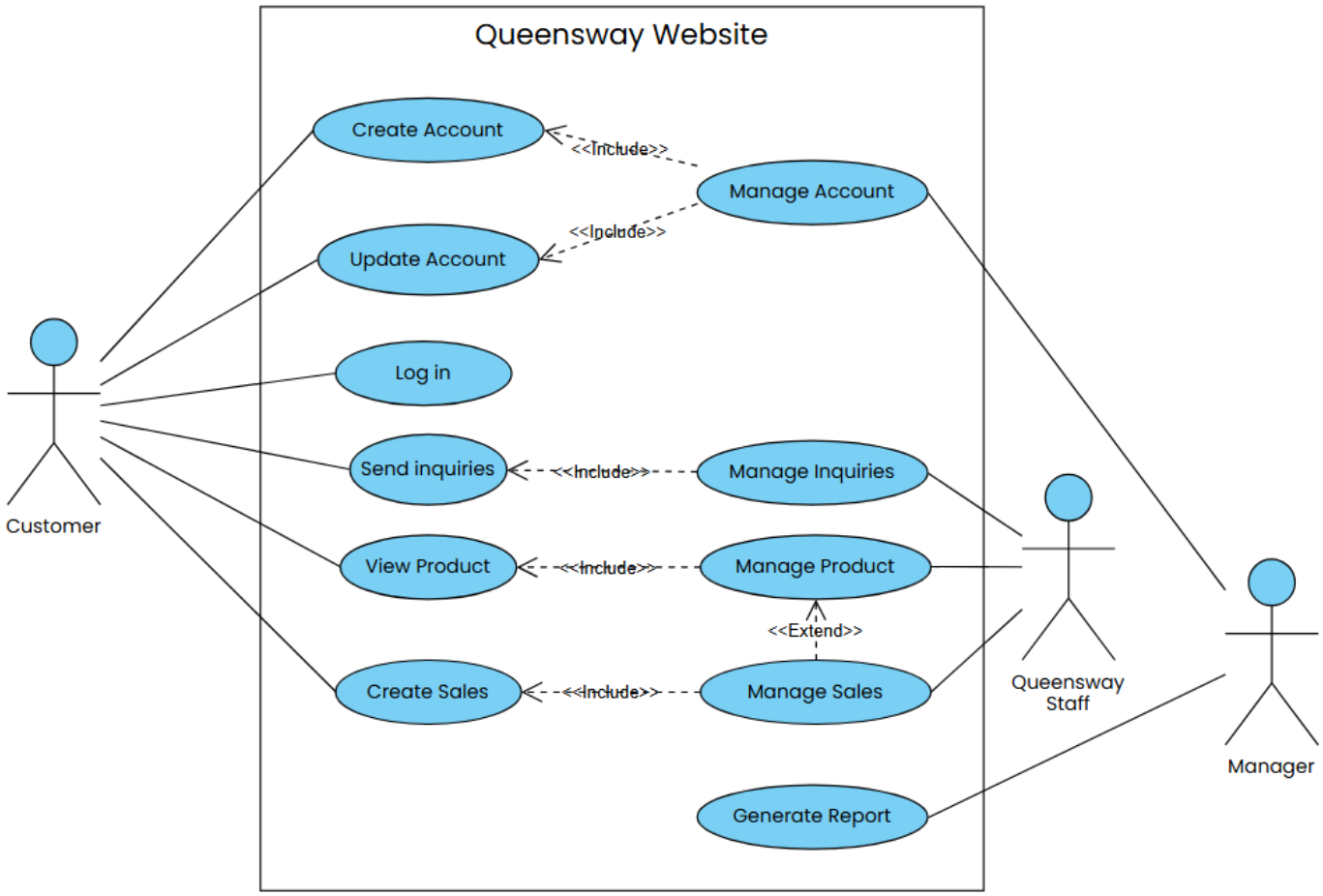
Use Case Diagram and Use Case Full Description for Queensway Website



Use Case ID	QW_UC_1
Use Case Name	Create Account
Description	This use case enables customers to register a new account on the Queensway Website to gain access to its features.
Primary Actor	Customer
Secondary Actor	None
Include Use Case	None
Preconditions	• The user must not already have an existing account. • The system is accessible and online.
Postconditions	• **Success:** The user is successfully registered, and a confirmation email is sent. • **Failure:** The user is notified of the failure reason and prompted to retry.
Triggers	• The user wants to create an account on the Queensway Website to access its features.
Main Flow	1. User navigates to the registration page. 2. System prompts the user to enter details such as: a. Username b. Name c. Age d. Address e. Email Address f. Contact Number g. Password (meeting security requirements) 3. User submits the registration form. 4. System validates the information. 5. System sends a confirmation email. 6. User clicks the confirmation link in the email. 7. The system activates the account and displays a success message.
Alternate Flows	4a. Invalid Input: 1. If the user provides invalid or incomplete information, the system notifies the user. 2. The user is prompted to correct the input. 4b. Duplicate Username: 1. System notifies the user that the Username is already taken. 2. User is prompted to use a different Username. 4c. Duplicate Email Address: 1. System notifies the user that the email is already registered. 2. User is prompted to use a different email. 4d. Password Requirements Not Met: 1. System notifies the user that the password did not meet the security requirements. 2. User is prompted to use a different password. 5a. Email Not Received 1. User requests the system to resend the confirmation link.
Special Requirements	• Email verification links should expire after 5 minutes.
Assumptions	• Users have access to a valid email address.

Use Case ID	QW_UC_2
Use Case Name	Update Account
Description	This use case allows users to update their account details, such as personal information, email, or password.
Primary Actor	Customer
Secondary Actor	None
Include Use Case	None
Preconditions	• The user must already have an existing account. • The user must be logged in to the system. • The system is accessible and online.
Postconditions	• **Success:** The account details are updated, and the user receives a notification confirming the changes. • **Failure:** The user is notified of the failure reason (e.g., invalid input, session timeout) and prompted to retry
Triggers	• The user wants to modify their account information.
Main Flow	1. User navigates to the account settings page. 2. System displays the current account details. 3. User edits the desired fields (e.g., username, name, age, address, contact number, email address, password). 4. User submits the updated details. 5. System validates the input and applies the changes. 6. User receives a confirmation notification about the update.
Alternate Flows	4a. Invalid Input: 1. If the user provides invalid or incomplete information, the system notifies the user. 2. The user is prompted to correct the input. 4b. Duplicate Username: 1. System notifies the user that the Username is already taken. 2. User is prompted to use a different Username. 4c. Duplicate Email Address: 1. System notifies the user that the email is already registered. 2. User is prompted to use a different email. 4d. Password Requirements Not Met: 1. System notifies the user that the password did not meet the security requirements. 2. User is prompted to use a different password. 5a. Session Timeout: 1. If the user's session expires during the update process, the system redirects the user to the login page. 2. User logs in again and restarts the update process.
Special Requirements	• Sensitive information (e.g., passwords) must be encrypted during transmission and storage.
Assumptions	• Users know their current account credentials for sensitive updates like password changes.

Use Case ID	QW_UC_3
Use Case Name	Log In
Description	This use case allows users to log in to the Queensway Website to access their account and its functionalities.
Primary Actor	Customer
Secondary Actor	None
Include Use Case	None
Preconditions	• The user must already have an existing account. • The system is accessible and online.
Postconditions	• **Success:** The user is authenticated and logged into their account. • **Failure:** The user is notified of the failure reason (e.g., incorrect credentials, unverified email) and prompted to try again.
Triggers	• The user wants to access their account to access the features of the Queensway Website.
Main Flow	1. User navigates to the login page. 2. System prompts the user to enter their credentials: a. Username or Email Address b. Password 3. User submits the login form. 4. System validates the credentials. 5. The system logs the user in. 6. User is redirected to their dashboard with personalized account access.
Alternate Flows	4a. Invalid Input: 1. If the user provides invalid credentials (e.g., blank fields, username does not exist, incorrect password), the system notifies the user. 2. The user is prompted to re-enter their credentials. 4b. Unverified Email: 1. If the user's email address is not verified, the system displays a message and provides an option to resend the verification link. 2. The user verifies their email and repeats the login process.
Special Requirements	• Passwords must be encrypted and stored securely in the system.
Assumptions	• Users have access to valid login credentials and a functional email account.

Use Case ID	QW_UC_3A
Use Case Name	Forgot Password

Description	This use case allows users to reset their password if they cannot log in to their account.
Primary Actor	Customer
Secondary Actor	None
Include Use Case	None
Preconditions	• The user must already have an existing account. • The system is accessible and online.
Postconditions	• **Success:** The user receives a password reset email or OTP using contact number, verifies their identity, and resets the password successfully • **Failure:** The user is notified of any issues (e.g., unregistered email) and prompted to try again.
Triggers	• User clicks the “Forgot Password” link on the login page.
Main Flow	1. User navigates to the login page and clicks on the "Forgot Password" link. 2. System prompts the user to enter their registered email address. 3. User provides their email address and submits the request. 4. System validates the email address: a. Ensures it is registered in the system. b. Verifies the email format is correct. 5. If the email is valid, the system sends a password reset email containing a secure link. 6. User receives the email and clicks on the password reset link. 7. System redirects the user to a password reset page. 8. User enters a new password that meets security requirements and confirms it. 9. System updates the password and notifies the user of a successful reset.
Alternate Flows	4a. Email Address Not Registered: 1. If the email is not found in the system, the system notifies the user. 2. User is prompted to try a different email or contact support for assistance. 6a. Email Not Received: 1. If the user does not receive the password reset email, the system provides an option to resend it. 2. User clicks the resend option and proceeds with the password reset process. 8a. Weak Password Entered: 1. If the user enters a password that does not meet security requirements (e.g., too short, missing special characters), the system notifies the user. 2. User is prompted to enter a stronger password.
Special Requirements	• The system must ensure the password reset link is secure and expires after 5 minutes. • Passwords must adhere to strong security requirements (e.g., minimum length, special characters).
Assumptions	• Users have access to the email address associated with their account. • The system can reliably send emails without delays.

Use Case ID	QW_UC_4
Use Case Name	Send Inquiries
Description	This use case allows users to send inquiries to Queensway Staff about products, orders, or other concerns.
Primary Actor	Customer
Secondary Actor	Queensway Staff Queensway Manager
Include Use Case	None
Preconditions	• The user must already have an existing account. • The user must be logged in to the system. • The system is accessible and online.
Postconditions	• **Success:** The inquiry is submitted, and the staff is notified. • **Failure:** The user is notified of the failure reason and prompted to retry.
Triggers	• The user has a question or concern and wishes to contact Queensway Staff.
Main Flow	1. User navigates to the inquiries page. 2. System displays an inquiry form. 3. User fills out the form with relevant details, such as: a. Subject b. Message content c. Contact details 4. User submits the form. 5. System confirms the inquiry submission and notifies the Queensway Staff. 6. Systems sends an email to the Queensway Manager.
Alternate Flows	4a. Missing Required Fields: 1. If the user leaves required fields blank, the system notifies the user. 2. User completes the form and resubmits.
Special Requirements	• The system should support file attachments for inquiries (e.g., screenshots).
Assumptions	• Queensway Staff regularly checks inquiries and responds promptly. • Queensway Manager checks emails for inquiries.

Use Case ID	QW_UC_5

Use Case Name	Manage Inquiries
Description	This use case allows Queensway Staff to review, respond to, and manage customer inquiries submitted through the Queensway Website.
Primary Actor	Queensway Staff
Secondary Actor	Queensway Manager Customer
Include Use Case	Send Inquiries
Preconditions	• The customer has submitted an inquiry through the website. • Staff must be logged into the system with appropriate permissions. • The system is accessible and online.
Postconditions	• **Success:** The inquiry is reviewed and responded to, and the status is updated in the system. • **Failure:** Staff is notified of any system issues preventing them from managing the inquiry.
Triggers	• A customer submits an inquiry that requires a response from the staff.
Main Flow	1. Staff logs into the system and navigates to the "Manage Inquiries" section. 2. System displays a list of inquiries with details, including: a. Inquiry ID b. Customer Name c. Date Submitted d. Inquiry Status (e.g., pending, in progress, resolved) 3. Staff selects an inquiry to review. 4. System displays the full inquiry details. 5. Staff reviews the inquiry and provides a response or resolution. 6. Staff updates the status of the inquiry (e.g., resolved or in progress). 7. System logs the response and sends an email notification to the customer and Queensway Manager.
Alternate Flows	2a. No Inquiries Available: 1. If no inquiries are present in the system, the system notifies the staff that the list is empty. 5a. Customer Requires Follow-Up: 1. If the inquiry cannot be fully resolved immediately, staff updates the status to "in progress" and logs the reason.
Special Requirements	• The system must support attaching files or documents in staff responses, if needed. • All interactions and updates must be logged or email to the Queensway Manager for future reference.
Assumptions	• Customers submit inquiries in a clear and concise format. • Staff has access to the necessary tools to resolve inquiries.

Use Case ID	QW_UC_6
Use Case Name	View Product
Description	This use case allows users to browse and view detailed information about available products on the Queensway Website.
Primary Actor	Customer
Secondary Actor	None
Include Use Case	None
Preconditions	• The user must already have an existing account. • The user must be logged in to the system. • The system is accessible and online.
Postconditions	• **Success:** The user successfully views product details. • **Failure:** The user is notified if the product information is unavailable.
Triggers	• The user wants to browse or search for a product.
Main Flow	1. User navigates to the product catalog page. 2. System displays a list of available products (User can search for a specific product using the search bar). 3. User selects a product to view more details. 4. System displays detailed product information, including: a. Name b. Description c. Price d. Stock Availability 5. User reviews the product details.
Alternate Flows	4a. Product Not Found: 1. If the selected product is unavailable, the system notifies the user.
Special Requirements	• The system should load product details efficiently to ensure a smooth browsing experience.
Assumptions	• The product catalog is up to date.

Use Case ID	QW_UC_7
Use Case Name	Manage Product
Description	This use case allows Queensway Staff to manage the product catalog by adding, updating, or removing products.
Primary Actor	Queensway Staff
Secondary Actor	None
Include Use Case	None
Preconditions	• Staff must be logged into the system with appropriate permissions. • The system is accessible and online.
Postconditions	• **Success:** The product catalog is updated. • **Failure:** Staff is notified of the failure reason and prompted to retry.
Triggers	• Staff wants to add, update, or remove products.
Main Flow	1. Staff logs into the system and navigates to the product management page. 2. System displays options to: a. Add a new product b. Edit an existing product c. Remove a product 3. Staff selects an option and provides the required details. 4. System validates the input and applies the changes. 5. Staff receives confirmation of the successful update.
Alternate Flows	3a. Missing or Invalid Data: 1. If staff provides invalid input, the system notifies them of the error. 2. Staff corrects the input and resubmits. 3b. Duplicate Entries: 1. If staff adds a new product with the same name with the existing product in the system, the system notifies them of the error. 2. Staff corrects the input and resubmits.
Special Requirements	• The system must prevent duplicate entries and ensure data integrity.
Assumptions	• Staff has accurate and up-to-date product information.

Use Case ID	QW_UC_8
Use Case Name	Create Sales
Description	This use case allows customers to create a sales transaction by purchasing products from the Queensway Website.
Primary Actor	Customer
Secondary Actor	None
Include Use Case	None
Preconditions	• The user must already have an existing account. • Products must be available in stock. • The system is accessible and online. • Payment gateway must be functional.
Postconditions	• **Success:** The sales transaction is successfully completed, and an order confirmation is sent to the customer. • **Failure:** The system notifies the customer of the failure reason (e.g., payment declined, insufficient stock) and prompts them to retry.
Triggers	• A customer selects a product and initiates the checkout process.
Main Flow	1. Customer logs into the system and navigates to the "View Products" page. 2. Customer selects a product and adds it to the shopping cart. 3. Customer reviews the items in the shopping cart. 4. Customer proceeds to checkout and provides payment details. 5. System validates the payment details and processes the transaction. 6. System confirms the transaction, updates the inventory, and generates an order record. 7. Customer receives an order confirmation via email, including the order details and estimated delivery date.
Alternate Flows	4a. Insufficient Stock: 1. If the product is out of stock, the system notifies the customer. 2. Customer is prompted to remove the item or select another product. 5a. Payment Declined: 1. If the payment is declined, the system notifies the customer. 2. Customer is prompted to restart the process or try a different payment method. 6a. System Error: 1. If the system encounters an error during transaction processing, the system notifies the customer and logs the issue for support.
Special Requirements	• The system must ensure secure handling of payment information. • Customers must have the option to save payment details for future transactions.
Assumptions	• Customers have access to valid payment methods and sufficient funds. • The system can handle concurrent transactions without performance issues.

Use Case ID	QW_UC_9
Use Case Name	Manage Sales
Description	This use case allows Queensway Staff to manage sales transactions, including viewing, updating, and tracking sales records to ensure accurate reporting and fulfillment.
Primary Actor	Queensway Staff
Secondary Actor	None
Include Use Case	Create Sales
Preconditions	• Staff must be logged into the system with appropriate permissions. • The system is accessible and online.
Postconditions	• **Success:** The sales records are updated or viewed successfully, and any required actions are logged. • **Failure:** Staff is notified of any errors or issues, and corrective actions are prompted.
Triggers	• A staff member needs to track, update, or resolve sales-related issues
Main Flow	1. Staff logs into the system and navigates to the "Manage Sales" section. 2. System displays a list of sales transactions with details, including: a. Transaction ID b. Customer Name c. Product Details d. Transaction Status (e.g., pending, completed, canceled) 3. Staff selects a sales transaction to manage. 4. System displays the full details of the transaction. 5. Staff performs the required actions, such as: a. Updating transaction status (e.g., from "pending" to "completed"). b. Correcting customer details or sales information. 6. Staff submits the updates. 7. System validates and applies the updates, logging the changes for audit purposes.
Alternate Flows	3a. Sales Record Not Found: 1. If the selected transaction does not exist, the system notifies the staff. 5a. Unable to Update Transaction: 1. If the system encounters an error while applying updates, the system logs the issue and notifies the staff. 2. Staff retries the action or escalates the issue to technical support.
Special Requirements	• The system must log all updates and changes to sales records for audit purposes. • Staff must only have access to transactions relevant to their assigned roles or regions.
Assumptions	• Sales data in the system is accurate and up to date. • Staff is trained to manage sales transactions using the system.

Use Case ID	QW_UC_10
Use Case Name	Generate Report
Description	This use case allows managers to generate reports on sales, product performance, or customer activity.
Primary Actor	Queensway Manager
Secondary Actor	None
Include Use Case	None
Preconditions	• Manager must be logged in with the appropriate role. • The system is online and operational.
Postconditions	• **Success:** The report is generated and available for download. • **Failure:** Manager is notified of the failure reason.
Triggers	• The manager wants to review or analyze data.
Main Flow	1. Manager logs into the system and navigates to the reporting page. 2. System displays options for report types (e.g., sales, product performance). 3. Manager selects a report type and specifies filters (e.g., date range). 4. System generates the report based on the selected criteria. 5. Manager downloads or views the report.
Alternate Flows	3a. No Data Found: 1. If no data matches the selected criteria, the system notifies the manager.
Special Requirements	• Reports should be exportable in formats like PDF or Excel.
Assumptions	• Data is accurate and up to date.