**Kristers Rakstins (K00273773)** - 24/10/2022

**Contact Customer Service + Review Product Ratings Use Case Definition**

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| **Use Case Name : Contact Customer Service** |
| **Use Case Description :** To be able to contact customer service so that I can discuss any enquiries or problems with the products. |
| **Participating Actor(s) : User** |
| **Entry Conditions :**   * User wants to be able to contact the customer service * The User enters the website by browsing for it on google. |
| **Flow of Events :**  1.       The User is being brought to the landing page and scrolls down to the “Contact Us” webpage  2.       The System prompts the User a form containing customer enquiries and a phone number with a time when calls are accepted.  3.       The User enters their details in the form and submits their enquiry to the System.  4.          The System prompts the User with a successful submission and tells the User how long until a reply.  5.          The User is able to contact customer service to successfully deliver an enquiry or problem. |
| **Exit Condition (s) :**   * The User is able to contact customer service to successfully deliver an enquiry or problem |
| **Alternatives :** |
| **Exceptions :** |

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| **Use Case Name : Review ratings of products** |
| **Use Case Description :** To be able to review ratings of products/product so that the User can know if a product is good quality or not |
| **Participating Actor(s) :** User |
| **Entry Conditions :**   * User wants to be able to review ratings of products/product * The User enters the website by browsing the website on google |
| **Flow of Events :**  1.       The User enters the landing page of the website and selects a specific product that the User is interested in.  2.       The System prompts the User the specific product and product details  3.       The User scrolls down to the “Product Ratings” in the products  4.       The System prompts the User with a list of people rating this specific website in terms of stars and a customer description.  5.       The User is able to review through the ratings that are assigned to this product |
| **Exit Condition (s) :**   * The Member is able to review the ratings of a product |
| **Alternatives :** |
| **Exceptions :** |