

**Use Case** Online Wine Ordering System.

**Goal** This website allows customers to buy Octavia's Wine products online.

**Pre Conditions** must provide secure connections to customers.

**Post Conditions** must deliver product to the right address on time.

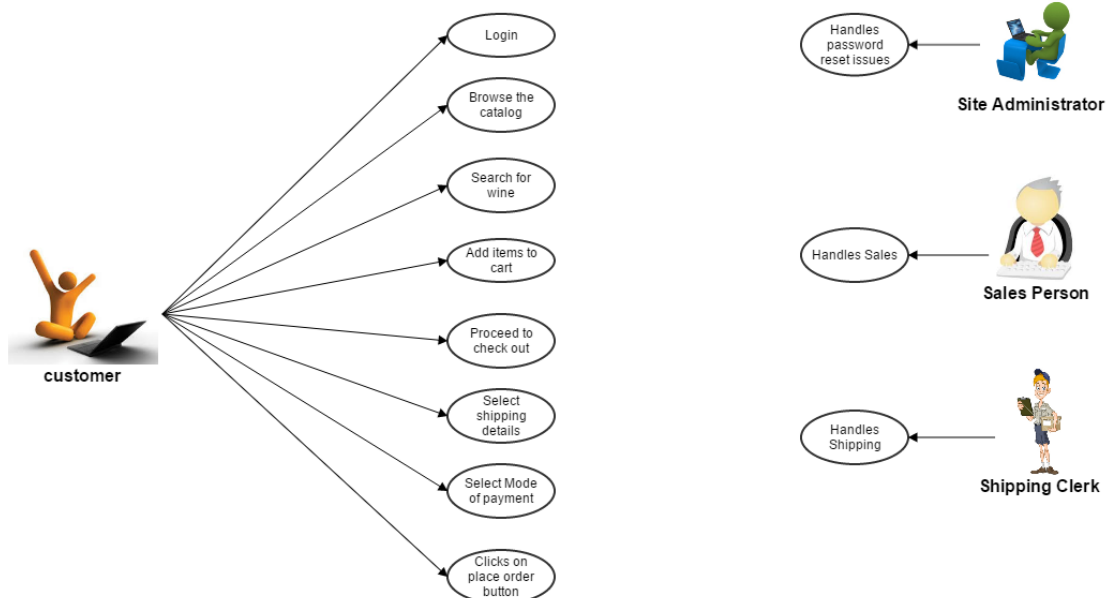
### Actors

Primary Actor	<ul style="list-style-type: none"><li>• Customer</li></ul>
Supporting Actors	<ul style="list-style-type: none"><li>• Site Administrator</li><li>• Sales Person</li><li>• Shipping Clerk</li></ul>

### Goals

Actor	Goal
Customer	Wants to buy wine
Site Administrator	Handles password reset issues and Maintaining website
Sales person	Handles sales
Shipping clerk	Handles shipping

### Use Case Diagram



## **Main Success scenario**

1. Customer visits the website
2. He logs in to his account
3. Customer browse the catalog of website.
4. He searches for Red wine by using advance filter search.
5. He makes his selection based on his choice ,price range ,grape variety and customer ratings.
6. He chooses 2013 year vintage red wine under grape variety malbec, in \$25 which has 5 star rating.
7. He adds the product into shopping cart.
8. He clicks on proceed to check out button.
9. He selects the shipping address.
10. He selects the shipping details regarding shipping speed.
11. He chooses the mode of payment
12. He gives the credit card details.
13. He reviews his order details.
14. At last, he clicks on place your order button.

## **Extensions**

1. Customer searches for white wine and order it.
2. Customer searches for sparkling wine and order it.
3. Customer searches for dessert wine and order it.

## **Alternate flows**

1. N/A
2. Invalid login Scenarios:
  - a. He forgets the user name.
  - b. He enters wrong user name.
  - c. He forgets the password.
  - d. He enters wrong password.
  - e. He couldn't figure out the correct password from password reminder.
  - f. He couldn't be able to login into his account after five failed login attempts.
  - g. His account is not valid any more.
  - h. He will call customer care for help.
  - i. His account will active again in next 2 business days .
3. Customer is visiting the website as a guest:
  - a. He is only doing online window shopping.
  - b. He cannot create account for following reason:
  - c. He is living in some other country.
  - d. He doesn't have a valid id proof.
  - e. He doesn't have a credit card.

- f. He is under the valid age to consume wine.
- 4. N/A
- 5.
- 6. Search fail Scenarios:
  - a. Customer doesn't get the desired product.
  - b. His desired wine is out of stock.
  - c. The current wines are very expensive and out of his budget.
  - d. His favorite grape variety is not available.
  - e. Customer was interested in discount so he didn't get anything.
  - f. There are currently no 2013 vintage year red wines available.
  - g. Customer is interested in accessories or food available with wine.
  - h. Customer wants mixed grape variety wine.
  - i. He wants vintage wine blend of two or more years.
  - j. His desired red wine image is not available.
- 7. Add Items to the cart:
  - a. He will only add items to the shopping cart but didn't buy.
  - b. He is an international customer so he can't buy.
  - c. He doesn't understand English so he can't buy.
  - d. He adds the items to the cart and save it to purchase later.
- 8. N/A
- 9. Invalid Shipping address Scenarios:
  - a. Customer enters wrong shipping address by mistake.
  - b. He is a regular customer whose address has changed and forget to update.
- 10. Invalid shipping scenarios:
  - a. Customer didn't buy due to high shipping and handling cost.
  - b. Customer changes his mind because of the late delivery of standard shipping.
  - c. Customer wants the order overnight but no such shipping services are available.
- 11. Payment Failure Scenarios:
  - a. Customer has a debit card and company accepts only credit cards.
  - b. Customer wants to buy with gift card.
  - c. Customer wants to pay through paypal.
- 12. Invalid Credit card details:
  - a. He gave wrong credit card details by mistake.
  - b. His card has expired so he can't buy.
- 13. N/A
- 14. Order Not Placed:
  - a. Due, to low customer ratings he didn't buy the wine.
  - b. He got the wine cheaper on some other web site.
  - c. He was interested in post editorial reviews of product.
  - d. Customer is a guest, he needs to create an account to buy.

## Glossary

Term	Definition	Format
Account	Account provides to each customer of Octavia	String
Accessories	Additional things with the purchase of wine	String
Browse	To look at the product catalog	
Customer	Who wants to buy product on Octavia	String
Credit Card	Card authorizing purchases on credit	Number
Cart	Term allow user to select items for purchase	
Catalog	Collection of Items	
Checkout	Calculates total prices for items added to cart	
Dessert wine	Sweet wine people drink with dessert	String
Filter Search	Narrow down search results based on some criteria.	
Gift Card	Card allows user to purchase product	Number
Go	Another term used for search	
Login	To initiate interaction with network	
Logout	To terminate connection	
Mixed grape variety	Blend of two or more grape varieties	
One day Shipping	Shipping items in a day	
Order Tracking number	Unique number assigned by shipping company to track order status.	Number
P.Id	Product Id	Number
P.Image	Product Image	String
Price	Price of product	Number
Red wine	Wine of red color	
Product Rating	Numeric value from 0 to 5 telling product popularity. 0 means not popular and 5 means very popular	Number
Sparkling wine	An effervescent table wine	

Search	To look at products carefully	
Shipping address	Address of customer	String
Shipping speed	Rate at which product delivers to customer	
Standard Shipping	Shipping free of cost	
Secure connection	Reporting should be available on web using https connection and user should be asked for username and password.	
Two day Shipping	Ships product in two days	
User name	Customer Name	String
User Id	Unique user id assigned to every user	Number
Vintage	Grape or wine produced in one season	Number White wine
White Wine	Wine that is light in color	
Wish List	Allow customer to purchase later	

### **Business Rules**

Rule ID	Rule Name	Rule Description	Severity	Source
Rule1	Tax Rules	Check State Tax Policies	High	Government
Rule2	Unsuccessful login attempts	Customer can enter wrong password 3 times. After that user account will be locked.	High	Administrator
Rule3	Password Change Reminder Email	Send password change reminder email to customer, if password is not updated in 3 months.	Medium	Administrator
Rule4	Account verification after Registration	After customer account is created, we should send a verification email to customer. Customer is not allowed to purchase on website without account verification.	High	Administrator
Rule5	Maximum number of items in Cart	At maximum customer can add 10 items to cart.	Medium	Administrator

Rule6	Order Confirmation	On successful order submission customer will receive a confirmation email with all order details.	High	Administrator
Rule7	Refund & Cancellation Policy	Before customer submits order, we will show message to customer "Refund or Order Cancellation is not allowed after order is placed"	High	Administrator
Rule8	Customer Care Operation hours	Over the phone customer services will be available only from 9 AM EST to 9 PM EST	Low	Administrator
Rule9	Mode of payment supported	We only support credit card as a means of payment. Debit card, gift card and Paypal are not supported.	Medium	Administrator