Elaboration Part #1

Characters in the play:

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| Customer: Sarah |
| Browser: Chrome |
| Pharma Company: Johnson Pharmaceuticals (represented by Mike) |
| Shipping Personnel: Alice |
| Website: Health Fusion (represented by Jane) |
| Customer Support: Tom |
| Bank: jay |

ACT 1:

Sarah: search HealthFusion.com on Chrome

Chrome: result healthFusion.com create your account.

Sarah: Creates an account with HealthFusion and logs in to her account.

Jane: HealthFusion: Confirms identity of the customer with email and phone number.

(Scene: Sarah is sitting in front of her laptop, browsing through the HealthFusion website.)

Sarah: (speaking to herself) I need to order some vitamins for my parents. Let me check if HealthFusion has them in stock.

(Sarah clicks on the "Vitamins" category and selects the required items. She then proceeds to the checkout page.)

Sarah: (muttering) I hope they have enough stock. I don't want to wait for weeks for my order to arrive.

(Scene: Jane, representing HealthFusion website, is at her desk, monitoring the website's inventory levels.)

Jane: (to herself) Oh no, we are running low on Vitamin C. I need to inform Johnson Pharmaceuticals to update their inventory.

(Jane picks up the phone and dials Johnson Pharmaceuticals.)

Mike: (answering the phone) Hello, Johnson Pharmaceuticals, Mike speaking.

Jane: Hi Mike, this is Jane from HealthFusion. I am calling to inform you that we are running low on Vitamin C. Can you please update your inventory?

Mike: Sure, I will check and update the inventory immediately. Thanks for letting us know.

(Jane hangs up the phone.)

Sarah: completes her order, puts in payment information.

Jane: HealthFusion: Contacts jay about payment

jay: Confirm payment for sarah, and send an invoice to sarah and HealthFusion

Jane: HealthFusion: Order confirmed, email sent for order confirmation.

jay: sent a message to sarah to confirm payment.

ACT 2:

(Scene: Sarah has completed her order and is waiting for her package to arrive. Alice, the shipping personnel, is packing the items.)

Alice: (speaking to herself) Let me check if we have all the items in stock.

(Alice checks the inventory and proceeds to pack the items.)

Alice: (speaking to herself) All set. Let me print the shipping label and send this package out.

(Scene: Tom, the customer support representative, receives a call from Sarah.)

Tom: (answering the phone) Hi, this is Tom from HealthFusion customer support. How may I assist you?

Sarah: Hi, I recently placed an order for some vitamins and was wondering when I can expect my package to arrive.

Tom: Let me check that for you. (Typing on his computer) Your package was shipped earlier today and should arrive in 3-4 business days.

Sarah: Thank you for the update.

Tom: You're welcome. Is there anything else I can assist you with?

Sarah: No, that's all. Thank you.

Tom: Have a great day!

(Sarah hangs up the phone.)

THE END.

User case #1

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| customer | software | Notes |
| Sarah navigates to the HealthFusion website on her Chrome browser. |  | Going to website. |
|  | Customer login displayed |  |
| Sarah logs in to her HealthFusion account. |  |  |
| Sarah selects the "Vitamins" category and adds the required items to her cart. |  |  |
|  | Take patron to check out chart. |  |
| Sarah proceeds to the checkout page and enters her payment information. |  |  |
|  | The HealthFusion website contacts the bank (Usbank) to confirm payment. |  |
|  | The HealthFusion website confirms the order and sends an email with the order confirmation to Sarah. |  |
|  |  | The shipping personnel (Alice) packs the items and prints the shipping label. |
|  | Notifies sarah The package is shipped out for delivery. |  |
|  |  | Sarah receives the package in 3-4 business days. |

Rainy Day Scenario:

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| Action |
| 1 Sarah navigates to the HealthFusion website on her Chrome browser. |
| 2 Sarah logs in to her HealthFusion account. |
| 3 Sarah selects the "Vitamins" category and adds the required items to her cart. |
| 4 Sarah proceeds to the checkout page and enters her payment information. |
| 5 The HealthFusion website contacts the bank (USBank) to confirm payment. |
| 6 The bank declines the payment due to insufficient funds. |
| 7 The HealthFusion website informs Sarah that the payment was declined. |
| 8 Sarah tries to make the payment again, but is unsuccessful. |
| 9 Sarah contacts her bank to resolve the payment issue. |
| 10 Once the payment is confirmed, the HealthFusion website proceeds with the order confirmation and shipping. |