**Questions**

Questions: Business domain

**What type of customers do you service?**

Answer: Business customers, Regular customers, buying for others.

**Do you offer customers to buy from online?**

Answer: Yes there’s a website.

**What happens to products that are not collected?**

Answer: They are either put on sale or reused for other flower displays or for the front window.

**What types of staff do you have?**

Answer: Till sales, driver, preparing orders, account, and stylist.

**What roles or duties do they hold?**

Answer:

* Till Sales: Be friendly, following the policies of the shop. Take orders and money from customers.
* Driver: To deliver flowers and have lost. Account flowers and orders
* Accountant: deal with money.
* Preparing order: Check informative, check order sheet, make flowers, mark flowers used.
* Stylist: Checking online order, preparing the flowers.

**Do you share duties?**

Answer: Yes

**What tasks or actions do you have when dealing with a customer?**

Answer: Personal Details (Contact Information), payment methods, take orders.

**What problems can arise when dealing with customers?**

Answer: nonpayment, wrong address, refund, damaged flower, or wrong orders.

**Is there any problems that can arise when working with flowers (IE going dead, out of season)?**

Answer: Them dying, breaking or not matching what the actor wanted. Also by going out of season.

**How will a business benefit from new system?**

Answer: System will attract new online clients. It will make dealing with orders easier for staff.

**How will a customer benefit from new system?**

Answer: System will allow customers to make orders in a flexible manner.

**What if the system fails to work?**

Answer: The customer and client would both lose out on reaching their goals. It would result in the loss of profits and money.

Questions: Online System

**Who or what uses the system?**

Answer: Online customers.

**Who or what gets information from this system?**

Answer: Actors, manager, owner and staff.

**Who or what provides information to the system?**

Answer: Online customers, owner.

**Where in the company is the system used?**

Answer: Across all staff throughout the store and other shop.

**Who or what supports and maintains the system?**

Answer: What supports the system is

* PayPal
* The staff
* Web hosting company
* Owner

**What other systems use this system?**

Answer: The other system used is a Database

**What are the goals of each actor?**

Answer: To buy flowers and gifts for himself and others.

* Staff: To deliver and prepare the flowers.
* Customer: To get the product they order and to reach their goal.
* Till Sales: To take orders. To check the orders online too.

**Why does the actor want to use the system?**

Answer: To make his goal happen and to in the end reach his goal.

**Will the actor create, store, change, remove, or read data in the system? If so, then why?**

Answer: The actor will be able to create a store and read data from the database. This is between the ordering period, and the conformation period.

The staff will have all access to the database

**Will the actor need to inform the system about external events or changes?**

Answer: Yes, but it has to be through phone or in person.

**Will the actor need to be informed about certain occurrences in the system?**

Answer: Nope, as it is dealt with through PayPal.

**What privileges in the system will the employee have?**

Answer: Have access to order information from clients but not personal information such as credit card etc.

**How will the system database be maintained?**

Answer: By owner and Management staff.

**What goals can actor achieve by using system?**

Answer: Placing order, viewing order status.

**How will a customer be informed about an order process?**

Answer: By status window.

**What will happen if a connection to the system fails?**

Answer: System will display last saved status.