Use Case Template

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: | UC-002 | | |
| Use Case Name: | Customer receives automated delivery notifications | | |
| Created By: | Abilaa Niloshan | Last Updated By: | Abilaa Niloshan |
| Date Created: | 1.12.2024 | Date Last Updated: | 14.12.2024 |

|  |  |
| --- | --- |
| Actor: | Customer, Admin, System (secondary) |
| Description: | This use case describes how the customers get real-time updates about their shipment status, ensuring transparency and enhancing the customer experience. This use case aims to automate the delivery notification process to keep customers informed at each step of the shipping journey. |
| Preconditions: | 1. Customer login into system. (already registered)  2.The customer has ordered shipment. |
| Postconditions: | 1. Customer receives notification of delivery arrival. |
| Priority: | Medium |
| Frequency of Use: | Daily 4-5 times |
| Normal Course of Events: | 1. The customer agrees to receive notifications  2. System sends an automatic notification (SMS) on its order. |
| Alternative Courses: | UC-002.AC.1: System sends the second update status when the shipment is ready for delivery or for any delays.  UC-002.AC.2: The customer manually checks the order and delivery status through the website or mobile app |
| Exceptions: | UC-002.EX.1:Notification system failure.  UC-002. EX.2:Shipment lost or undeliverable.  UC-002. EX.3 :Notifications marked as spam or blocked |
| Includes: | Notification register functionality  Delivery Notification  Delay Notification (If any) |
| Special Requirements: | Support for multi-channel notifications (SMS, email, app).  Compliance with data protection regulations (GDPR, CCPA).  Localization for language and time zones.  Secure handling of customer data and notifications. |
| Assumptions: | Integration with Logistics System  Customer Registration  Operational Communication Channels  Compliance with Data Protection Laws |
| Notes and Issues: | All preconditions including database should be integrated to perform the use case UC-002.  TBD: The preconditions needs testing to ensure data can be retrieved for the system in real time to process the shipments. |

**Method:**

Team Members:

1. Ahzam Ziyad- CB008189
2. Abilaa Niloshan- CB012709
3. Aflal Anver- CB014362

Approach:

1. **Planning**

* Meetings: Group meetings are conducted to discuss project scope, objectives, deliverables and member roles to achieve the necessary requirements.
* Tasks: After discussion and role selection tasks are assigned for each member.
* Time estimation: Discuss and plan a way to achieve the selected use case with the appropriate methodology and total estimated time to achieve the tasks.

1. **Requirement Analysis**

* Requirements: Users are selected to be assumed as stakeholders or users to discuss the necessary requirements and test the functionality throughout the development until deployment.
* Documentation: The project document is outlined and maintained throughout the project until its completion.

1. **Design**

* Interface design: Create wireframes, mood boards and other designs for the customer and admin interface.
* System design: Create mobile designs with the available wireframes, flow charts, activity diagrams, use case diagrams, class diagrams, and other required diagrams.

1. **Development**

* System development: Android Studio for developing mobile application system
* Development based for: Developed for android devices (in planning)
* Database: Firebase as the main backend (in planning)

1. **Testing**

* Testing types: unit testing, component testing, user acceptance testing
* Bug fixes: Any issues during testing is identified and addressed