Customer ask for testing

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| Use Case Name | Customer ask for testing | Business requirement: System analysis: System design: |
| Use Case ID | -- |
| Priority | High |
| Primary Business Actor: | Customer | |
| Primary system Actor: | Customer | |
| Other Participating Actors: | Shopkeeper | |
| Descriptions | This use case describes the event of a customer ask for testing of his/her refrigerator. | |
| Precondition: | There must be a technical problem in refrigerator. | |
| Trigger: | This use case initiated when the customer request for testing. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Customer enters the shop.  Step 2: Customer request for testing. | Step 3: Shopkeeper accept the testing. |
| Alternate Course | -- | |
| Conclusion: | The use case concludes when the shopkeeper accept the testing. | |
| Postcondition: | The customer response has been recorded and customer provide information to shopkeeper. | |

**Provide details**

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| Use Case Name | Provide details | Business requirement: System analysis: System design: |
| Use Case ID | -- |
| Priority | High |
| Primary Business Actor: | Customer | |
| Primary system Actor: | Customer | |
| Other Participating Actors: | Shopkeeper | |
| Descriptions | This use case describes the event in which customer is providing his/her details.. | |
| Precondition: | Customer availability. | |
| Trigger: | This use case initiated when the customer request is accepted. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Customer provide his/her details like: name, address, phone number and also fridge details (name, model no) etc. | Step 2: Shopkeeper saving the customer details. |
| Alternate Course | -- | |
| Conclusion: | The use case concludes when the shopkeeper receives the customer information. | |
| Postcondition: | The customer information has been recorded and shopkeeper sends the technician. | |
| Business Rules | Customer should give correct address. | |

**Sends the technician**

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| Use Case Name | Sends the technician | Business requirement: System analysis: System design: |
| Use Case ID | MST-001 |
| Priority | High |
| Primary Business Actor: | Shopkeeper | |
| Primary system Actor: | Shopkeeper | |
| Other Participating Actors: | Customer, Technician | |
| Descriptions | This use case describes the event when the shopkeeper sends the technician. | |
| Precondition: | Technician availability at the shop. | |
| Trigger: | This use case initiated when the customer information is received. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Shopkeeper sends the technician. | Step 2: Technician go to customer house. |
| Alternate Course | -- | |
| Conclusion: | The use case concludes when the technician go to customer house. | |
| Postcondition: | Technician reach to customer house and test the refrigerator. | |

**Testing of refrigerator**

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| Use Case Name | Testing of refrigerator | Business requirement: System analysis: System design: |
| Use Case ID | MST-002 |
| Priority | High |
| Primary Business Actor: | Technician | |
| Primary system Actor: | Technician | |
| Other Participating Actors: | Customer | |
| Descriptions | This use case describes the event of a technician testing the refrigerator. | |
| Precondition: | Technician must have idea about his work. | |
| Trigger: | This use case initiated when the technician reach the customer house. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Technician test the refrigerator.    Step 2: Technician tells the list of problems of fridge to the customer like: compressor problem, water leakage, Thermostat, gas leakage etc. | Step 3: Customer asks for the amount. |
| Alternate Course | Step 2: If the problem is Compressor problem then the price is 5000 & if the problem is water leakage then the price is 2000 & if the problem is Thermostat then the price is 3000 & if the problem is Gas leakage then the price is 2000. | |
| Conclusion: | The use case concludes when the customer ask for problem’s amount. | |
| Postcondition: | Technician tells the problem’s amount of fridge. | |

**Problem’s amount**

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| Use Case Name | Problem’s amount | Business requirement: System analysis: System design: |
| Use Case ID | MST-003 |
| Priority | High |
| Primary Business Actor: | Technician | |
| Primary system Actor: | Technician | |
| Other Participating Actors: | Customer | |
| Descriptions | This use case describes the event in which technician tells the problem’s amount. | |
| Precondition: | Technician should test the refrigerator first. | |
| Trigger: | This use case initiated when the customer asks for problem’s amount. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Technician tells the problem’s amount. | Step 2: Customer gives the advance payment. |
| Alternate Course | Step 2: If the customer does not accept the problem’s amount so the procedure is cancelled. | |
| Conclusion: | The use case concludes when the customer accept the problem’s amount. | |
| Postcondition: | Customer gives the advance payment. | |

**Advance payment**

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| Use Case Name | Advance payment | Business requirement: System analysis: System design: |
| Use Case ID | -- |  |
| Priority | High |
| Primary Business Actor: | Customer | |
| Primary system Actor: | Customer | |
| Other Participating Actors: | Shopkeeper | |
| Descriptions | This use case describes the event of an advance payment given by customer. | |
| Precondition: | Customer should have amount to pay. | |
| Trigger: | This use case initiated when the customer accept the problem’s amount. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Customer gives the advance payment. | Step 2: Shopkeeper accept the advance payment. |
| Alternate Course | -- | |
| Conclusion: | The use case concludes when the shopkeeper accept the advance payment. | |
| Postcondition: | After receiving advance payment, shopkeeper check his inventory. | |

**Inventory check**

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| Use Case Name | Inventory check | Business requirement: System analysis: System design: |
| Use Case ID | MST-004 |
| Priority | High |
| Primary Business Actor: | Shopkeeper | |
| Primary system Actor: | Shopkeeper | |
| Other Participating Actors: | -- | |
| Descriptions | This use case describes the event of an inventory check of the shop by the shopkeeper. | |
| Precondition: | The shopkeeper must be available and aware of the problem. | |
| Trigger: | This use case initiated when the customer give the advance payment. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Shopkeeper check his inventory. | Step 2: If in inventory parts of fridge are available then shopkeeper give parts to technician. |
| Alternate Course | Step 2: If in inventory parts of fridge are not available then shopkeeper place order. | |
| Conclusion: | The use case concludes when the inventory check is done. | |
| Postcondition: | Shopkeeper place the order. | |

**Place order**

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| Use Case Name | Place order | Business requirement: System analysis: System design: |
| Use Case ID | MST-005 |
| Priority | High |
| Primary Business Actor: | Shopkeeper | |
| Primary system Actor: | Shopkeeper | |
| Other Participating Actors: | Vender | |
| Descriptions | This use case describes the event of a shopkeeper placing order for parts of fridge. | |
| Precondition: | The parts of fridge are not available in inventory. | |
| Trigger: | This use case initiated when the inventory is checked. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Shopkeeper place new order like: Compressor, Copper tube, gas thermostat, Bi-meter. | Step 2: Vender ensures all the necessary information has been provided for the product manufacture.  Step 3: The documentation of the order is prepared by Vender |
| Alternate Course | -- | |
| Conclusion: | The use case concludes when the vender prepared the order documentation. | |
| Postcondition: | Vender generates bill of the order. | |

**Generates Bill**

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| Use Case Name | Generates Bill | Business requirement: System analysis: System design: |
| Use Case ID | -- |
| Priority | High |
| Primary Business Actor: | Vender | |
| Primary system Actor: | Vender | |
| Other Participating Actors: | Shopkeeper | |
| Descriptions | This use case describes the event of a vender generates bill of the order. | |
| Precondition: | Vender should have material ordered by the shopkeeper. | |
| Trigger: | This use case initiated when the shopkeeper place order. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Vender generates Bill of parts of fridge to shopkeeper. | Step 2: Shopkeeper accept the bill. |
| Alternate Course | -- | |
| Conclusion: | The use case concludes when the shopkeeper accept the bill. | |
| Postcondition: | Vender deliver order to shopkeeper. | |

**Order deliver**

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| Use Case Name | Order deliver | Business requirement: System analysis: System design: |
| Use Case ID | -- |
| Priority | High |
| Primary Business Actor: | Vender | |
| Primary system Actor: | Vender | |
| Other Participating Actors: | Shopkeeper | |
| Descriptions | This use case describes the event of an order deliver by vender. | |
| Precondition: | Shopkeeper must give correct information of shop. | |
| Trigger: | This use case initiated when the vender generates bill. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Vender deliver order (parts of fridge) to shopkeeper. | Step 2: Shopkeeper accept the delivery of order. |
| Alternate Course | -- | |
| Conclusion: | The use case concludes when the shopkeeper accept the delivery of order. | |
| Postcondition: | The order has been delivered and the shopkeeper pays the bill. | |

**Payment by Shopkeeper**

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| Use Case Name | Payment by Shopkeeper | Business requirement: System analysis: System design: |
| Use Case ID | MST-006 |
| Priority | High |
| Primary Business Actor: | Shopkeeper | |
| Primary system Actor: | Shopkeeper | |
| Other Participating Actors: | Vender | |
| Descriptions | This use case describes the event of a payment given by shopkeeper. | |
| Precondition: | An order should be placed. | |
| Trigger: | This use case initiated when the vender deliver order. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Shopkeeper give the payment and now parts of fridge are available in our inventory. | Step 2: Vender accept the payment. |
| Alternate Course | -- | |
| Conclusion: | The use case concludes when the vender accept the payment. | |
| Postcondition: | Technician repair the fridge. | |

**Repairing of fridge**

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| Use Case Name | Repairing of fridge | Business requirement: System analysis: System design: |
| Use Case ID | MST-007 |
| Priority | High |
| Primary Business Actor: | Technician | |
| Primary system Actor: | Technician | |
| Other Participating Actors: | Shopkeeper | |
| Descriptions | This use case describes the event of a repairing of fridge. | |
| Precondition: | Technician availability. | |
| Trigger: | This use case initiated when the parts are available. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Technician repair the fridge.  Step 2: Technician give fridge to shopkeeper. | Step 3: Shopkeeper accept the fridge. |
| Alternate Course | -- | |
| Conclusion: | The use case concludes when the shopkeeper accept the fridge. | |
| Postcondition: | Shopkeeper deliver fridge to customer. | |

**Deliver to Customer**

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| Use Case Name | Deliver to customer | Business requirement: System analysis: System design: |
| Use Case ID | MST-008 |
| Priority | High |
| Primary Business Actor: | Shopkeeper | |
| Primary system Actor: | Shopkeeper | |
| Other Participating Actors: | Customer | |
| Descriptions | This use case describes the event of a shopkeeper deliver fridge to customer. | |
| Precondition: | Customer information must be correct. | |
| Trigger: | This use case initiated when the technician repair the fridge. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Shopkeeper deliver fridge to customer. | Step 3: Customer accept the fridge. |
| Alternate Course | -- | |
| Conclusion: | The use case concludes when the customer accept the fridge. | |
| Postcondition: | Customer give full payment. | |

**Full payment**

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| Use Case Name | Full payment | Business requirement: System analysis: System design: |
| Use Case ID | -- |
| Priority | High |
| Primary Business Actor: | Customer | |
| Primary system Actor: | Customer | |
| Other Participating Actors: | Shopkeeper | |
| Descriptions | This use case describes the event of a full payment given by customer. | |
| Precondition: | Repairing of the refrigerator must be done successfully. | |
| Trigger: | This use case initiated when the fridge is delivered to customer. | |
| Typical Course of Events: | Actor Action | System Response |
| Step 1: Customer give full payment. | Step 3: Shopkeeper accept the payment. |
| Alternate Course | -- | |
| Conclusion: | The use case concludes when the shopkeeper accept the payment. | |
| Postcondition: | -- | |