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1.1 Business Context

The key aspect is to support customer in buying process. This consists of the customer experience lifecycle which includes need to consider, purchase, setup and use. The ability to search, make customer aware or educate regarding the product, and guide to purchase by integrating the payment interface. The phases include delivery, return options and as well as key elements. The secondary needs would include analysing sales, previous orders and browsing history and personalization options.

1.2 Use Cases – Manage Shop

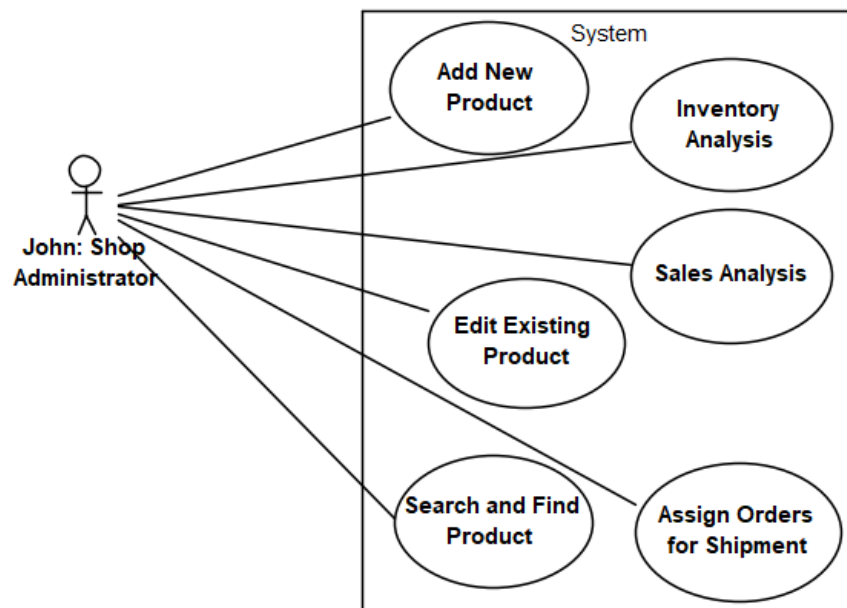


Figure 1: Use case model – Manage Shop

The use case specification involves all the use cases described in Fig. 1. These are described in detail in next sections.

1.2.1 Use Case 1: Add New Product

Add New Product		Source:
This Use-case explains how to add a new Product.		
Primary Actors	Shop Administrator.	
Precondition	<ul style="list-style-type: none">• The user is logged in to System• The system checks and sees the user has Sales Administrator role.	
Use Case Flow		

Basic Flow	<ol style="list-style-type: none"> 1. The user clicks Add Product. 2. The user specifies the details and presses Save. <ol style="list-style-type: none"> a. Product Name b. Product Description c. Product Price d. Product Details 3. The system initiates saving the Product details. 	
	Alternate Flow	Alternate Flow 1: <ol style="list-style-type: none"> 2. The user selects cancel. 3. Then use case 3 is skipped. 4. The system shows the current specified details but does not initiate save.
	Sub Use Cases	None
Post Conditions	The system will now have the Product saved. Verification: The users making call to catalog will find the product listed.	

1.2.2 Use Case 2: Edit Existing Product.

Edit Existing Product		Source:
This Use-case explains how to edit an existing Product.		
Primary Actors	Shop Administrator.	
Precondition	<ul style="list-style-type: none">• The user is logged in to the System• The system checks and sees the user has Sales Administrator role.	
Use Case Flow		
Basic Flow	<ol style="list-style-type: none">1. The user selects a product and clicks Edit Product.2. The user edits the details and presses Save.<ol style="list-style-type: none">a. Product Nameb. Product Descriptionc. Product Price (Price history to be maintained)d. Product Detailse. Remove Product Listing3. The system initiates saving the Product details.	
	Alternate Flow	<p>Alternate Flow 1:</p> <ol style="list-style-type: none">2. The user selects cancel.3. Then use case 3 is skipped.4. The system shows the current specified details but does not initiate save. <p>Alternate Flow 1:</p> <ol style="list-style-type: none">2. The user selects Remove Product Listing.

		3. The system sets the product to inactive.
	Sub Use Cases	None
Post Conditions	The system will now have the Product saved. Verification: In case of Remove Products Listing selected, the product will no more be visible in the catalog. Else the users making call to catalog will find the product listed with updated details.	

1.2.3 Use Case 3: Search and Find Product.

Search and Find Product		Source:	
This Use-case explains how to search and find a product.			
Primary Actors		Consumer, Shop Administrator	
Precondition		<ul style="list-style-type: none">The user is logged into the system.	
Use Case Flow			
Basic Flow	1. The user specifies the search string in the search box.		
	2. The user selects the type of item to search for.		
	3. The user initiates search.		
	4. The system searches and lists the results.		
			5. The user identifies the product.
Alternate Flow	Alternate Flow 1:		
	4. The system returns no results found.		
	5. The system also suggests the user to modify search and redo the same.		
	6. The user then modifies search string or item and goes back to step 3.		
Alternate Flow 2:	Alternate Flow 2:		
	5. The user does not find the specified item in the list.		
	6. The user modifies search and goes back to step3.		
	Exceptional Flow	Exceptional Flow 1: The system search failed.	
Exceptional Flow 2: The item exists, but not found in search.			
Post Conditions		The user specified item is found from search result. The user goes ahead making changes for the same. For consumer user, they can now add it to the cart.	
Verification: Run search and see if results are found.			

1.2.4 Use Case 4: Assign orders for shipment.

Search and Find Product	Source:
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This Use-case explains how to assign orders for shipment.		
Primary Actors	Shop Administrator	
Precondition	<ul style="list-style-type: none">The user is logged into the system.The user has Shop Administrator role.	
Use Case Flow		
Basic Flow	<ol style="list-style-type: none">The user finds the orders placed in dashboard.The user selects the orders and assigns it for shipment.The invoices related to shipments are raised.The user now specifies Shipment Status as In Progress.	
	Alternate Flow	Alternate Flow 1: <ol style="list-style-type: none">The user finds that there is not enough inventory.The user now places a new order to supplier and makes sure the delivery date can be satisfied.The flow continues from step2.
	Exceptional Flow	Exceptional Flow 1: The items are not available and cannot be shipped in time. Inform the customer and check for cancellation.
		Exceptional Flow 2: None
Post Conditions	The user specified item is assigned for shipment. The Shipment Status is updated and notified to customer. Verification: Check the status updated and the message to customer.	

1.2.5 Use Case 5: Inventory Analysis.

Inventory Analysis		Source:
This Use-case explains how to perform Inventory Analysis.		
Primary Actors	Shop Administrator	
Precondition	<ul style="list-style-type: none">• The user is logged into the system.• The user has Shop Administrator role.	
Use Case Flow		
Basic Flow	<ol style="list-style-type: none">1. The user finds the Inventory items in Inventory link in dashboard.2. The user checks for the items and analyze if the items in demand are available.3. The user looks for any alarms raised in dashboard.4. The user now specifies Inventory as stable.	
	Alternate Flow	Alternate Flow 1: <ol style="list-style-type: none">2. The user finds that there is not enough inventory.

		3. The user now places a new order to supplier and makes sure the delivery date can be satisfied. 4. The flow continues from step2.
	Exceptional Flow	Exceptional Flow 1: None
		Exceptional Flow 2: None
Post Conditions	Based on inventory and item availability the suppliers are informed and acted upon. The inventory is seen as stable. Verification: Check the status updated and the suppliers are informed and alarms not present.	

1.2.6 Use Case 6: Sales Analysis.

Inventory Analysis		Source:	
This Use-case explains how to perform Sales Analysis.			
Primary Actors	Shop Administrator		
Precondition	<ul style="list-style-type: none">The user is logged into the system.The user has Shop Administrator role.		
Use Case Flow			
Basic Flow	1. The user finds the sales items in Sales link in dashboard.		
	2. The user checks for the items and analyze if sales are satisfactory.		
	3. The user looks for any alarms raised in dashboard.		
	4. The user now specifies sales as stable.		
	Alternate Flow	Alternate Flow 1: 2. The user finds that sales is not satisfactory. 3. The user now analyses root causes for sales drop.	
	Exceptional Flow	Exceptional Flow 1: None	
		Exceptional Flow 2: None	
Post Conditions	Based on sales the nature of sales at the time is acted upon. The sales is seen as stable. If found not stable, then further insight analysis is done. P&L analysis is shown. Verification: Check the status updated and the action on root cause analysis performed if required. Calculations of profit and loss done.		

1.3 Use Cases –Buy from Shop

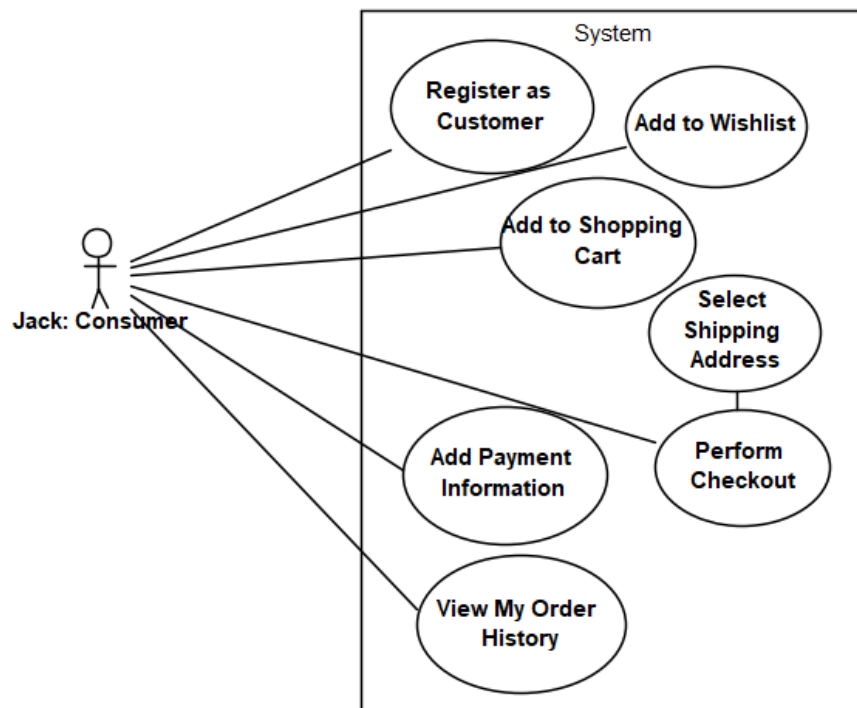


Figure 2: Use case model – Buy from Shop

The use case specification involves all the use cases described in Fig. 2. These are described in detail in next sections.

1.3.1 Use Case 1: Register as Customer

Register as Customer		Source:
This Use-case explains how to Register as Customer.		
Primary Actors	Users.	
Precondition	<ul style="list-style-type: none">• The user is new to the System	
Use Case Flow		

Basic Flow	<ol style="list-style-type: none"> 1. The user selects to Register 2. The user specifies the details and presses Register. <ol style="list-style-type: none"> a. First Name b. Last Name c. Middle Name d. Address Details e. Location f. Payment Information g. Login Credentials – Password. {Strength Check} h. User Name i. Email address 3. The system initiates saving the Registration details. 	
	Alternate Flow	Alternate Flow 1: <ol style="list-style-type: none"> 2. The system identifies the email address already exists. 3. Then user is asked to Login by specifying credentials or stating Forgot Password. Alternate Flow 1: <ol style="list-style-type: none"> 2. The system identifies the username is already taken. 3. Then user is notified with a message to specify another username.
	Sub Use Cases	None
Post Conditions	<p>The system will now have the Customer registered. The registered user can now login to the system.</p> <p>Verification: The users will now have the ability to login to the system.</p>	

1.3.2 Use Case 2: Add to Shopping Cart.

Add to Shopping Cart		Source:
This Use-case explains how to Add to Shopping Cart.		
Primary Actors	Customer.	
Precondition	<ul style="list-style-type: none">• The user is logged in to the System• The system checks and sees the user has Customer role.	
Use Case Flow		
Basic Flow	<ol style="list-style-type: none">1. The user selects a product and selects Add to Cart.2. The system adds the item to the Cart.3. The system now indicates the number of items in the Cart.	
	Alternate Flow	Alternate Flow 1: <ol style="list-style-type: none">1. The user selects Buy now

		2. Then system checks for Payment Information and Shipping details. 3. The system invokes the Checkout Use case.
	Sub Use Cases	Checkout
Post Conditions	The system will now have the product added to the Cart. Verification: In case of Product added to cart, we can select the cart and see in detail the products inside.	

1.3.3 Use Case 3: Add Payment Information.

Add Payment Information		Source:
This Use-case explains how to Add Payment Information.		
Primary Actors	Consumer	
Precondition	<ul style="list-style-type: none">The user is logged into the system.The user is in role Customer.	
Use Case Flow		
Basic Flow	<ol style="list-style-type: none">The user selects the Payment Information.<ol style="list-style-type: none">Credit CardDebit CardNet BankingValletsThe user confirms the selection.The system takes user to the payment interface.The user specifies credentials.On successful input from payment interface, the system accepts the payment information.	
	Alternate Flow	Alternate Flow 1: <ol style="list-style-type: none">The payment interface returns failure.The system suggests the user with message payment failed.
	Exceptional Flow	Exceptional Flow 1:
Post Conditions	The payment information is updated and the system takes the user to next step of shopping. Verification: Check to see if payment is successful by checking with payment interface.	

1.3.4 Use Case 4: View my Order History

View My Order History	Source:
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This Use-case explains how to View My Order History		
Primary Actors	Consumer,	
Precondition	<ul style="list-style-type: none">• The user is logged into the system• The user's role is found as Customer.	
Use Case Flow		
Basic Flow	<ol style="list-style-type: none">1. The user selects Order History.2. The system retrieves the order history and presents as a list. These details are presented.<ol style="list-style-type: none">a. Order Item Nameb. Order Item Pricec. Order Item Date.d. Status of Ordere. Tracking Details if yet to be delivered.f. Return Order selection	
	Alternate Flow	Alternate Flow 1: <ol style="list-style-type: none">2. The system returns no orders found.
	Exceptional Flow	Exceptional Flow 1: None
Post Conditions	<p>The Order History is presented as a List with specified details. The data is in synch with the entire order set for customer.</p> <p>Verification: Run the Order History and make sure the query returns the same number of items for user and details correct.</p>	

1.3.5 Use Case 5: Perform Checkout.

Perform Checkout	Source:
This Use-case explains how to Perform Checkout.	
Primary Actors	Consumer.
Precondition	<ul style="list-style-type: none"> • The user is logged into the system. • The user has the Customer role. • The user has selected Buy Now or Add to Shopping Cart use case.
Use Case Flow	

Basic Flow	<ol style="list-style-type: none"> 1. The user now selects confirm order. 2. The system asks user to select the shipping address. 3. The system asks user to select the payment details. 4. The user specifies payment details and confirms. 5. The system checks the payment interface result. 6. The user now confirms the order. 	
	Alternate Flow	Alternate Flow 1: <ol style="list-style-type: none"> 5. The system returns failure. 6. The system also suggests the user to retry payment.
	Exceptional Flow	Exceptional Flow 1:
Post Conditions	The checkout is performed and order is confirmed. The details are displayed. Verification: Check the Order Status and the Payment Interface success.	

1.3.6 Use Case 6: Add to Wish List.

Add to Wish List		Source:	
This Use-case explains how to Add a product to wish list.			
Primary Actors	Consumer		
Precondition	<ul style="list-style-type: none">The user is logged into the system.The user is having role Customer.		
Use Case Flow			
Basic Flow	1. The user selects an item and selects Add to Wishlist. 2. The system adds it to wish list.		
	Alternate Flow	Alternate Flow 1: 2. If the product is already added or bought by Customer, system specifies the message. Already bought or in wish list. Alternate Flow 2:	
	Exceptional Flow	Exceptional Flow 1: None	
Post Conditions	The user specified item is found from search result. The user goes ahead making changes for the same. For consumer user, they can now add it to the cart. Verification: Run search and see if results are found.		

1.3.7 Use Case 7: Select Shipping Address.

Select Shipping Address		Source:	
This Use-case explains how to Select Shipping Address.			
Primary Actors	Consumer		
Precondition	<ul style="list-style-type: none">The user is logged into the system.The user is of role Customer.		
Use Case Flow			
Basic Flow	1. The user selects the Shipping Address from Existing or New.		
	2. The user goes ahead with next step of checkout which is Payment Information.		
	3. The system takes this address for the Order.		
	Alternate Flow	Alternate Flow 1: Alternate Flow 2:	
Exceptional Flow	Exceptional Flow 1: None		
	Exceptional Flow 2: None.		
Post Conditions	The user selects the shipping address. This address is used for the current Order shipping. Verification: Check if the Shipping address is same as address specified in details.		