**Craving! Application System**

**Use Cases**

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Revision #** | **Created By** | **Revision Notes** |
| 3/28/21 | 1.0 | Irina Sachovska | Initial Draft |
| 4/16/21 | 2.0 | Irina Sachovska | Revised the exception points for each use case |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# UC.05.01 Ticket submission

|  |  |
| --- | --- |
| **Actor(s):** | Subscribed Customer |
| **Short Description:** | The subscribed customer should able to open and submit the ticket on the portal, so if they have any questions, concerns or complaints those can be addressed |
| **Pre-conditions:** | The user should be a subscribed customer to be able to get to the support page |
| **Post-conditions:** | The subscribed customer should receive the confirmation email that their ticket was successfully submitted |
| **Frequency of Use:** | Medium |
| **Normal Course of Events:** | |
| 1. The use case begins when the customer decides to submit the ticket by going to the website **[JP1: CN]**  2. Customer logs into the portal  3. System validates the credentials **[JP2: ET]**  4. Customer navigates to the support page  5. System loads the page **[JP3: CA]**  6. System displays customer’s name and email address **[JP4: DF-In, DDD]**  7. Customer updates all the required fields - reason, comment **[JP5: FV]**  8. Customer clicks on submit button to submit the ticket  9. System accepts the ticket within 400 to 600 milliseconds **[JP6: PF]**  10. System sends the email to the customer and displays the message of the successful ticket submission **[JP7: DF-Out]** | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| E1. Cancel ticket submission from step 7:   1. Customer does not submit the ticket and exits out of support page by closing the page or navigating to another page 2. System doesn’t process the ticket and closes the page with the form or loads the page customer selected to proceed with | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** | User must be a subscriber customer |
| **Assumptions:** | If something is wrong with the order, if the order was not delivered the customers would like to let the company know about it, if customer wants to cancel the subscription they should be able to contact the support |

# UC.05.02 Ticket history/resolution

|  |  |
| --- | --- |
| **Actor(s):** | Subscribed Customer |
| **Short Description:** | The subscribed customer should be able to read the response/resolution to the ticket they have submitted |
| **Pre-conditions:** | The subscribed customer should be logged into the system |
| **Post-conditions:** | All ticket resolutions should be available to be accessed at any point in time |
| **Frequency of Use:** | Medium |
| **Normal Course of Events:** | |
| 1. The use case begins when the customer decides to access the ticket that they submitted by going to the website **[JP1: CN]**  2. Customer logs into the portal  3. System validates the credentials **[JP2: ET]**  4. Customer navigates to the support page  5**.** System loads the page **[JP3: CA]**  6. System displays list of all the previously submitted ticket(s) **[JP4: DF-In]**  7. Customer clicks into the ticket to read the details  8. System loads the ticket detail within 400 to 500 milliseconds **[JP5: PF]** | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| E1. Cancel of the ticket review form step 6:   1. Customer decides not to check the ticket history or ticket response and navigates away from the support page by closing the page or navigating to another page 2. System closes the page with the list of tickets or loads the page customer selected to proceed with | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** | User must be a subscribed customer and have at least one ticket submitted in the past |
| **Assumptions:** | Customers would like to read the resolutions to the tickets they submitted and be able to access the old tickets they have submitted in the past if any |

# 

# 

# UC.03.04 Order Cancel/history

|  |  |
| --- | --- |
| **Actor(s):** | Subscribed Customer |
| **Short Description:** | The subscribed customer should able to access the orders that were processed in the past, or if desired cancel the order that was placed prior |
| **Pre-conditions:** | The customer should be logged into the system, and have order history |
| **Post-conditions:** | The list of past orders should be displayed, client should be able to see the statuses of the orders and order(s) should be cancelled if the customer decides to cancel the order(s) |
| **Frequency of Use:** | High |
| **Normal Course of Events:** | |
| 1. The use case begins when the customer decides to access prior orders that they submitted by going to the website **[JP1: CN]**  2. Customer logs into the portal  3. System validates the credentials **[JP2: ET]**  4. Customer navigates to the orders page  5. System loads the page**[JP3: CA]**  6. System displays list of all the previously placed order(s) **[JP4: DF-In]**  7. Customer checks the status of order(s)  8. System loads the order details within 400 to 500 milliseconds **[JP5: PF]** | |
| **Alternative Course:** | |
| A1. Check status and cancel order  1. The use case begins when the customer decides to cancel the order(s) that they submitted by going to the website **[JP1: CN]**  2. Customer logs into the portal  3. System validates the credentials **[JP2: ET]**  4. Customer navigates to the orders page  5. System loads the page**[JP3: CA]**  6. System displays list of all the previously placed order(s) **[JP4: DF-In]**  7. Customer cancels the order(s)  8. System processes the order cancel within 400 to 600 milliseconds **[JP5: PF]** | |
| **Exceptions:** | |
| E1. Cancel of the order history review form step 5:   1. Customer decides not to check the order history and navigates away from the order history page by closing the page or navigating to another page 2. System closes the page with the list of orders or loads the page customer selected to proceed with   E2. Cancel of the order cancellation from step 6:   1. Customer decides not to cancel the order by not clicking on the cancel button, once the button is clicked the cancel is final, and customer would need to place another order or contact the customer support 2. The system doesn’t process the cancel as the cancel button is not clicked | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** | The user must be a subscribed customer and have the order history in order to view or cancel the past order(s). |
| **Assumptions:** | Users should be able to cancel/view the past orders |

# UC.06.01 Leave Review

|  |  |
| --- | --- |
| **Actor(s):** | Subscribed Customer |
| **Short Description:** | The subscribed customer should able to write and post a review on the website, so other visitors/potential customers can read the review and become customers in the future |
| **Pre-conditions:** | The user should be logged into the system, and have the order history |
| **Post-conditions:** | All subscribed customers and regular visitors should be able to view/read the posted review |
| **Frequency of Use:** | Medium |
| **Normal Course of Events:** | |
| 1. The use case begins when the customer decides to leave a product review by going to the website **[JP1: CN]**  2. Customer logs into the portal  3. System validates the credentials **[JP2: ET]**  4. Customer navigates to the product page  5. System loads the product page **[JP3: CA]**  6. System displays the product details on the page **[JP4: DF-In]**  7. Customer uses the form to write the review **[JP5: FV, DDD]**  8. The system sends the review details to the internal management portal for approval **[JP6: DF-Out]**  9. System processes the review submission cancel within 400 to 600 milliseconds **[JP7: PF]** | |
| **Alternative Course:** | |
| None | |
| **Exceptions:** | |
| E1. Cancel of the leave review form step 7:   1. Customer decides not to leave the review, by navigating away from the page or clicking anywhere on the page without clicking on the submit button 2. System closes the product page or loads the page customer selected to proceed with | |
| **<<Include>> Relationships:** | NA |
| **<< Extend>> Relationships:** | NA |
| **Business Rules:** | User must be a subscribed customer and have the order history in order to post the Review |
| **Assumptions:** | Customers would like to share their feedbacks and leave the reviews for the product they tried to either support their favorite product or complain about the one they didn’t like |