



Use Cases

1. Consumer Registration- This use case involves allowing new Consumers to create an account on the website by providing their personal information such as name, email, and address.
2. View Website/Products Products- This use case involves allowing Consumers to View Website/Products through the available products on the website and filter them by various criteria such as category, price range, and brand.
3. Add to Cart- This use case involves allowing Consumers to add products they are interested in purchasing to their shopping cart.
4. Checkout- This use case involves allowing Consumers to review their shopping cart, enter their payment and shipping information, and complete their purchase.
5. Order Tracking- This use case involves allowing Consumers to track the status of their orders, including shipping and delivery updates.
6. Product Reviews- This use case involves allowing Consumers to leave feedback and ratings for the products they have purchased.
7. Consumer Support- This use case involves providing Consumers with various forms of support, such as a help center, FAQs, and a contact form.

Actors

1. Consumer- A Consumer is an individual who interacts with the online shopping system to View Website/Products and purchase products.

2. Administrator- An administrator is a user who manages the online shopping system, such as updating product information, managing Consumer accounts, and monitoring sales.
3. Payment Gateway- A payment gateway is a third-party service that handles the processing of payments made by Consumers on the online shopping system.
4. Product Supplier- A product supplier is a third-party vendor that provides products to the online shopping system for sale to Consumers.

Relationships

1. Consumer Registration- **The Consumer actor** initiates the *Consumer Registration use case*.
2. View Website/Products Products- **The Consumer actor** initiates the *View Website/Products Products use case*. **The Product Supplier actor** may provide the products and related information for the use case.
3. Add to Cart- **The Consumer actor** initiates the *Add to Cart use case*.
4. Checkout- **The Consumer actor** initiates the *Checkout use case*. **The Payment Gateway actor** is involved in processing the payment made by the Consumer.
5. Order Tracking- **The Consumer actor** initiates the *Order Tracking use case*. The **Shipping Carrier actor** provides the shipping status information for the Consumer.
6. Product Reviews- **The Consumer actor** initiates the *Product Reviews use case*.
7. Consumer Support- **The Consumer actor** initiates the *Consumer Support use case*. **The Administrator actor** is involved in managing and responding to Consumer inquiries.