Velo Improved Integrated Information System

Use Cases

Job Consumers

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Use Case Name: Customer making an appointment	ID: VB01	Priority: Low
Actor: Customer		
Description: The customer is seeking repair or maintenance for a bike		
Trigger: Customer broke their bike or wants to make changes		
Type: External		
Normal Course: 1.0 Scheduling an appointment 1. The customer opens the VeloBikes website 2. The page displays many features and services for the customer 3. The customer selects “make an appointment” A.Customer chooses repair service B.Cusotmer chooses ‘other’ 4. The system then displays all available dates for the next month. 5. The customer selects a date 6. The system then prompts the user for their email address 7. The system then sends a confirmation email to the customer 8. The system notifies the team leader responsible for the service		

Use Case Name: Customers issuing queue tickets	ID: VB02	Priority: Medium
Actor: Customer		
Description: Customers can issue tickets via browser when purchasing out-of-stock VeloBikes products.		
Trigger: Customer ordering an out-of-stock VeloBikes product		
Type: External		
Normal Course: 1.0 Purchasing an out of stock product online 1. The customer navigates to the VeloBikes website 2. The customer decides on a product and places an order 3. The product purchased is out of stock 4. The customer is placed in a queue with their purchase id 5. The customer is sent an email with a ticket number on their queue placement. 6. Systems stores tickets until item is back in stock, notifying the appropriate departments		

Use Case Name: Email customers to encourage loyalty	ID: VB03	Priority: Low
Actor: Employee		
Description: The employee emails the customer to encourage them to shop with the company again		
Trigger: VeloBikes wishes to remind customers of something or inform them about a new deal		
Type: External		
Normal Course: 1.0 Send an email through the CRM system 1. The employee logs into the CRM system with valid credentials 2. The employee requests certain customer emails according to employee-determined parameters 3. The system filters and provides requested emails 4. The employee may deselect any unwanted customer emails 5. The system allows the employee to draft an email to the selected customers 6. When the employee finishes the email, the system requests approval from upper management 7. Upper management may return the employee to step 5, go to step 5 himself, delete the email, or send the email through to the customers 8. Upper management is informed upon the successful sending of the email 9. The system archives the email for later retrieval in the CRM system		

Use Case Name: Displays recommendations on products based on previous VeloBikes purchases.	ID: VB04	Priority: Low
Actor: Customer		
Description: The information database can provide customers with product recommendations based on previous VeloBikes purchases.		
Trigger: Customers purchasing VeloBikes products		
Type: External		
Normal Course: 1.0 The customer browses and orders a VeloBikes product via the VeloBikes website 1. The website monitors customer interactions on the website 2. Cookies are saved by customer user data 3. Website refers to previous website interactions and cookies to dictate similar products 4. The website home-page presents similar products that customers may be interested in		

Use Case Name: Authenticate system user	ID: VB05	Priority: High
Actor: System		
Description: The system checks if the user has permission to access the system		
Trigger: User wants to log into the system		
Type: External		
Normal Course: 1.0 User logs into the system 1. The user navigates to the VeloBikes portal 2. The user enters their username and password 3. The system compares the entered username and password with that of approved employees in the database 4. The system denies the user if their information doesn't match that of an approved employee, sending the user back to step 2 5. The user selects which specific system they want to access (examples: Sales, Repair services, CRM) 6. The system checks the permissions of the now-approved employee to access the chosen system 7. The system denies the user access to the chosen system if they aren't approved to access that system.		

Use Case Name: Increasing operational efficiencies	ID: VB06	Priority: High

Actor: System

Description: The system will automate many manual tasks

Trigger: Multiple users submitting information and interacting with the system.

Type: Temporal

Preconditions:

- The system is ready to accept any new data from users like purchase information, requests, and any other relevant data.
- Systems that interact with customers, employees, and managers must be readily available to input data.

Normal Course:
1.0 The system receives data for reports, requests, or anything relevant to manual tasks, depending on the stakeholder. (for this case, reports showing statistics to managers and shop owners)

1. The system takes data from purchase records
2. The system will turn it into visual graphs and reports
3. Managers will be able to request to see certain statistics depending on business function
4. The system will then pull the relevant data and display what the manager requested
5. After the day, the system will store the collected data in a database
6. The system will remain active 24/7 to take in data from overnight
7. This system will work automatically every week, unless requested otherwise

Alternative Course:
1.1 System does inventory management

1. The system checks the results of processed data for different business functions
2. The system will compare those numbers to pre-configured thresholds
3. The system will take count of the current inventory
4. Before the system makes purchases, the manager will be notified for approval
5. Based on those thresholds, the system will make orders with the necessary suppliers
6. The system will generate a report of purchases and quantity, with reasonings
7. It will continue this process every week.

Postconditions:

1. All produced data of the week is stored in a database
2. Inventory will be updated on needed products and deliveries
3. The system will generate a general report of the week of business

Summary Inputs	Source	Summary Outputs	Destination
Purchase data Ticket data Employee data Financial data Customer data Inventory data	Website Customer phones Company tablets Customer/Company - Computers	Reports on dashboards Graphs Storing data Email of needed inventory items Notifications on tablets of -	Customers Managers Employees Shop owners

		appointments Confirmation emails	

Use Case Name: Database storage	ID: VB07	Priority: Medium
Actor: System		
Description: The database will accommodate data and stock.		
Trigger: Storing products and data		
Type: External		
Preconditions: ● The database has a set number of products in inventory and stock		
Normal Course: 1.0 Restocking inventory 1. An employee notices a product is low/out of stock via inventory 2. An employee checks the demand for a product via the database 3. An employee orders a new set of products based on the demand for the product 4. The products purchased are configured into the database 5. The number of products is shipped to VeloBikes 6. The shipped product is counted within the inventory 7. The database is updated to reflect the new inventory of products		
Alternative Course: 1.1 Deducting inventory 1. A customer wants to purchase a product 2. The employee checks the stock of products in the database 3. If available, the customer transaction is completed 4. The amount of product bought is deducted from the inventory 5. The database is updated to reflect the current inventory of products.		
Postconditions: 1. Data reflects the current inventory of VeloBikes products 2. A product of VeloBikes is updated within the Database		

Summary Inputs	Source	Summary Outputs	Destination
Product Id Current Inventory Current stock	Employee Customer/Employee System	Updated Inventory Updated Data	Employee Customer/Employee

Use Case Name: Purchase a VeloBikes product	ID: VB08	Priority: High

Actor: Customer

Description: The customer purchases a VeloBikes product

Trigger: The customer enters the store or navigates to the VeloBikes website

Type: External

Preconditions:

- Order processing system is online
- (Normal Course only) An employee is present in the store front and successfully logged into the system

Normal Course:

1.0 Customer purchases a VeloBikes product in the store front

1. The customer selects all the VeloBikes products they wish to purchase
2. The customer brings the desired products to the cashier
3. The cashier scans the products' barcodes to fulfill the order
4. The system totals the price of scanned items and displays that to the employee and customer
5. The employee adds any discounts or coupons and the system reevaluates the total
6. The employee asks if the customer would like to enter their contact information and opens up the terminal for the customer to enter that information
7. Depending on method of payment, the employee activates the card scanner or accepts the cash payment
8. The employee may cancel the order during this or any previous steps (example: the card is declined)
9. The system processes the payment and prints a receipt for the customer

Alternative Course:

1.1 Customer purchases a VeloBikes product online

1. The customer navigates to the VeloBikes website and signs in if they have an account
2. The customer adds to their virtual "cart" all the VeloBikes products they wish to purchase
3. The system totals the price of the items in the cart and displays that to the customer
4. The customer clicks the "check out" button when ready
5. The customer enters any coupon codes and the system reevaluates the total
6. The system prompts the customer to create an account with their contact and billing information if they don't have an account
7. The customer finalizes their payment
8. The system processes the payment and emails a receipt to the customer

Postconditions:

1. The system records the transaction in the inventory management system
2. The system resets for the next purchase

Summary Inputs	Source	Summary Outputs	Destination
Scanned or virtual cart items Discounts or coupons Contact and billing information	Customer/Employee Customer Customer	Order total Receipt	Customer Customer

		9/17/2024	9/18/2024	9/19/2024	9/20/2024	9/21/2024	
		20	21	22	23	24	300
Created Team charter(AS01)	Daniel						2
Team Contect INFO(AS01)	Carlos						1
Team Rules and Expectations(AS01)	Team						1
							0
Business case created(AS02)	Kevon						1
Scope Statement(AS02)	Kevon						1
Technical Feasibilities (AS02)	Carlos						3
Economic Feasibilities(AS02)	Daniel						1
Finished Business case (AS02)	Carlos						1
							0
Requirements doc Created(AS03)	Daniel						1
Functional Requirements(AS03)	Carlos						1
Non-Functional Requirements(AS03)	Kevon,Daniel						1
							0
Creation of documents(AS05)	Daniel	1					1
Completion of casual use cases(AS05)	Carlos,Daniel,Kevon		1				1
Completion of fully dressed cases(AS05)	Carlos,Daniel,Kevon			2			2
Updated Gantt Chart(AS05)	Carlos				1		1
							0
		1	1	2	1	0	21