1. Use case
2. Scenarios and User stories, acceptance criteria
   1. Scenarios

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| **Field** | **Description** |
| Use Case ID | UC01 |
| Actor | Customer |
| Description | A new customer creates an account on the e-commerce platform |
| Preconditions | Customer is not logged in and does not have an existing account |
| Postconditions | Customer has a new account and is logged in |
| Normal Course | 1. Customer clicks on "Sign Up" button 2. System displays registration form 3. Customer enters required information 4. System validates the information 5. System creates the account and sends a verification email 6. Customer verifies email address 7. System logs the customer in |
| Alternative Courses | - Customer uses social media account to sign up - Customer abandons registration process |
| Exceptions | - Email address is already in use - Password does not meet complexity requirements |

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| **Field** | **Description** |
| Use Case ID | UC02 |
| Actor | Customer |
| Description | A customer adds a product to their shopping cart |
| Preconditions | Customer is browsing products |
| Postconditions | Selected item is added to the customer's cart |
| Normal Course | 1. Customer views product details 2. Customer selects quantity (if applicable) 3. Customer clicks "Add to Cart" button 4. System adds item to cart 5. System displays confirmation message 6. System updates cart icon to reflect new item count |
| Alternative Courses | - Customer adds item from product listing page - Customer adds item from wishlist |
| Exceptions | - Item is out of stock - Customer attempts to add more than available quantity |

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| **Field** | **Description** |
| Use Case ID | UC03 |
| Actor | Customer |
| Description | A customer completes the checkout process to purchase items in their cart |
| Preconditions | Customer has items in cart and is logged in |
| Postconditions | Order is placed and payment is processed |
| Normal Course | 1. Customer initiates checkout process 2. System displays shipping options 3. Customer selects shipping method 4. System displays payment options 5. Customer enters payment information 6. System validates payment information 7. System displays order summary 8. Customer confirms order 9. System processes payment 10. System generates order confirmation |
| Alternative Courses | - Customer uses saved shipping/payment information - Customer applies discount code |
| Exceptions | - Payment is declined - Item becomes unavailable during checkout |

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| **Field** | **Description** |
| Use Case ID | UC04 |
| Actor | Customer |
| Description | A customer uses the search functionality to find specific products |
| Preconditions | Customer is on the e-commerce site |
| Postconditions | Search results are displayed to the customer |
| Normal Course | 1. Customer enters search terms in the search bar 2. System processes the search query 3. System displays search results 4. Customer views search results 5. Customer can apply filters to refine results |
| Alternative Courses | - Customer uses voice search - Customer clicks on suggested search terms |
| Exceptions | - No results found for search query - Search system experiences an error |

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| **Field** | **Description** |
| Use Case ID | UC05 |
| Actor | Customer |
| Description | A customer accesses their order history to view past purchases |
| Preconditions | Customer is logged in |
| Postconditions | Customer can view details of past orders |
| Normal Course | 1. Customer navigates to "Order History" section 2. System retrieves customer's order history 3. System displays list of past orders 4. Customer selects an order to view details 5. System displays detailed information about the selected order |
| Alternative Courses | - Customer searches for a specific order - Customer filters orders by date range |
| Exceptions | - No orders found in customer's history - System unable to retrieve order details |

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| **Field** | **Description** |
| Use Case ID | UC06 |
| Actor | Customer |
| Description | A customer writes a review for a product they have purchased |
| Preconditions | Customer is logged in and has purchased the product |
| Postconditions | Review is submitted and pending moderation |
| Normal Course | 1. Customer navigates to product page 2. Customer selects "Write a Review" option 3. System displays review form 4. Customer writes review and selects star rating 5. Customer submits review 6. System saves review and marks it for moderation 7. System displays confirmation message |
| Alternative Courses | - Customer uploads photos with review - Customer edits a previously submitted review |
| Exceptions | - Customer attempts to review a product they haven't purchased - Review submission fails due to system error |

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| **Field** | **Description** |
| Use Case ID | UC07 |
| Actor | System |
| Description | The system automatically processes a new order |
| Preconditions | Customer has placed an order and payment has been confirmed |
| Postconditions | Order is processed and ready for fulfillment |
| Normal Course | 1. System receives new order notification 2. System verifies payment status 3. System checks inventory availability 4. System allocates inventory to order 5. System generates packing list 6. System updates order status to "Processing" 7. System notifies fulfillment team |
| Alternative Courses | - System splits order into multiple shipments if items are in different locations - System places backorder for out-of-stock items |
| Exceptions | - Payment verification fails - Inventory is insufficient to fulfill order |

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| **Field** | **Description** |
| Use Case ID | UC08 |
| Actor | Customer |
| Description | A customer tracks the status and location of their order |
| Preconditions | Customer has placed an order and is logged in |
| Postconditions | Customer views current status and location of their order |
| Normal Course | 1. Customer navigates to "Track Order" page 2. Customer enters order number or selects order from list 3. System retrieves order tracking information 4. System displays order status, estimated delivery date, and current location 5. Customer views tracking information |
| Alternative Courses | - Customer accesses tracking information via email link - Customer opts for SMS updates on order status |
| Exceptions | - Tracking information is not available - Order number entered is invalid |

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| **Field** | **Description** |
| Use Case ID | UC09 |
| Actor | Customer |
| Description | A customer initiates the return process for an item they purchased |
| Preconditions | Customer is logged in and has a qualifying order for return |
| Postconditions | Return request is submitted and awaiting processing |
| Normal Course | 1. Customer navigates to "Returns" section in their account 2. Customer selects the order containing the item to return 3. Customer selects specific item(s) to return and reason for return 4. System verifies return eligibility 5. System provides return instructions and generates return label 6. Customer confirms return request 7. System updates order status and notifies relevant departments |
| Alternative Courses | - Customer initiates return via customer service - System offers exchange instead of return |
| Exceptions | - Item is not eligible for return - Return period has expired |

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| **Field** | **Description** |
| Use Case ID | UC10 |
| Actor | System |
| Description | The system automatically generates a comprehensive sales report |
| Preconditions | Sales data is available in the system |
| Postconditions | Sales report is generated and available for viewing |
| Normal Course | 1. System initiates report generation at scheduled time 2. System collects sales data for the specified period 3. System calculates key metrics (revenue, profit, top-selling items, etc.) 4. System generates graphs and charts for visual representation 5. System compiles data into a formatted report 6. System saves report and sends notification to relevant staff |
| Alternative Courses | - Staff member manually triggers report generation - System generates custom report based on specific parameters |
| Exceptions | - Insufficient data for the specified period - Error in data calculation or compilation |