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| **USE CASE NAME:** User Ratings and Comments | | **ID: URC-10** | **Importance Level:** High |
| **Actor** | * Customer * System | | |
| **Description** | * This Use Case outlines the process of allowing customers to rate and leave comments on their experiences with the delivery service. | | |
| **Preconditions** | * The customer has successfully completed a delivery request. * The delivery driver has successfully completed a delivery. | | |
| **Main Success Scenario (Main Flow)** | 1. Customer rates the delivery service:  * After the successful delivery of an order, the customer has the option to rate the delivery service provider on three criteria: speed of delivery, product quality, and cost-effectiveness. * The customer provides ratings for each of these criteria (e.g., on a scale of 1 to 5 stars).  1. Customer leaves optional comments:  * The customer can also provide optional comments or feedback regarding their delivery experience, including specific comments related to speed, product quality, or cost-effectiveness.  1. System records the ratings and comments:  * The system records the customer's ratings and comments, associating them with the specific delivery request and the involved delivery driver.  1. Driver views the ratings and comments:  * The delivery driver can view the ratings and comments left by the customer for the delivery service, including feedback on speed, product quality, and cost-effectiveness. | | |
| **Postconditions** | * The customer's ratings and comments, including feedback on speed, product quality, and cost-effectiveness, are stored in the system for reference. * The delivery driver can access and review the detailed feedback provided by the customer. | | |
| **Alternative Flow** | 1. Customer does not provide ratings or comments:  * If the customer chooses not to provide ratings or comments on speed, product quality, or cost-effectiveness, the system still records the delivery as completed but without specific feedback. | | |
| **Exceptions** | 1. Inappropriate Comments:  * If the customer leaves inappropriate or offensive comments, the system should have a mechanism in place to flag and review such comments. * Inappropriate comments may be removed, and appropriate actions may be taken. | | |