| **UC Name** | | **View Order History** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Summary** | | Allow customers to view information regarding previous purchase history. | | | | | | | |
| **Dependency** | | The user must have an active account and must be logged into it. | | | | | | | |
| **Actors** | | Customer | | | | | | | |
| **Preconditions** | | The user must be logged in to their account. | | | | | | | |
| **Description of the Main Sequence** | | **Step 1:** The user navigates to the “Orders” section of the system.  **Step 2:** Under the “Orders” section the user must navigate to “Past Orders”  **Step 3:** The system gets the data and displays it to the user including the date, purchased book/s | | | | | | | |
| **Description of the Alternative Sequence** | | N/A | | | | | | | |
| **Non functional requirements** | | **Security:** The order history data must be only available to authenticated users.  **Performance:** The order history section must load under 10 seconds.  **UI:** The user must be able to navigate to the section easily. | | | | | | | |
| **Postconditions** | | The user is able to get the necessary information for their past orders. | | | | | | | |

| **UC Name** | | **View Customer Reviews** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Summary** | | Allow users of the system to view customer reviews for books listed on the system. | | | | | | | |
| **Dependency** | | None | | | | | | | |
| **Actors** | | New Customer / System Visitor | | | | | | | |
| **Preconditions** | | None | | | | | | | |
| **Description of the Main Sequence** | | **Step 1:** The user navigates to the product page of a book.  **Step 2:** Along with book description the system retrieves customer reviews for the book selected by the user.  **Step 3:** The system displays the reviews.  **Step 4:** The user can filter the reviews based on a scale of 1-5 and read through them. | | | | | | | |
| **Description of the Alternative Sequence** | | N/A | | | | | | | |
| **Non functional requirements** | | **Performance:** The reviews must load under 10 seconds.  **UI :** The reviews must be easily readable by users. | | | | | | | |
| **Postconditions** | | New Customers / System Visitors are able to view book reviews. | | | | | | | |

| **UC Name** | | **Leave a book review (after a book purchase)** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Summary** | | Allow customers to publish reviews for a book they have bought. | | | | | | | |
| **Dependency** | | The customer must have purchased a book through the system. | | | | | | | |
| **Actors** | | Customer | | | | | | | |
| **Preconditions** | | The customer must have purchased the book they want to publish the review on. | | | | | | | |
| **Description of the Main Sequence** | | **Step 1:** The customer goes to the “Order History” section under “Orders”.  **Step 2:** The customer selects the order of the book they want to leave a review.  **Step 3:** The customer clicks “Leave a Review”.  **Step 4:** The system loads the product page of the book.  **Step 5:** The customer submits the review.  **Step 6:** The system saves the review in the database.  **Step 7**: The review section on the product page is updated, displaying the review saved as the most relevant one. | | | | | | | |
| **Description of the Alternative Sequence** | | N/A | | | | | | | |
| **Non functional requirements** | | **Security:** Only customers who have bought a book must be able to publish a review.  **UI :** The review publishing process must be easy to understand and navigate | | | | | | | |
| **Postconditions** | | The customer review is saved on the system and displayed for other customers / system visitors to see. | | | | | | | |

| **UC Name** | | **Contact Support (Chat Bot)** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Summary** | | Allow customers to submit support queries or reach a human representative. | | | | | | | |
| **Dependency** | | The chatbot functionality must be available. | | | | | | | |
| **Actors** | | Customer | | | | | | | |
| **Preconditions** | | The chatbot must be available. | | | | | | | |
| **Description of the Main Sequence** | | **Step 1:** The clicks on the chatbot pop up on the website.  **Step 2:** Thesystem displays the chatbot interface.  **Step 3:** The customer submits their issue as a query.  **Step 4:** The chatbot generates a response based on the query or connects the user to a human customer service representative.  **Step 5:** The issue is resolved and the system saves the conversation. | | | | | | | |
| **Description of the Alternative Sequence** | | **Step 1:** The customer navigates to the “Support” section of the system.  **Step 2:** The customer clicks on the “ChatBot” option.  **Step 3:** Thesystem displays the chatbot interface.  **Step 4:** The customer submits their issue as a query.  **Step 5:** The chatbot generates a response based on the query or connects the user to a human customer service representative.  **Step 6:** The issue is resolved and the system saves the conversation. | | | | | | | |
| **Non functional requirements** | | **Availability:** The chatbot must be up and running 24/7.  **Speed:** Chatbot automated responses should be generated under 10 seconds. | | | | | | | |
| **Postconditions** | | The query provided by customers is properly addressed. | | | | | | | |

| **UC Name** | | **Apply discount code to checkout page** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Summary** | | Allow customers to apply a discount code to their order in the checkout page. | | | | | | | |
| **Dependency** | | The customer must have at least one book in their shopping cart. | | | | | | | |
| **Actors** | | Customer | | | | | | | |
| **Preconditions** | | The customer must have a book in their shopping cart. | | | | | | | |
| **Description of the Main Sequence** | | **Step 1:** The user clicks on the shopping cart icon.  **Step 2:** Thesystem loads the shopping cart items and prompts the user to proceed to the checkout page.  **Step 3:** The customer navigates to the checkout page.  **Step 4:** The customer enters the discount code to the corresponding field.  **Step 5:** The system verifies if the code is valid, in that case the code is applied to the total order amount.  **Step 6:** The customer completes the purchase. | | | | | | | |
| **Description of the Alternative Sequence** | | **If the discount code is not valid :**   1. The system displays an error popup. 2. The customer can re enter their discount code, try a new one or proceed to the payment without a discount applied to their order. | | | | | | | |
| **Non functional requirements** | | **Performance:** The checkout process time should not be increased by dicround code verification.  **Validation:** Discount codes should be validated by the system efficiently and accurately. | | | | | | | |
| **Postconditions** | | If the code is valid, the appropriate discount should be applied to the order total. | | | | | | | |