

Problem Statements

E-Commerce Platform (ECP) System

Introduction

The E-Commerce Platform (ECP) is a web-based selling channel for CVT Limited. The goal of the ECP is to allow CVT customers to order products via the mobile phone from an online catalogue.

The ECP must integrate with the existing inventory and dispatch systems and must also communicate credit card information to the credit card processing company for validation before an order is accepted.

ECP function

Books. Books are categorized according to subject matter such as Art, Biographies, Children's books, Finance, Computers etc. Each book is identified by its ISBN. Customers can browse the book catalog by category or find a given book based on the following search criteria:

- Author, Title, Publisher, ISBN

CDs

CDs are categorized according to subject matter such as Children's music, Classical, Country, Dance, Folk etc. Customers can browse the CD catalog by category or find a given CD based on the following search criteria:

- Artist, Title, Label, Composer

Product Catalog

As the user interface prototype shows, we expect the ECP to offer the customer an initial choice of book or CD. On selecting either book or CD the ECP should then list the categories and allow the customer to choose a category or search for a specific product. The result of choosing a category or doing a search is the same - a summary list of products:

- For books this summary should contain at least author, title, publisher, ISBN, price.
- For CDs this summary should contain at least artist, title, label, composer, price.

Clicking on any product in the summary will bring up a full product description that includes all of the product information, the price and an optional picture. Next to the price there is an "Add to basket" button.

The shopping basket

When an item is added to the shopping basket, the customer is taken to the shopping basket screen that shows the list of all products currently in the basket. On this screen the customer may:

- Remove an item from the basket
- Change the quantity of an item
- Proceed to checkout

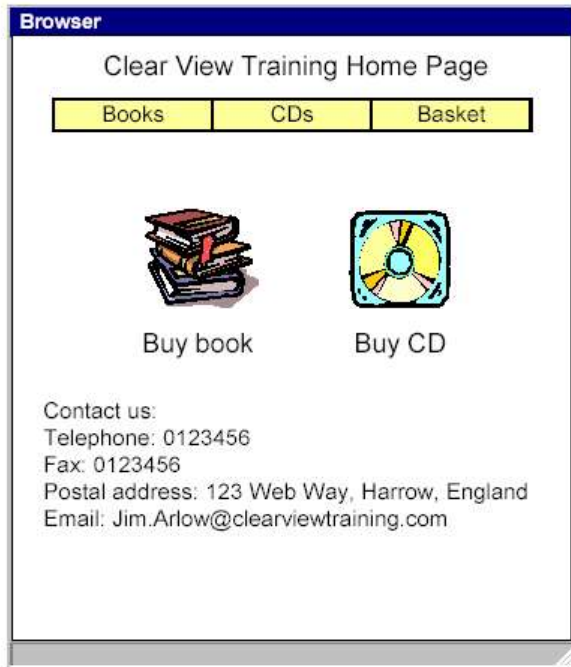
Checkout

The system presents the customer with a summary of their order. If they click on "confirm" to confirm the order, then the system asks them to log in if they have not already done so. Ideally, the checkout should recognize the customer in which case the log in is automatic. If not, then existing customers must log in by entering a user name and password. New customers must fill out a form that asks for the following details:

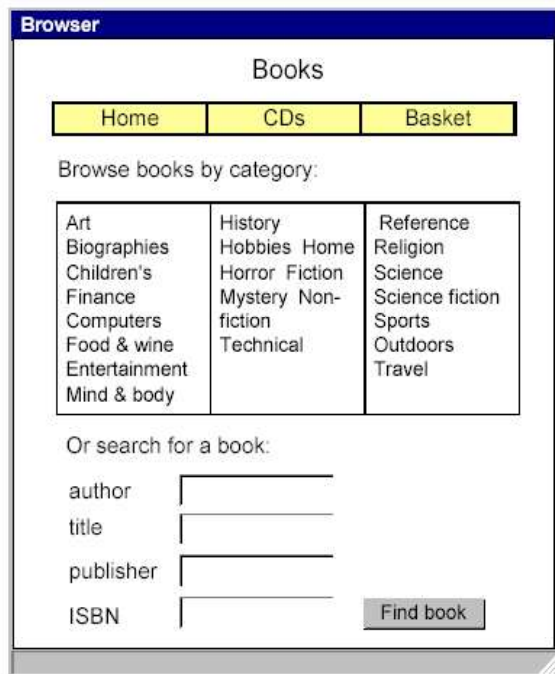
- Name
- Address
- Email address
- Phone number
- Fax number
- Credit card details

On submitting this form, the customer will be issued with a user name (which should probably be their email address) and is asked to select a password. Order processing then completes.

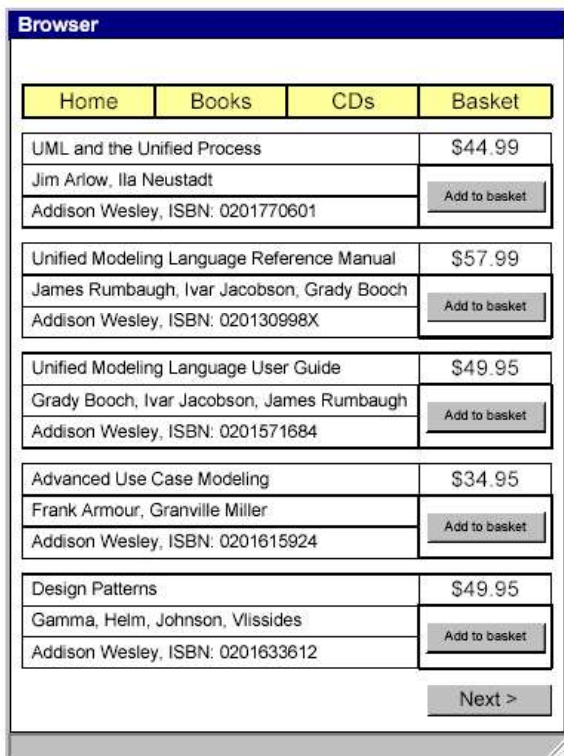
ECP User Interface Prototype



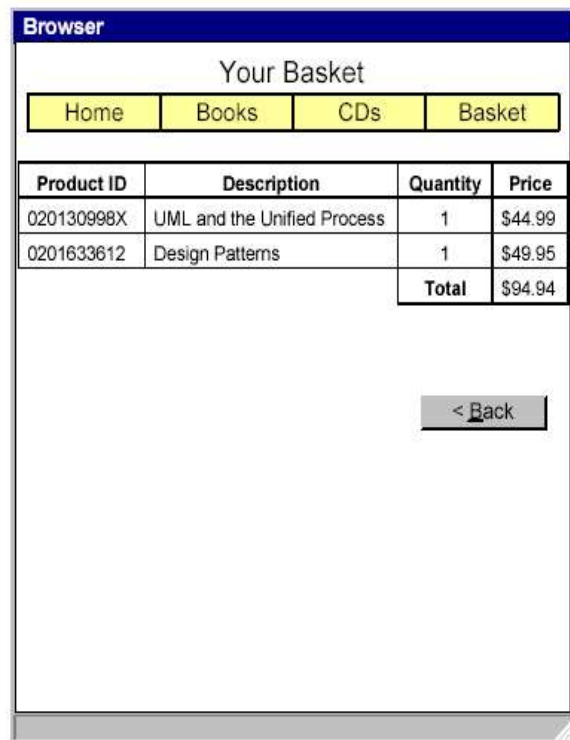
<Fig. 1> ECP Home Page



<Fig. 2> Search page



<Fig. 3> Browsing results



<Fig. 4> order page

Use Case Specification Template

Author:

Use Case Name:

Use Case ID:

Actors :

Preconditions:

Flow of events:

Postconditions: