Book Alley

Use-Case Specification: Reviews and Ratings

Version 1.0

Revision History

| **Date** | **Version** | **Description** | **Author** |
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Use-Case Specification: Review and Rating

# Use-Case Name

## Brief Description

The review and rating use case for Book Alley enables user to leave a review for the book that they have purchased in order to give other customers a better idea of what product they are going to buy

# Flow of Events

## Basic Flow

1. The user have purchased the book
2. The user navigates to the page of the book they want to review and scroll down to the review section
3. The user clicks on the "Write a Review" or similar button.
4. A form opens with fields such as title, text review, and rating.
5. The user provides shipping details, including name, address, and preferred shipping method.
6. The user enters payment details, such as cash or online payment
7. The user reviews the order summary, including items, quantities, shipping information, and total cost.
8. The user confirms the order and clicks on the "Place Order" button.
9. The system processes the order, charges the user, and displays a confirmation message with the order details.

## Alternative Flows

### Rejected review

1. After writing a review, the system may reject the review if it violate the community guidelines, containing inappropriate contents or considered as spam
2. The system may display a message to notify the user that their review is rejected.
3. The user may write another review that follows that community guideline.

# Special Requirements

## Spam protection

* To ensure the integrity and authenticity of reviews, implement robust spam protection measures. These could include reCAPTCHA, a widely used anti-bot system, content analysis to identify and flag potentially spammy reviews, or user behavior analysis to detect unusual patterns that may indicate spam activity.

## User authentication

* To prevent anonymous reviews and ensure accountability, require users to sign in or create an account before submitting a review. This allows the platform to link reviews to real users, enabling traceability and preventing malicious actors from manipulating reviews.

## Review editing

* Provide users with the flexibility to edit their reviews after submission, allowing them to correct any errors, refine their thoughts, or provide additional insights based on further experience with the product or service. This promotes transparency and encourages users to maintain the accuracy of their reviews.

## View existing reviews

* Enable users to browse and read existing reviews submitted by other customers, gaining valuable insights into the product's quality, features, performance, and overall user experience. This empowers informed decision-making and helps potential customers make well-informed purchase choices.

## 3.5 Sort reviews:

* Enable users to browse and read existing reviews submitted by other customers, gaining valuable insights into the product's quality, features, performance, and overall user experience. This empowers informed decision-making and helps potential customers make well-informed purchase choices.

# Preconditions

## Internet connectivity

* A stable internet connection is essential for users to access the website and submit their reviews. Without a reliable connection, users will be unable to connect to the platform, hindering their ability to share their feedback.

## User is logged in

* To ensure accountability and prevent anonymous reviews, users must be logged into their accounts before submitting their evaluations. This allows the platform to associate reviews with real users, ensuring traceability and preventing unauthorized individuals from manipulating reviews.

## System availability

* Reviews can only be submitted when the website is up and running. If the website is unavailable due to technical issues or maintenance, users will encounter an error message and be unable to proceed with their review submission.

## Book availability

* To prevent reviews for non-existent or unavailable products, the book being reviewed must be present in the catalog and accessible to users. This ensures that reviews are relevant and provide accurate information about the book.

## Purchase History

* For product reviews, users should have a verified purchase history or demonstrated experience with the product they are evaluating. This ensures that reviews are based on firsthand knowledge and provide valuable insights from actual users.

## Review Frequency

* To prevent spamming and maintain the authenticity of reviews, users should be limited in the frequency with which they can submit reviews for the same product or service. This helps to control the volume of reviews and ensures that they represent a diverse range of perspectives.

## Review Visibility

* The review and rating page should be accessible only to users who have a legitimate basis for leaving reviews, such as those with a purchase history or verified experience with the product or service. This helps to maintain the integrity of reviews and prevent unauthorized access to the review submission process.

# Postconditions

## Review displayed

* Upon successful submission, the user's review is displayed prominently within the book's review section, making it visible to other users seeking insights into the book's content and overall quality.

## Rating updated

* The overall rating for the book is dynamically updated to reflect the newly submitted review, providing a more accurate representation of the book's perceived value and appeal to potential readers.

## Notification

* A confirmation notification is promptly delivered to the user's account, acknowledging the successful submission of their review and providing feedback on the review's processing timeline.

## Moderation process

* Initiated by the review's submission, the moderation process ensures that reviews adhere to community guidelines and maintain the platform's integrity. This may involve manual review or automated screening to identify and address any potential violations.

## Review editing

* If the system allows review editing, users retain the ability to modify their submitted reviews after submission. This empowers users to refine their thoughts, correct any errors, or provide additional insights based on further experience with the book.

## 5.6 Sort & filter reviews

* Users are provided with comprehensive sorting and filtering options to refine their review browsing experience. This allows them to prioritize reviews based on specific criteria, such as most recent, most helpful, or highest rating, to streamline their review exploration and focus on the most relevant information.

# Extension Points

## Review comment system

* Introduce a review comment system to encourage active engagement and meaningful discussions among users. This feature allows users to respond to reviews, share their thoughts, ask questions, and provide additional insights, fostering a vibrant community of book enthusiasts.

## Localized review

* Expand the platform's reach by supporting reviews in multiple languages, enabling users to contribute and consume reviews in their preferred language. Additionally, implement language filtering options to allow users to effortlessly navigate and prioritize reviews based on their language preferences, enhancing the overall user experience..

## Review filtering

* Empower users to personalize their review browsing experience by providing advanced sorting and filtering capabilities. This includes options to filter by rating, recency, helpfulness, and other relevant criteria. By enabling granular control over review selection, users can quickly access the information that is most pertinent to their interests and needs.