|  |  |
| --- | --- |
| **Use Case ID** | UC 4 |
| **Use Case Name** | Cancel Subscription |
| **Author Name** | Anshul Kumar |
| **Primary Actor** | Customer |
| **Actor’s Goal** | The actor wants to cancel their current subscription plan |
| **Business Value** | CRITICAL |

## Description

The actor clicks on cancel payment plan, which then prompts the user to try other plans which maybe cheaper. If the user denies, then cancel the payment plan.

## Main Success Scenario

|  |  |  |
| --- | --- | --- |
| **Step** | **Actor Action** | **System Response** |
| **1** | Clicks on cancel payment plan | Brings up page to cancel payment. Page contains other plan offerings. |
| **2** | Actor scrolls through plans | System awaits response from actor |
| **3** | Actor clicks on cancel subscription | System terminates renewal of actor’s subscription. Brings up confirmation page. |

## Alternative Success Scenario 1: Chooses Another Plan

**Trigger Condition**: Actor clicks on another plan to purchase instead of cancelling plan.

|  |  |  |
| --- | --- | --- |
| **Step** | **Actor Action** | **System Response** |
| **1** | Clicks on cancel payment plan | Brings up page to cancel payment. Page contains other plan offerings. |
| **2** | Actor scrolls through plans | System awaits response from actor |
| **3** | Actor clicks on a specific plan offered. | System transfers order information to payment system to handle the request. |

## Alternative Failure Scenario 2: Not in a Subscription Plan

**Trigger Condition**: Actor does not have a subscription plan and clicks cancel payment plan.

|  |  |  |
| --- | --- | --- |
| **Step** | **Actor Action** | **System Response** |
| **1** | Clicks on cancel payment plan | Looks for current subscription plan. Does not find current subscription plan and displays an error screen. |

|  |  |
| --- | --- |
| **Trigger Event** | The actor clicks on cancel subscription. |
| **Precondition** | * The user is logged in |
| **Frequency of Execution** | Depends on popularity of service. Assume 100 times/day |
| **Success Criteria (optional)** | The actor no longer has a subscription plan with the streaming service |
| **Development Cost** | AVERAGE |

## Discussion

This is a fairly straightforward process with fewer steps since the user should already have a subscription, so no payment information needs to be processed unless user wants another subscription.

## Issues / Risks

Need to transfer the payment information to the payment system securely.

## UML Activity Diagrams

Diagram

Description automatically generated