**Use cases for module Customer Service:**

Adding a new item to the basket:

1. Actors: User
2. Pre-conditions: none
3. Parameters: item ID number, shop ID number
4. Actions:
   1. User: Choose an item from the shop list
   2. System: Add the item’s ID into the corresponding shop basket
5. Post conditions: an item with given ID is added to the shop’s basket that belongs to the User.

Acceptance Tests:

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| Positive | Try to add an item from an existing shop into the shop basket of the actor. |
| Negative | Try to add an item from an existing shop into the shop basket of another (not the actor) user. |
| Alternative | - |

Removing an item from the basket:

1. Actors: User
2. Pre-conditions: has at least one non-empty shop basket
3. Parameters: item ID number, shop ID number
4. Actions:
   1. User: Choose an item from the shop basket
   2. System: Remove the item from the corresponding shop basket
5. Post conditions: an item with given ID is removed from the shop’s basket that belongs to the User.

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| Positive | Try to remove an item from the actor’s basket |
| Negative | Try to remove an item not from the actor’s basket |
| Alternative (Negative) | Try to remove an item that is not in the basket |

Deleting a customer account:

1. Actors: User (for deleting own account), Admin User (for deleting other accounts)
2. Pre-conditions: at least one user exists in the system (or two including the admin)
3. Parameters: customer ID
4. Actions:
   1. User: Ask the system to delete the account with the given customer ID
   2. System: Remove the customer account from the system
5. Post conditions: the customer with given ID does not exist in the system.

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| Positive | An Admin user (or regular user if removing own account) deletes the customer account |
| Negative | A user that is not an admin deletes someone else’s customer account (fails) |
| Alternative | - |

Updating the customer’s personal data in the system

1. Actors: User (for updating own account), Admin User (for updating other accounts)
2. Pre-conditions: at least one user exists in the system (or two including the admin)
3. Parameters: customer ID, field name, new data
4. Actions:
   1. User: Ask the system update a specific field in the account with the given customer ID by replacing the existing data with provided data
   2. System: Update the field in the customer’s account using the provided data
5. Post conditions: the customer’s account is updated.

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| Positive | An Admin user (or regular user if updates own account) updates the customer account |
| Negative | A user that is not an admin updates someone else’s customer account (fails) |
| Alternative | - |

Glossary of terms:

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| Customer | Any user |
| Admin | A user with administrative access |
| Shop Basket | A container for the items that the customer chooses from a specific shop |