INDIVIDUAL ASSIGNEMENT- GAINT TIGER

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Section: SYD366 ZRA

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| Use Case Name | Sign up process | | |
| Triggering Event | Customer wants to register for a new account | | |
| Brief Description | Allows the customer to create a new account on website to access various features and services. | | |
| Actors | Customer | | |
| Preconditions | Customer has clicked Join Now button on the website | | |
| Post Conditions | Account is successfully created, and system securely stores the customer’s information | | |
| Flow of activities | Customer | | System |
|  | 1. | Requests to add a new user/customer | Prompt for First Name, Last Name, Email, confirm Email, signup offers preference and password |
|  | 2. | Enters First Name, Last Name, Email, password and selects signup offer preference | Validates customer information, encrypt password and prompt to proceed further |
|  | 3. | Enters Phone number and preferred store location | Creates a unique customer identifier,  and prompts to create GT account. |
|  | 4. | Create account and save customer information | Save the customer details. Returns to the home page, with logged in to the website |
| Assumptions | * Customer verified phone number. * Customer agreed to terms and conditions | | |
| Exception Conditions | * Customer chooses to cancel signing up | | |

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| Use Case Name | Create Order | | |
| Triggering Event | Customer has to purchase products | | |
| Brief Description | Allows the customer to purchase their products | | |
| Actors | Customer | | |
| Preconditions | Customer has opened the main menu/home page | | |
| Post Conditions | Order has been placed successfully and now can be queried | | |
| Flow of activities | Customer | | System |
|  | 1. | Request to add a new order. | Display the list of different departments and prompts for selection. |
|  | Loop | Chooses new department | Displays a list of departments and prompts for selection. |
|  | 2. | Selects the department. | Display the list of products categories and prompts for selection. |
|  | Loop | Chooses new product category | Displays a list of product categories, sorted by department, and prompts for selection. |
|  | 3. | Selects the product category. | Display the list of Product Types and prompts for its selection. |
|  | Loop | Chooses new product type | Displays a list of product types, sorted by product category, and prompts for selection. |
|  | 4. | Selects the Product type. | Displays a list of products including product name, price, description, and availability. Prompts to select size, colour and quantity. |
|  | Loop | Chooses new product | Displays a list of products, sorted by product type, and prompts for selection. |
|  | 5 | Selects the product,  Selects the size,  Selects the color,  Selects the quantity. | Verifies that size, color, and quantity were entered. Add products to cart and calculates extended price \* quantity. Calculates HST and update totals. Prompt for another Product. |
|  |  | Repeat above step until all products entered. | Prompts to select other product type. Prompts to confirm order. |
|  |  | Repeat steps 4-5 until all the products of different product type selected | Prompts to select another product category. Prompts to confirm order. |
|  |  | Repeat steps 3-5 until all the products from different product category selected | Prompts to select the other department. Prompts to confirm order. |
|  |  | Repeat steps 4-5 until all the products from different department selected | Prompts to confirm order. Proceed with checkout. |
|  | 6 | Chooses to save | Save the order. Return to main menu. |
| Assumptions | * Customer chooses the saved location which was there during signup time. * Customer had already linked their payment type and its details. | | |
| Exception Conditions | * Owner chooses to abort the process | | |

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**Process Documentation:**

Starting with signup process, assuming that customer is new to website and want to create an account to start shopping. Thus, the customer clicks on JOIN NOW and redirected to below page in which it prompts user to enter first name, last name, email address, signup offer preference and create password. Then prompts to proceed further.

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After entering required details and verification, now user is prompted to enter their phone number and preferred store location and prompted to create account. Thus, the account is created and users can start shopping.

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After completing sign up process, customers can selects departments to shop product.

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After selecting department, they have to select product category then product type.A screenshot of a computer

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Once user selected product type, they get list of products of that product type and selects size, color, quantity and can proceed to check out or can add new product from different section. A screenshot of a website

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**Reflection:**

I chose Giant Tiger's website for this assignment due to its popularity and relevance in the retail industry and its similarity with Linda’s holiday store case study. The website offers a wide range of products at competitive prices, making it an interesting subject for analysis. I appreciate the user-friendly interface and the ease of navigation on the website, which enhances the overall shopping experience. However, if I were the designer, I would focus on improving the website's signup functionality to help users set up account quickly and start accessing website services. I would like to convert sign up process into concise single step process so customer can efficiently setup their new account. Additionally, enhancing the mobile responsiveness and optimizing the checkout process would further streamline the user journey and drive customer satisfaction.