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| **Use Case name: Sign Up** | **Unique ID: Handmade\_001** |
| **Area: User Registeration** | |
| **Actors: User(seller-client)** | |
| **Stakeholders: System Admin** | |
| **Level: Blue** | |
| **Description: allow user to create a new account by providing information for sign up.** | |
| **Triggering event: user fills the sign up form and click the “sign up” button.** | |
| **Trigger Type: External** | |
| **Steps performed:** | **Information for steps:** |
| **Step1: open the web site** | **Web URL** |
| **Step2: press “Sign Up” link** |  |
| **Step3: Fill the sign up form** | **Name, Email Address, Username (if required), Password** |
| **Step4: Agree terms & conditions** | **Checkbox for user consent** |
| **Step5: Click sign up button to submit the form** | **Form submission with provided data.** |
| **Step6: Verify account via email** |  |
| **Step7: Account is created & added to the Database** |  |
| **Extensions (Alternative Flow): User Entered invalid data, A warning message should appear** | |
| **Preconditions: A device with internet access and a browser** | |
| **Postconditions: a client’s request sent to the server and the account is created successfully.** | |
| **Success Guratee: user account successfully created** | |
| **Minimum Gurantee: user account successfully created** | |
| **Priority: High** | |
| **Risk: Medium** | |

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| **Use Case name:** | **Unique ID:** |
| **Area:** | |

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| **Use Case name: Log in** | **Unique ID: Handmade\_002** |
| **Area: User Authentication** | |
| **Actors: User(seller-client)** | |
| **Stakeholders: System Administrator** | |
| **Level: Blue** | |
| **Description: Allows users to securely log in to the system using their username and password.** | |
| **Triggering event: user press the login link, fill log in form then click “log in” button.** | |
| **Trigger Type: External** | |
| **Steps performed:** | **Information for steps:** |
| **Step1: user press the login link and get to log in form** | **Web URL** |
| **Step2: User enters his username and password** | **username and password** |
| **Step3: User clicks the "Login" button** | **Login button.** |
| **Step4: System validates username and password against the database.** | **Database containing registered usernames and encrypted passwords** |
| **Step5: If credentials are valid, the user is authenticated.** | **User session is created, and access is granted.** |
| **Step6: System redirects the user to the home/dashboard page.** | **URL of the home page.** |
| **Extensions (Alternative Flow): User Entered invalid data, A warning message should appear** | |
| **Preconditions: The user must have an active account in the system.** | |
| **Postconditions: The user is logged in and has access to their account.** | |
| **Success Guratee: The user gains access to the system securely.** | |
| **Minimum Gurantee: The user gains access to the system.** | |
| **Priority: High** | |
| **Risk: Medium** | |

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| **Use Case name: Log Out** | **Unique ID: Handmade\_003** |
| **Area: Account Management** | |
| **Actors:user(seller-client)** | |
| **Stakeholders: user, system admin** | |
| **Level: blue** | |
| **Description: Allow the user to log out of their account.** | |
| **Triggering event: User clicks the "Log Out" button.** | |
| **Trigger Type: External** | |
| **Steps performed:** | **Information for steps:** |
| **Step1: User clicks the "Log Out" button.** | **Logout button.** |
| **Step2: System terminates the user session.** | **Session management.** |
| **Step3: User is redirected to the login page or homepage** | **Redirection mechanism** |
| **Extensions (Alternative Flow): Fail connect to the sever, Display a warning message says “unable to log out due to poor connection”** | |
| **Preconditions:**  **User is logged in.** | |
| **Postconditions: User session is terminated.** | |
| **Assumptions:** | |
| **Success Guratee: User session is successfully ended.** | |
| **Minimum Gurantee: User is notified if logout fails.** | |
| **Priority: Low** | |
| **Risk: Low** | |

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| **Use Case name: View the Website** | **Unique ID: Handmade\_004** |
| **Area: User Interaction** | |
| **Actors: user(client-seller)** | |
| **Stakeholders: Web developers- System Administrator** | |
| **Level: Blue** | |
| **Description: Allows users to access and navigate through the website’s pages to view content or perform actions.** | |
| **Triggering event: The user enters the website URL or clicks on a link that directs them to the website.** | |
| **Trigger Type: External** | |
| **Steps performed:** | **Information for steps:** |
| **Step1: User enters the website URL or clicks a link to the website.** | **Web URL** |
| **Step2: User views the homepage and its main features (e.g., header, navigation bar, and content).** | **Content loaded on the homepage** |
| **Step3: User interacts with the navigation menu or clickable elements (e.g., buttons, links).** | **Buttons & Links to other pages on the website (e.g., "About Us," "Services").** |
| **Step4: User browses the content or performs specific actions (e.g., search, play videos, read articles).** | **Search queries, form inputs, or multimedia content.** |
| **Extensions (Alternative Flow): The user encounters errors such as page not found, slow loading, display a loading spinner, ask user to reload again** | |
| **Preconditions: The website is accessible via a valid URL.**  **The user has a device with an active internet connection and a compatible browser.** | |
| **Postconditions: The user can view and interact with the website's content or features.** | |
| **Success Guratee: The user can fully experience the website as intended, without significant issues.** | |
| **Minimum Gurantee: user can view the basic content like text.** | |
| **Priority: High** | |
| **Risk: Medium** | |

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| **Use Case name: Make an Order** | **Unique ID: Handmade\_005** |
| **Area: E-Commerce / Online Shopping** | |
| **Actors: User(Client)** | |
| **Stakeholders: System Administrator-seller-client** | |
| **Level: Blue** | |
| **Description: Allows a customer to place an order by selecting items, reviewing their cart, and completing payment through the system.** | |
| **Triggering event: The customer clicks on the "Buy Now" or "Add to Cart" button for a product or service.** | |
| **Trigger Type: External** | |
| **Steps performed:** | **Information for steps:** |
| **Step1: Customer browses the product information and selects items** | **Product details, price, quantity, and availability** |
| **Step2: Customer adds selected items to the shopping cart.** | **Shopping cart updates with selected items, total cost, and item count.** |
| **Step3: Customer views the shopping cart.** | **products, taxes, and shipping charges, Options to edit quantity or remove items.** |
| **Step4: Customer proceeds to checkout** | **Checkout button & transition to the checkout page** |
| **Step5: Customer provides or confirms shipping information** | **Shipping address.** |
| **Step6: Customer selects a payment method.** | **Credit card, digital wallet, bank transfer, or cash on delivery.** |
| **Step7: Customer reviews the order summary.** | **Final list of items, total cost, shipping method, and estimated delivery date.** |
| **Step 8: customer click “buy now” button** | **“buy now”button** |
| **Step9: System confirms the order and provides an order summary/confirmation number** | **Order ID- Order tracking information** |
| **Extensions (Alternative Flow): The order is not placed due to issues like payment failure or stock unavailability, Informe user that the order is no longer available, suggest alternatives** | |
| **Preconditions: The customer has an account (if registration is required). Products are in stock and available for ordering. The system and payment gateway are operational.** | |
| **Postconditions: The order is successfully placed, and the customer receives confirmation.** | |
| **Success Guratee:**  **The customer successfully places the order, and it is logged in the system for fulfillment. (order is created and user proceed to payment)** | |
| **Minimum Gurantee : The customer can view the order summary** | |
| **Priority: High** | |
| **Risk: Medium** | |

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| **Use Case name: Cancel Order** | **Unique ID: Handmade\_006** |
| **Area: Order Management** | |
| **Actors: customer** | |
| **Stakeholders: User, Vendor, system administrator** | |
| **Level: Blue** | |
| **Description: Allow the user to cancel an order that has been placed, before it is processed or shipped.** | |
| **Triggering event: User decides to cancel an order they have placed.** | |
| **Trigger Type: External** | |
| **Steps performed:** | **Information for steps:** |
| **Step1: User selects the "Cancel Order" option from the order history page** | **Order details.** |
| **Step2: System checks if the order is eligible for cancellation (e.g., not yet shipped, payment not processed).** | **Order status, shipping status** |
| **Step3: User confirms the cancellation request** | **Cancellation confirmation prompt.** |
| **Step4: System processes the cancellation request and updates the order status to "Cancelled."** | **Order management system.** |
| **Step5: System notifies the user that the order has been successfully cancelled.** | **: Notification system (email/SMS).** |
| **Extensions (Alternative Flow):**  **Handling scenarios where the order is partially shipped or cannot be cancelled, informe the user that order can’t be cancelled now** | |
| **Preconditions: User has placed an order.** | |
| **Postconditions: Order status is updated to "Cancelled."If applicable, the user receives a refund.** | |
| **Success Guratee: The order is successfully cancelled, and the user is refunded (if applicable).** | |
| **Minimum Gurantee:**  **User is notified if the order cannot be cancelled, with clear reasons.** | |
| **Priority: High** | |
| **Risk: Medium** | |

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| **Use Case name: Show Cart Items** | **Unique ID: Handmade\_007** |
| **Area: Shopping** | |
| **Actors: User (Client)** | |
| **Stakeholders: User** | |
| **Level: Blue** | |
| **Description: Allow the user to view the items they have added to their shopping cart.** | |
| **Triggering event: User clicks on the "Cart" icon or accesses the cart page from the navigation menu.** | |
| **Trigger Type: External** | |
| **Steps performed:** | **Information for steps:** |
| **Step1: 1. User clicks on the "Cart" icon or navigates to the "Cart" page from the menu.** | **Cart icon, user interface** |
| **Step2: System retrieves the current cart items from the user's session or account.** | **Cart data, session data.** |
| **Step3: System displays the list of items in the cart, showing details such as product name, price, quantity, and total cost.** | **Cart items data, pricing details.** |
| **Step4: . User can modify the cart by changing the quantity of items or removing items from the cart.** | **Cart modification options, product database.** |
| **Step5:The system recalculates the total cost based on the updated cart and displays the new total.** | **Pricing calculation, cart modification.** |
| **Step6: User can proceed to checkout or continue shopping.** | **Checkout options, navigation buttons** |
| **Extensions (Alternative Flow):cart item not loading, Display error message asks user to refresh the page.** | |
| **Preconditions: User is logged into their account, User has items in their cart.** | |
| **Postconditions: Cart items are displayed, and the user can modify or proceed with the checkout process.** | |
| **Assumptions:** | |
| **Success Guratee: The cart items are accurately displayed and updated.** | |
| **Minimum Gurantee: If the cart is empty, the system will inform the user and prompt them to add items to the cart.** | |
| **Priority: Medium** | |
| **Risk: Low** | |

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| **Use Case name: Add Items to Cart** | **Unique ID: Handmade\_008** |
| **Area: Shopping** | |
| **Actors: User(Client)** | |
| **Stakeholders: User, Vendor, Payment Provider** | |
| **Level:Blue** | |
| **Description: Description: Allow the user to add items to their shopping cart for later purchase.** | |
| **Triggering event: User clicks on the "Add to Cart" button for a product on the product detail page.** | |
| **Trigger Type: External** | |
| **Steps performed:** | **Information for steps:** |
| **Step1: 1. Usersearches for a specific item.** | **search bar.** |
| **Step2: User selects a product they want to add to the cart, viewing the product details (e.g., price, size, color).** | **Product detail page, user selection** |
| **Step3: User clicks on the "Add to Cart" button.** | **Button click event, cart data.** |
| **Step4: System checks if the item is available in the desired quantity.** | **Product stock information.** |
| **Step5: System adds the selected item to the user's cart, updating the cart's total price and item count.** | **Cart data, item details, total price calculation.** |
| **Step6: The system displays a confirmation message (e.g., "Item added to cart")** | **Notification system, cart UI update.** |
| **Step7: User can continue browsing or proceed to view their cart.** | **Navigation options.** |
| **Extensions (Alternative Flow): Out of stock error, Provide links to similar products** | |
| **Preconditions: User is browsing the website or app.** | |
| **Postconditions: The selected item is added to the user's cart.** | |
| **Success Guratee: The item is successfully added to the cart, and the user is notified.** | |
| **Minimum Gurantee: If the item is out of stock or cannot be added for other reasons, the system will notify the user with a clear message.** | |
| **Priority: High** | |
| **Risk:Low** | |

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| **Use Case name: Add Review** | **Unique ID: Handmade\_009** |
| **Area: Product Review** | |
| **Actors: User(Client)** | |
| **Stakeholders: User, Vendor, Other users** | |
| **Level: Blue** | |
| **Description:**  **Description: Allow the user to leave a review for a product they have purchased.** | |
| **Triggering event: User clicks on the "Add Review" button on the product detail page.** | |
| **Trigger Type: External** | |
| **Steps performed:** | **Information for steps:** |
| **Step1: User navigates to the product detail page of the item they purchased.** | **Product page, user selection.** |
| **Step2: . User clicks on the "Add Review" button.** | **Button click event, product review section** |
| **Step3: System checks if the user is logged in and has purchased the product (if applicable).** | **User login status, order history data** |
| **Step4: System displays a review form with fields for the star rating, written comments, and any other required information (e.g., pros, cons, etc.).** | **Review form fields** |
| **Step5: User enters their review, rating the product and writing comments.** | **Review input data.** |
| **Step6: . User submits the review by clicking the "Submit Review" button** | **Review submission button, data validation.** |
| **Step7: System validates the review for required fields (rating, comment, etc.) and submits the review to the product page.** | **Review validation, database storage.** |
| **Step8: System displays a confirmation message ("Thank you for your review") and updates the product page with the new review.** | **Notification system, review display.** |
| **Extensions (Alternative Flow):connection error, ask user to remake the review.** | |
| **Preconditions: User is logged into their account, User has purchased the product** | |
| **Postconditions: The review is stored in the database and displayed on the product page. Other users can view the review.** | |
| **Success Guratee: The review is successfully submitted and visible to other users.** | |
| **Minimum Gurantee: If the user cannot submit a review (due to not purchasing the item or other restrictions), the system will notify them with an appropriate message.** | |
| **Priority: Medium** | |
| **Risk: Low** | |

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| **Use Case name:** | **Unique ID:** |
| **Area:** | |
| **Actors:** | |
| **Stakeholders:** | |
| **Level:** | |
| **Description:** | |
| **Triggering event:** | |
| **Trigger Type:** | |
| **Steps performed:** | **Information for steps:** |
| **Step1:** |  |
| **Step2:** |  |
| **Step3:** |  |
| **Step4:** |  |
| **Step5:** |  |
| **Step6:** |  |
| **Step7:** |  |
| **Extensions (Alternative Flow):** | |
| **Preconditions:** | |
| **Postconditions:** | |
| **Assumptions:** | |
| **Success Guratee:** | |
| **Minimum Gurantee:** | |
| **Priority:** | |
| **Risk:** | |

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| **Use Case name:** | **Unique ID:** |
| **Area:** | |
| **Actors:** | |
| **Stakeholders:** | |
| **Level:** | |
| **Description:** | |
| **Triggering event:** | |
| **Trigger Type:** | |
| **Steps performed:** | **Information for steps:** |
| **Step1:** |  |
| **Step2:** |  |
| **Step3:** |  |
| **Step4:** |  |
| **Step5:** |  |
| **Step6:** |  |
| **Step7:** |  |
| **Extensions (Alternative Flow):** | |
| **Preconditions:** | |
| **Postconditions:** | |
| **Assumptions:** | |
| **Success Guratee:** | |
| **Minimum Gurantee:** | |
| **Priority:** | |
| **Risk:** | |

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| **Use Case name:** | **Unique ID:** |
| **Area:** | |
| **Actors:** | |
| **Stakeholders:** | |
| **Level:** | |
| **Description:** | |
| **Triggering event:** | |
| **Trigger Type:** | |
| **Steps performed:** | **Information for steps:** |
| **Step1:** |  |
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| **Step6:** |  |
| **Step7:** |  |
| **Extensions (Alternative Flow):** | |
| **Preconditions:** | |
| **Postconditions:** | |
| **Assumptions:** | |
| **Success Guratee:** | |
| **Minimum Gurantee:** | |
| **Priority:** | |
| **Risk:** | |

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| **Use Case name:** | **Unique ID:** |
| **Area:** | |
| **Actors:** | |
| **Stakeholders:** | |
| **Level:** | |
| **Description:** | |
| **Triggering event:** | |
| **Trigger Type:** | |
| **Steps performed:** | **Information for steps:** |
| **Step1:** |  |
| **Step2:** |  |
| **Step3:** |  |
| **Step4:** |  |
| **Step5:** |  |
| **Step6:** |  |
| **Step7:** |  |
| **Extensions (Alternative Flow):** | |
| **Preconditions:** | |
| **Postconditions:** | |
| **Assumptions:** | |
| **Success Guratee:** | |
| **Minimum Gurantee:** | |
| **Priority:** | |
| **Risk:** | |

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| **Use Case name:** | **Unique ID:** |
| **Area:** | |
| **Actors:** | |
| **Stakeholders:** | |
| **Level:** | |
| **Description:** | |
| **Triggering event:** | |
| **Trigger Type:** | |
| **Steps performed:** | **Information for steps:** |
| **Step1:** |  |
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| **Step3:** |  |
| **Step4:** |  |
| **Step5:** |  |
| **Step6:** |  |
| **Step7:** |  |
| **Extensions (Alternative Flow):** | |
| **Preconditions:** | |
| **Postconditions:** | |
| **Assumptions:** | |
| **Success Guratee:** | |
| **Minimum Gurantee:** | |
| **Priority:** | |
| **Risk:** | |

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| **Use Case name:** | **Unique ID:** |
| **Area:** | |
| **Actors:** | |
| **Stakeholders:** | |
| **Level:** | |
| **Description:** | |
| **Triggering event:** | |
| **Trigger Type:** | |
| **Steps performed:** | **Information for steps:** |
| **Step1:** |  |
| **Step2:** |  |
| **Step3:** |  |
| **Step4:** |  |
| **Step5:** |  |
| **Step6:** |  |
| **Step7:** |  |
| **Extensions (Alternative Flow):** | |
| **Preconditions:** | |
| **Postconditions:** | |
| **Assumptions:** | |
| **Success Guratee:** | |
| **Minimum Gurantee:** | |
| **Priority:** | |
| **Risk:** | |

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| **Use Case name:** | **Unique ID:** |
| **Area:** | |
| **Actors:** | |
| **Stakeholders:** | |
| **Level:** | |
| **Description:** | |
| **Triggering event:** | |
| **Trigger Type:** | |
| **Steps performed:** | **Information for steps:** |
| **Step1:** |  |
| **Step2:** |  |
| **Step3:** |  |
| **Step4:** |  |
| **Step5:** |  |
| **Step6:** |  |
| **Step7:** |  |
| **Extensions (Alternative Flow):** | |
| **Preconditions:** | |
| **Postconditions:** | |
| **Assumptions:** | |
| **Success Guratee:** | |
| **Minimum Gurantee:** | |
| **Priority:** | |
| **Risk:** | |

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| **Use Case name:** | **Unique ID:** |
| **Area:** | |
| **Actors:** | |
| **Stakeholders:** | |
| **Level:** | |
| **Description:** | |
| **Triggering event:** | |
| **Trigger Type:** | |
| **Steps performed:** | **Information for steps:** |
| **Step1:** |  |
| **Step2:** |  |
| **Step3:** |  |
| **Step4:** |  |
| **Step5:** |  |
| **Step6:** |  |
| **Step7:** |  |
| **Extensions (Alternative Flow):** | |
| **Preconditions:** | |
| **Postconditions:** | |
| **Assumptions:** | |
| **Success Guratee:** | |
| **Minimum Gurantee:** | |
| **Priority:** | |
| **Risk:** | |

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| **Use Case name:** | **Unique ID:** |
| **Area:** | |
| **Actors:** | |
| **Stakeholders:** | |
| **Level:** | |
| **Description:** | |
| **Triggering event:** | |
| **Trigger Type:** | |
| **Steps performed:** | **Information for steps:** |
| **Step1:** |  |
| **Step2:** |  |
| **Step3:** |  |
| **Step4:** |  |
| **Step5:** |  |
| **Step6:** |  |
| **Step7:** |  |
| **Extensions (Alternative Flow):** | |
| **Preconditions:** | |
| **Postconditions:** | |
| **Assumptions:** | |
| **Success Guratee:** | |
| **Minimum Gurantee:** | |
| **Priority:** | |
| **Risk:** | |

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| **Use Case name:** | **Unique ID:** |
| **Area:** | |
| **Actors:** | |
| **Stakeholders:** | |
| **Level:** | |
| **Description:** | |
| **Triggering event:** | |
| **Trigger Type:** | |
| **Steps performed:** | **Information for steps:** |
| **Step1:** |  |
| **Step2:** |  |
| **Step3:** |  |
| **Step4:** |  |
| **Step5:** |  |
| **Step6:** |  |
| **Step7:** |  |
| **Extensions (Alternative Flow):** | |
| **Preconditions:** | |
| **Postconditions:** | |
| **Assumptions:** | |
| **Success Guratee:** | |
| **Minimum Gurantee:** | |
| **Priority:** | |
| **Risk:** | |

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| **Use Case name:** | **Unique ID:** |
| **Area:** | |
| **Actors:** | |
| **Stakeholders:** | |
| **Level:** | |
| **Description:** | |
| **Triggering event:** | |
| **Trigger Type:** | |
| **Steps performed:** | **Information for steps:** |
| **Step1:** |  |
| **Step2:** |  |
| **Step3:** |  |
| **Step4:** |  |
| **Step5:** |  |
| **Step6:** |  |
| **Step7:** |  |
| **Extensions (Alternative Flow):** | |
| **Preconditions:** | |
| **Postconditions:** | |
| **Assumptions:** | |
| **Success Guratee:** | |
| **Minimum Gurantee:** | |
| **Priority:** | |
| **Risk:** | |