

# *E-Commerce Management System*

## *Use-Case Specification*

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# Use Case Specification: Register

## 1. Register

### 1.1 Brief Description

This use case describes the flow of the registration process in the system.

## 2. Actors

Buyer

Seller

Admin

## 3. Basic Flow

### 3.1 Basic Flow

- 1) The user can access “Register” icon while on the home page of the software.
- 2) The user fills up the form which opens up.
- 3) On clicking the “Register” button, the details entered are successfully saved in the database. The user can now access the system with the username and password he/she has chosen.

### 3.2 Alternative Flows

#### 3.2.1 First Alternative Flow

- 1) The user doesn't enter all the mandatory fields in the registration form.
- 2) Clicking on the “Register” button, the validation is fired and the user is asked to fill in the required fields.

#### 3.2.2 Second Alternative Flow

- 1) The user enters wrong values for some of the fields. For example: In the email field, the user doesn't follow the convention somename@provider.com
- 2) The validation will be fired when “Register” button is clicked and the user will be asked to enter a valid email address. Same holds for any other fields which have some patterns to be followed.

#### 3.2.3 Third Alternative Flow

- 1) All the fields have been entered properly.
- 2) The user clicks the “Register” button. Some problems occur while saving the records in the database.
- 3) The records will not be saved and the user will be displayed the message “Registration Failed!”

#### **4. Post Conditions**

- 1) On successful registration, the user will be logged into the system automatically with the registered username and password.
- 2) The user will be redirected to their profile page.

# Use Case Specification: Login

## 1. Login

### 1.1 Brief Description

This use case describes the flow of the login process in the system.

## 2. Actors

Buyer

Administrator

Seller

## 3. Basic Flow

### 3.1 Basic Flow

- 1) The user can access the “Login” button on the homepage of the site.
- 2) The login page opens up which asks for username and password.
- 3) The user enters the username, password and selects the role; then clicks on the login button. The user is logged into the system based on their role.

### 3.2 Alternative Flows

#### 3.2.1 First Alternative Flow

- 1) All the fields on the login page are mandatory. The user skips any of the fields and clicks on the Login button.
- 2) The validation is fired asking the user to enter all the mandatory fields.

#### 3.2.2 Second Alternative Flow

- 1) The user forgets the password, in that case the user can find the Forget Password button on the login page.
- 2) By clicking the button the user will be asked for an email address and a reset link will be sent to that email address.

- 3) If the email address provided by the user is not registered the output message “This email is not Registered” will be displayed.

### **3.2.3 Third Alternative Flow**

- 1) The user enters an incorrect username or password.
- 2) On clicking the “Login” button, the message will be displayed “Incorrect Username or Password”. The user will have to again enter the correct details and login.

### **3.2.4 Fourth Alternative Flow**

- 1) All the fields have been entered properly.
- 2) The user clicks the “Login” button. The database connection fails at this point.
- 3) The details can’t be checked at this point and a message is displayed “Couldn’t login. Some error occurred. Please try again”.

## **4. Post Conditions**

On successful login, the user will be redirected to the home page.

# Use Case Specification: Update Account

## 1. Update Account

### 1.1 Brief Description

This use case describes the flow for updating the profile of users in the system

## 2. Actors

Buyer

Seller

## 3. Flow of Events

### 3.1 Basic Flow

- 1) The user clicks on the “Update Account” button in the Settings Menu.
- 2) The registration form opens up with all the filled in details.
- 3) The user can update the required fields and on clicking the “Submit” button, the details are saved in the database.

### 3.2 Alternative Flows

#### 3.2.1 First Alternative Flow

- 1) The user mistakenly skips any of the required fields.
- 2) Clicking on the “Submit” button, the validation is fired and the user is asked to fill in the required fields.

#### 3.2.2 Second Alternative Flow

- 1) All the fields have been entered properly.
- 2) The user clicks the “Submit” button. Any problem occurs while saving the records in the database.

3) The records will not be saved and the user will be displayed the message “Updation Failed! Please try again”

#### **4. Pre Condition**

The user must be logged into the system before he/she can update their profile.

#### **5. Post Condition**

On successful updation, the user will be notified with the message “Profile updated successfully”.



# Use Case Specification: Searching Products

## 1. Searching Products

### 1.1 Brief Description

This use case describes the flow of the searching process in the system.

## 2. Actors

Buyer

admin

## 3. Basic Flow

### 3.1 Basic Flow

- 1) The user can access the “Search” tab while on the homepage of the software.
- 2) The User can type keywords for searching
- 3) While searching the User can use filters to find product according to their needs
- 4) On clicking the “Search” button, the details entered are successfully saved in the database for maintaining search history.

### 3.2 Alternative Flows

#### 3.2.1 First Alternative Flow

- 1) The keyword entered by the user doesn't match any of the products
- 2) Clicking on the “Search” button, the validation is fired and the output message “No Product Found” will be displayed.

#### 3.2.2 Second Alternative Flow

- 1) There is no product matching the filters applied by the User
- 2) The validation will be fired when “Search” button is clicked and the output message “No Product Found” will be displayed along with products without filters.

## 4. Post Conditions

- 1) On successful searching, all the products meeting requirement will be displayed

# Use Case Specification: Comparing Products

## 1. Comparing Products

### 1.1 Brief Description

This use case describes the flow of the comparison process in the system.

## 2. Actors

Buyer

## 3. Basic Flow

### 3.1 Basic Flow

- 1) The user can access the “Compare” icon while viewing the products.
- 2) The User then given choice of the similar products to compare
- 3) On clicking the “Compare” button, the details of all the products selected by the user will show in tabular form for comparison.

### 3.2 Alternative Flows

#### 3.2.1 First Alternative Flow

- 1) The user can add multiple products for comparison
- 2) Clicking on the “Compare” button, the validation is fired and comparison will be shown.

## 4. Pre Conditions

- 1) The user must have at least two products for comparison.

## 5. Post Conditions

- 1) On successfully clicking the Compare button the user will be able to differentiate between products.

# Use Case Specification: Add to cart

## 1. Add to cart

### 1.1 Brief Description

This use case describes the flow of the Add to cart in the system.

## 2. Actors

Buyer

## 3. Basic Flow

### 3.1 Basic Flow

- 1) The user can visit any product on our software.
- 2) If user like the product then user can add the product to cart by clicking on add to cart button
- 3) After clicking on this button the user will be asked to enter the quantity of the product.
- 4) And then the cart icon will display the total number of products in the cart.

### 3.2 Alternative Flows

#### 3.2.1 First Alternative Flow

- 1) If after some user changes their mind and now the user doesn't want to buy that product or by mistake the user added a wrong product to the cart then the user can remove the product from the cart.
- 2) for that first user open the cart and then click on the remove button to remove the product from the cart.

#### 3.2.2 Second Alternative Flow

- 1) If user want to change the quantity of product in the cart user can also do this
- 2) for that user open the cart and then click the +/- button to change the quantity of product.

## **4. Pre Conditions**

- 1) User must need to login to the software to use add to cart and cart function

## **5. Post Conditions**

- 1) On successful adding the product to cart “Product added to cart” message will be displayed.

# Use Case Specification: Checkout

## 1. Checkout

### 1.1 Brief Description

This use case describes the flow of the checkout process in the system.

## 2. Actors

Buyer

## 3. Basic Flow

### 3.1 Basic Flow

- 1) The user can access the “Checkout” button in the Cart Section of the software.
- 2) The user clicks on the “Checkout” icon.
- 3) The user can select whether to pay online or pay cash on delivery.
- 4) On clicking the “Pay Online” button, user can select mode of payment and can pay by entering required details which will save the checkout details to the database.
- 5) On clicking the “Pay cash on delivery” button, the system will save the checkout details to the database.

### 3.2 Alternative Flows

#### 3.2.1 First Alternative Flow

- 1) The user enters wrong online payment details.
- 2) Clicking on the “Submit” button, the validation is fired and the customer is asked to fill in the required online payment details again.

#### 3.2.2 Second Alternative Flow

- 1) In case of insufficient funds in the entered mode of online payment.
- 2) Clicking on the “Submit” button, the validation is fired and the customer is asked to fill in the required online payment details again.

## **4. Pre Condition**

The user must be logged into the system before they can checkout products.

## **5. Post Condition**

On successfully checking out the order, the user will be notified with the message “Order Placed Successfully”.

# Use Case Specification: Adding Product

## 1. Adding Product

### 1.1 Brief Description

This use case describes the flow of the adding product process in the system.

## 2. Actors

Seller

## 3. Basic Flow

### 3.1 Basic Flow

- 1) The seller can access the “Add product” button on the homepage of the software when logged on with a seller account.
- 2) First the customer has to select a category of product from the list of categories.
- 3) The seller can add photos as well as a description about the product.
- 4) On clicking the “Confirm” button, the details about the product will be saved to the database

### 3.2 Alternative Flows

#### 3.2.1 First Alternative Flow

- 1) The seller adds the same product again.
- 2) Clicking on the “Confirm” button, the validation is fired and the message is displayed “Product already added before”.

## 4. Pre Condition

The customer must be logged into the system using the seller account while adding the product.

## **5. Post Condition**

On successfully adding the product, the seller will be notified with the message “Product added successfully”.



# Use Case Specification: Report Complaint

## 1. Report Complaint

### 1.1 Brief Description

This use case describes the flow of the Reporting complaint process in the system.

## 2. Actors

Buyer

seller

## 3. Basic Flow

### 3.1 Basic Flow

- 1) The user accesses the home page of the site.
- 2) The user clicks on the “Report Complaint” icon.
- 3) A drop down menu is displayed where all types of complaints will be written.
- 4) After choosing one option from the drop down menu, the user will be redirected to the text area to describe the complaint.
- 5) And then the user can post their complaint .

## 4. Pre Condition

The customer must be logged into the system before the user can report a complaint.

## 5. Post Condition

On successfully reporting the complaint, “Complaint Registered” message will be displayed on the screen.

# Use Case Specification: Returning/Cancelling

## 1. Returning/Cancelling

### 1.1 Brief Description

This use case describes the flow of the Returning/Cancelling process in the system.

## 2. Actors

Buyer

## 3. Basic Flow

### 3.1 Basic Flow

- 1) The user can access return or cancel the order after/while ordering the product
- 2) In 'My Orders' menu user can click return/cancel order button
- 3) On clicking the "Return/Cancel" button, the drop-down menu will be displayed showing different reasons to cancel the order.
- 4) There is also a description box available where the user can specify the detailed reason for returning/canceling the order..

### 3.2 Alternative Flows

#### 3.2.1 First Alternative Flow

- 1) The user returns the order after 15 days of delivery.
- 2) There will be the output message "No Returns For this Product" will be displayed .

## 4. Pre Conditions

- 1) The user must have pending or delivered orders present in the software.
- 2) The user must be logged in the software.

## 5. Post Conditions

- 1) After successful completion of return/cancellation request of products the output message "Request for Return/Cancellation of Order is Initialized" will be displayed
- 2) The user then will be redirected to the homepage.