USE CASE DESCRIPTION TEMPLATE

TEAM NAME: Elevate Engineers
PROJECT NAME: Print Flyers

1) SIGN UP

USE CASE: Sign Up
PRIMARY ACTOR: User
GOAL IN CONTEXT: Allow new users to create an account.
PRECONDITIONS: The user must not have an existing account.
TRIGGER: The user selects the "Sign Up" option.
SCENARIO:

1. The user navigates to the sign-up page.

2. The system prompts for required details (e.g., name, email, password).

3. The user enters the required information.

4. The system validates the details.

5. If valid, the system creates an account.

6. The user receives a confirmation email.

EXCEPTIONS:

- If email is already registered, an error is displayed.

- If any required field is empty, a prompt appears.

PRIORITY: High
WHEN AVAILABLE: Always.
FREQUENCY OF USE: One-time per user.
CHANNEL TO ACTOR: Web/Mobile application.
SECONDARY ACTORS: System.
CHANNELS TO SECONDARY ACTORS: Email for verification.
OPEN ISSUES:

- Users might face difficulty entering their details due to validation errors or
- unclear error messages.
- Lack of security measures during account creation, such as weak password enforcement.

2) LOGIN

USE CASE: Log In
PRIMARY ACTOR: User
GOAL IN CONTEXT: Allow users to log in to their accounts.
PRECONDITIONS: The user must have a registered account.
TRIGGER: The user selects the "Log In" option.
SCENARIO:

1. The user navigates to the login page.

2. The system prompts for email and password.

3. The user enters credentials.

4. The system validates the credentials.

5. If valid, the user is logged in successfully.

EXCEPTIONS:

- If credentials are incorrect, an error is displayed.

- If the account is locked, a reset option is provided.

PRIORITY: High
WHEN AVAILABLE: Always.
FREQUENCY OF USE: Multiple times per user.
CHANNEL TO ACTOR: Web/Mobile application.
SECONDARY ACTORS: System.
CHANNELS TO SECONDARY ACTORS: Authentication database.
OPEN ISSUES:

- Implement biometric login.
- Credentials may not be saved or synced correctly across devices.
- Users might be locked out due to failed attempts without a proper lockout or reset mechanism.

3) VERIFY PASSWORD

USE CASE: Verify Password
PRIMARY ACTOR: User
GOAL IN CONTEXT: Validate the entered password for authentication.
PRECONDITIONS: The user must be in a password-required flow (e.g., login, updatesettings).
TRIGGER: The system requests password verification.
SCENARIO:

1. The system prompts for the password.

2. The user enters the password.

3. The system checks if the password is correct.

4. If valid, the user proceeds.

EXCEPTIONS:

Password verification may fail due to system bugs or server communication errors.

Users may not receive clear error messages when their password verification fails.

PRIORITY: High
WHEN AVAILABLE: Always.
FREQUENCY OF USE: Frequently.
CHANNEL TO ACTOR: Web/Mobile application.
SECONDARY ACTORS: System.
CHANNELS TO SECONDARY ACTORS: Authentication database.
OPEN ISSUES:

- Implement multi-factor authentication.
- File upload might fail due to large file size or unsupported file format.
- Uploaded files may not be properly scanned for viruses, leading to security risks.

4) FORGOT PASSWORD

USE CASE: Forgot Password
PRIMARY ACTOR: User
GOAL IN CONTEXT: Allow users to reset their password if forgotten.
PRECONDITIONS: The user must have a registered email.
TRIGGER: The user selects "Forgot Password."
SCENARIO:

1. The user navigates to the forgot password page.

2. The system prompts for the registered email.

3. The user enters the email.

4. The system validates the email.

5. If valid, the system sends a password reset link.

6. The user follows the link to reset the password.

EXCEPTIONS:

- If email is not found, an error appears.

- If the reset link expires, the user must request a new one.

PRIORITY: High
WHEN AVAILABLE: Always.
FREQUENCY OF USE: Occasionally.
CHANNEL TO ACTOR: Web/Mobile application.
SECONDARY ACTORS: Email service.
CHANNELS TO SECONDARY ACTORS: Email for reset link.
OPEN ISSUES:

- The password reset link may not be received by the user due to email issues or
- spam filters.
- Users may be unable to reset their passwords due to system errors during the recovery process.

5) UPLOAD FILES

USE CASE: Upload Files
PRIMARY ACTOR: User
GOAL IN CONTEXT: Allow users to upload files for printing.
PRECONDITIONS: The user must be logged in.
TRIGGER: The user selects the "Upload Files" option.
SCENARIO:

1. The user navigates to the upload page.

2. The system prompts for file selection.

3. The user selects a file.

4. The system validates the file format and size.

5. If valid, the file is uploaded.

EXCEPTIONS:

- If the file format is unsupported, an error appears.

- If the file is too large, an upload limit message is shown.

PRIORITY: High
WHEN AVAILABLE: Always.
FREQUENCY OF USE: Frequently.
CHANNEL TO ACTOR: Web/Mobile application.
SECONDARY ACTORS: System.
CHANNELS TO SECONDARY ACTORS: Cloud storage.
OPEN ISSUES:

- **File upload might fail due to large file size or unsupported file format.**
- **Uploaded files may not be properly scanned for viruses, leading to security risks.**

6) <u>SELECT PRINT OPTIONS</u>

USE CASE: Select Print Options
PRIMARY ACTOR: User
GOAL IN CONTEXT: Allow users to choose print preferences.
PRECONDITIONS: The user must have uploaded a file.
TRIGGER: The user selects the "Print Options" button.
SCENARIO:

1. The user selects an uploaded file.

2. The system displays print options (e.g., paper size, color, copies).

3. The user selects the desired preferences.

4. The system confirms the selections.

5. The user proceeds to order placement.

EXCEPTIONS:

- If an option is unavailable, an alternative is suggested.

PRIORITY: High
WHEN AVAILABLE: Always.
FREQUENCY OF USE: Frequently.
CHANNEL TO ACTOR: Web/Mobile application.
SECONDARY ACTORS: System.
CHANNELS TO SECONDARY ACTORS: Printing database.
OPEN ISSUES:

- **The print options may not update correctly, causing users to select incorrect**
- **specifications.**
- **Limited or unclear instructions on how to choose the best print options for different file types.**

7) PLACE ORDERS

USE CASE: Place Orders
PRIMARY ACTOR: Customer
GOAL IN CONTEXT: The customer wants to place an order for flyer printing.
PRECONDITIONS: Customer must be logged into the system.
TRIGGER: Customer initiates the order placement.
SCENARIO:

1. Customer logs into their account.

2. Navigates to the "Order Flyers" section.

3. Selects flyer specifications (size, quantity, design, etc.).

4. Uploads necessary files if required.

5. Reviews the order details.

6. Confirms and submits the order.

7. Receives an order confirmation.

EXCEPTIONS:

- Insufficient account balance.

- File upload failure.

- System error during order processing.

PRIORITY: High
WHEN AVAILABLE: Phase 1
FREQUENCY OF USE: Frequently
CHANNEL TO ACTOR: Web & Mobile App
SECONDARY ACTORS: Admin, Vendor
CHANNELS TO SECONDARY ACTORS: Email, Order Management System
OPEN ISSUES:

- Incorrect pricing or discounted rates may be applied during order placement.

- The checkout process may be confusing, causing abandoned carts

8) PROCEED PAYMENTS

USE CASE: Proceed Payments
PRIMARY ACTOR: Customer
GOAL IN CONTEXT: The customer wants to complete payment for their flyer printing order.
PRECONDITIONS: Customer must have an active order ready for payment.
TRIGGER: Customer initiates the payment process.
SCENARIO:

1. Customer logs into their account.

2. Navigates to the "Payments" section.

3. Selects an unpaid order.

4. Chooses a payment method (credit card, PayPal, etc.).

5. Enters payment details.

6. Confirms and processes the payment.

7. Receives a payment confirmation.

EXCEPTIONS:

- Payment declined due to insufficient funds.

- Payment gateway error.

- Session timeout before payment completion.

PRIORITY: High
WHEN AVAILABLE: Phase 1
FREQUENCY OF USE: Frequently
CHANNEL TO ACTOR: Web & Mobile App
SECONDARY ACTORS: Payment Gateway Provider, Admin
CHANNELS TO SECONDARY ACTORS: API Integration, Email Notifications
OPEN ISSUES:

- Payment gateway integration may fail, resulting in unsuccessful transactions.
- Users' payment information may not be securely encrypted during the
- transaction process.

9) TRACK ORDERS

USE CASE: Track Orders
PRIMARY ACTOR: Customer
GOAL IN CONTEXT: Customer wants to track the status of their printing order in real time.
PRECONDITIONS: Customer must have placed an order and have a valid order ID.
TRIGGER: Customer initiates a request to track an order.
SCENARIO:

1. Customer logs into their account.

2. They navigate to the "Track Orders" section.

3. They enter or select an order ID.

4. The system fetches the order status and displays it.

5. Customer reviews the status update.

EXCEPTIONS:

- Invalid order ID entered.

- System fails to fetch order details due to a technical issue.

PRIORITY: High
WHEN AVAILABLE: Phase 1
FREQUENCY OF USE: Frequently
CHANNEL TO ACTOR: Web & Mobile App
SECONDARY ACTORS: Customer Support
CHANNELS TO SECONDARY ACTORS: Email, Chat, Call
OPEN ISSUES:

- The tracking system might show outdated or incorrect status updates for orders
- Notifications for order status changes may not be sent on time or at all.

10) GIVE FEEDBACK

USE CASE: Give Feedback
PRIMARY ACTOR: Customer
GOAL IN CONTEXT: Customer wants to provide feedback on their experience with printing.
PRECONDITIONS: Customer must have completed an order.
TRIGGER: Customer initiates a feedback submission.
SCENARIO:

1. Customer logs into their account.

2. They navigate to the "Feedback" section.

3. They rate the service and provide comments.

4. The system records the feedback.

5. Customer receives confirmation of submission.

EXCEPTIONS:

- Feedback submission fails due to a network issue.

- Customer exits before submitting.

PRIORITY: Medium
WHEN AVAILABLE: Phase 2
FREQUENCY OF USE: Occasionally
CHANNEL TO ACTOR: Web & Mobile App
SECONDARY ACTORS: Admin
CHANNELS TO SECONDARY ACTORS: Admin Dashboard
OPEN ISSUES:

- Feedback form submission may fail due to server issues
- Users may feel their feedback is not being reviewed or acted upon.

11) MANAGE ORDERS

USE CASE: Manage Orders
PRIMARY ACTOR: Admin
GOAL IN CONTEXT: The admin wants to update and oversee order details.
PRECONDITIONS: Admin must be logged into the system.
TRIGGER: Admin initiates order management.
SCENARIO:

1. Admin logs in.

2. Navigates to the "Orders" section.

3. Searches for an order.

4. Updates or modifies order details.

5. Saves the changes.

EXCEPTIONS:

- Order not found.

- Database connection issues.

PRIORITY: High
WHEN AVAILABLE: Phase 1
FREQUENCY OF USE: Daily
CHANNEL TO ACTOR: Admin Dashboard
SECONDARY ACTORS: Customer, Delivery Personnel
CHANNELS TO SECONDARY ACTORS: Email, SMS, Notification System
OPEN ISSUES:

- **Users may not be able to modify their order after placing it.**
- **The order management interface may be too complex or unintuitive.**

12) SET AVAILABILITY

USE CASE: Set Availability
PRIMARY ACTOR: Vendor
GOAL IN CONTEXT: Vendors can update their availability for taking orders.
PRECONDITIONS: Vendor must be registered on the platform.
TRIGGER: Vendor initiates availability update.
SCENARIO:

1. Vendor logs into their account.

2. Navigates to "Availability" settings.

3. Updates available hours or status.

4. Saves changes.

5. System notifies customers of updated availability.

EXCEPTIONS:

- Vendor forgets to update availability.

- System fails to save changes.

PRIORITY: Medium
WHEN AVAILABLE: Phase 2
FREQUENCY OF USE: Weekly
CHANNEL TO ACTOR: Vendor Dashboard
SECONDARY ACTORS: Customers, Admin
CHANNELS TO SECONDARY ACTORS: Email, Notifications
OPEN ISSUES:

- Users may struggle to accurately set their availability due to confusing interface elements.
- Availability updates may not reflect correctly in real-time for customers or admin users.

13) MANAGE USERS

USE CASE: Manage Users
PRIMARY ACTOR: Admin
GOAL IN CONTEXT: Admin can add, update, or deactivate users on the platform.
PRECONDITIONS: Admin must have appropriate permissions.
TRIGGER: Admin initiates a user management action.
SCENARIO:

1. Admin logs into the system.

2. Navigates to the "User Management" section.

3. Searches for a user.

4. Edits, deactivates, or deletes user details.

5. Saves changes.

EXCEPTIONS:

- User not found.

- Unauthorized access attempt.

PRIORITY: High
WHEN AVAILABLE: Phase 1
FREQUENCY OF USE: Daily
CHANNEL TO ACTOR: Admin Dashboard
SECONDARY ACTORS: Vendors, Customers
CHANNELS TO SECONDARY ACTORS: Email, Chat Support
OPEN ISSUES:

- **User permissions and roles might not be properly configured, allowing**
- **unauthorized access.**
- **User account deletions or modifications may fail without proper error**
- **messaging.**

14) VIEW ANALYTICS

USE CASE: View Analytics
PRIMARY ACTOR: Admin
GOAL IN CONTEXT: Admin wants to view order and user analytics.
PRECONDITIONS: Admin must have access to analytics.
TRIGGER: Admin initiates analytics viewing.
SCENARIO:

1. Admin logs in.

2. Navigates to "Analytics" section.

3. Selects a report type.

4. System fetches and displays analytics.

5. Admin reviews data

EXCEPTIONS:

- System fails to generate reports.

PRIORITY: High
WHEN AVAILABLE: Phase 2
FREQUENCY OF USE: Weekly
CHANNEL TO ACTOR: Admin Dashboard
SECONDARY ACTORS: Business Owners
CHANNELS TO SECONDARY ACTORS: Email, Report Downloads
OPEN ISSUES:

- **Analytics may not load properly, showing incomplete or incorrect data.**
- **Reports may be difficult to interpret or lack clarity on key metrics.**

15) VIEW ASSIGNED DELIVERIES

USE CASE: View Assigned Deliveries
PRIMARY ACTOR: Delivery Personnel
GOAL IN CONTEXT: The delivery personnel wants to check their assigned deliveries.
PRECONDITIONS: Must be logged in as a delivery personnel.
TRIGGER: Delivery personnel initiates a request to view deliveries.
SCENARIO:

1. Logs into the system.

2. Navigates to "Assigned Deliveries."

3. Views the list of assigned orders.

4. Checks order details.

5. Plans the delivery accordingly.

EXCEPTIONS:

- No assigned deliveries found.

- System error in fetching data.

PRIORITY: High
WHEN AVAILABLE: Phase 1
FREQUENCY OF USE: Daily
CHANNEL TO ACTOR: Mobile App
SECONDARY ACTORS: Admin, Customer
CHANNELS TO SECONDARY ACTORS: Notifications, Email
OPEN ISSUES:

- **The delivery assignments might not update in real-time, leading to delays.**
- **Incorrect assignments might occur due to system glitches or incorrect data input.**

16) UPDATE ASSIGNED DELIVERIES

USE CASE: Update Assigned Deliveries
PRIMARY ACTOR: Delivery Personnel
GOAL IN CONTEXT: Delivery personnel wants to update the status of their assigned deliveries.
PRECONDITIONS: Delivery personnel must be logged in and have assigned deliveries.
TRIGGER: Delivery personnel initiates an update for assigned deliveries.
SCENARIO:

1. Delivery personnel logs into the system.

2. Navigates to "Assigned Deliveries."

3. Selects a specific delivery.

4. Updates the delivery details.

5. Saves changes.

EXCEPTIONS:

- Delivery update fails due to network issues.

- Unauthorized access attempt.

PRIORITY: High
WHEN AVAILABLE: Phase 1
FREQUENCY OF USE: Daily
CHANNEL TO ACTOR: Mobile App
SECONDARY ACTORS: Admin, Customer
CHANNELS TO SECONDARY ACTORS: Notifications, Email
OPEN ISSUES:

- Delivery updates may not be reflected in the system after being made by the user
- Users may not be notified of changes in their assigned deliveries.

17) UPDATE DELIVERY STATUS

USE CASE: Update Delivery Status
PRIMARY ACTOR: Delivery Personnel
GOAL IN CONTEXT: The delivery personnel wants to mark a delivery as "In Progress," "Delivered," or "Failed."
PRECONDITIONS: Delivery personnel must be logged in and have an assigned delivery.
TRIGGER: Delivery personnel updates the status of a delivery.
SCENARIO:

1. Delivery personnel logs into the system.

2. Navigates to "Assigned Deliveries."

3. Selects an order.

4. Updates the delivery status.

5. Saves the update.

EXCEPTIONS:

- System error prevents status update.

- Incorrect status selection.

PRIORITY: High
WHEN AVAILABLE: Phase 1
FREQUENCY OF USE: Daily
CHANNEL TO ACTOR: Mobile App
SECONDARY ACTORS: Admin, Customer
CHANNELS TO SECONDARY ACTORS: Notifications, Email
OPEN ISSUES:

- **Delivery status updates may not sync across all user interfaces (admin, user, delivery person).**
- **Incorrect delivery status updates might confuse customers or delivery personnel.**

18) NAVIGATE TO LOCATION

USE CASE: Navigate to Location
PRIMARY ACTOR: Delivery Personnel
GOAL IN CONTEXT: The delivery personnel wants to get directions to the delivery address.
PRECONDITIONS: Delivery personnel must have an assigned delivery with a valid address.
TRIGGER: Delivery personnel initiates navigation.
SCENARIO:

1. Delivery personnel logs into the system.

2. Navigates to "Assigned Deliveries."

3. Selects a delivery.

4. Clicks on the "Navigate" button.

5. The system opens a map application with the route.

EXCEPTIONS:

- Invalid address format.

- GPS signal failure.

PRIORITY: High
WHEN AVAILABLE: Phase 1
FREQUENCY OF USE: Multiple times daily
CHANNEL TO ACTOR: Mobile App
SECONDARY ACTORS: Admin
CHANNELS TO SECONDARY ACTORS: Notifications
OPEN ISSUES:

- The navigation system might not be integrated well with GPS services, leading to errors.
- Delivery drivers may encounter incorrect routing information, causing delays.

19) RECEIVE DELIVERY NOTIFICATIONS

USE CASE: Receive Delivery Notifications
PRIMARY ACTOR: Delivery Personnel
GOAL IN CONTEXT: The delivery personnel wants to receive notifications about new assigned deliveries.

PRECONDITIONS: Delivery personnel must be logged into the system and have notifications enabled.
TRIGGER: A new delivery is assigned, or an update occurs.
SCENARIO:

1. A new delivery is assigned to the delivery personnel.

2. The system sends a notification.

3. Delivery personnel receives the notification.

4. They check details in the "Assigned Deliveries" section.

5. They proceed with delivery accordingly.

EXCEPTIONS:

- Notification delivery failure due to network issues.

PRIORITY: High
WHEN AVAILABLE: Phase 1
FREQUENCY OF USE: Frequently
CHANNEL TO ACTOR: Mobile App Notifications
SECONDARY ACTORS: Admin
CHANNELS TO SECONDARY ACTORS: Email, SMS
OPEN ISSUES:

- Delivery notifications may not be sent due to server errors misconfigurations.
- Notifications may be delayed, causing users to miss critical updates.