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| Use-case Number | UC-01 | |
| Use-Case Name | Create User | |
| Priority | High | |
| Actor | Admin | |
| Description | This use case describes how the system's administrator creates users. | |
| Precondition | None | |
| Post-condition | If the use case was successful, the staff member successfully adds to the user database. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. Actor is on the user registration page.  3. Actor fill the Frist Name, Last Name, Username, Password, Confirm Password, NIC Number, Email, Contact Number, Address and User Image.  4. Click the Insert User button | 2. System prompts user registration form to insert user data.  5. System checks current user data already in the system.  6. The new user successfully adds to the system.  7. System popup “New User Successfully Add”.  8. Redirect to insert user page  9. Use case Exit |
| Alternate course of Action | 5.1 If the system detects recommended fields are not filled system display “This field is mandatory” and returns to step 3.  5.2 System validates all fields are filled with the correct format. If not, the system displays necessary error messages.  5.3 If user details are already in the system display “This user already in the system” and return to step 3. | |

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| Use-case Number | UC-02 | |
| Use-Case Name | Create User Roles | |
| Priority | High | |
| Actor | Admin | |
| Description | This use case describes how Admin create the user roles and permissions. | |
| Precondition | None | |
| Post-condition | If the use case was successful, the new user role created with appropriate privileges. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. The Actor is on the user roles page.  3. Actor enter new user role name.  4. Select appropriate privileges to the selected user role with Appointments and Booking, Payments, Inventory Management, Warranty Management, Delivery Management, Invoice, Backup and system log, Item Troubleshoot, User management, and Report management.  5. Click “Create User Role” | 2. The system prompts a from to create new user role.  6. System check the inserted user role currently in the system.  7. System Display “User Role Create”.  8. Use case Exit |
| Alternate course of Action | 6.1 If user role already created system display “This user role already created” and return to step 3. | |

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| Use-case Number | UC-03 | |
| Use-Case Name | User Permissions | |
| Priority | High | |
| Actor | Admin | |
| Description | This use case describes how to create permissions for existing users. | |
| Precondition | Users are already registered in the system. | |
| Post-condition | If the use case was successful, the actor was successfully granted permission to the selected user. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. The Actor is on the Assign user roles page.  3. The Actor fills the search by user id field.  4. Clicks the search button.  7. Actor select the user role from change job role.  8. Clicks the button “Assign User Role”.  10. User decision | 2. The system promotes the form to create new user permissions.  5. The system verifies that enter user already in database.  6. System generate view of the search user details Username, Current User Role, Frist Name, Last Name, Email, Contact no, Address and Change job role.  9. System popup and display “Are you want to change this user role?”  11. System change the status of selected user regarding to the actor action.  12. Use case Exit |
| Alternate course of Action | 5.1 If the system detects the enter user id is not in the system. System display message call “Invalid User ID”.  11.1 User decides “Yes” the system change the role of the selected user. If user decides “No” System stay remain. | |

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| Use-case Number | UC-06 | |
| Use-Case Name | Genarate Reports | |
| Priority | High | |
| Actor | Store Manager | |
| Description | These use cases enable the organization's store manager to compile monthly reports on sales, inventory, and booking information. | |
| Precondition | The manager is interested in seeing the report. | |
| Post-condition | Create monthly report data | |
| Basic course of Action | **User Action** | **System Response** |
| 1. The Shop Manager wants to generate a report.  2. Actor click the reports in the navigation menu  4. The Manager then selects the month on the form and presses the “View Report” button. | 3. System prompts a form  5. The system checks to see if the field has been appropriately filled out.  6. The system displays report.  7. Usecase end |
| Alternate course of Action | 4.1 If the customer provides incorrect information, the system reverts to step 4 of the basic course of action. To re-fill an invalid or empty field.  6.1 If the information is empty or not found system goes to basic step 7 | |

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| Use-case Number | UC-07 | |
| Use-Case Name | Export Reports | |
| Priority | High | |
| Actor | Shop Manager | |
| Description | This use case describes how the Shop Manager export reports from the system. | |
| Precondition | UC-06 | |
| Post-condition | If the use case was successful, the actor is getting the ability to export the reports. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. The shop manager needs to export the reports.  2. Actor click the “Export” button to export the reports | 3. System creates the export query and export report as a CSV file.  4. Usecase exist |
| Alternate course of Action |  | |

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| Use-case Number | UC-08 | |
| Use-Case Name | Manage Inventory | |
| Priority | High | |
| Actor | Inventory Manager | |
| Description | This use case describes how to manage items in inventory | |
| Precondition | None | |
| Post-condition | If the use case was successful, the actor can add the product to the system and set it to sell to the customers. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. Actor clicks the “Insert New Items” button.  3. Actor fill the fields (Item Image, Category, Brand, Manufacturer, Model, SKU number, Insert variable specifications, stock, reorder level, regular price, sale price, sale end date, and Item name)  4. Actor click “Insert Item” | 2. System prompts the form to insert details to the actor.  5. System validates the item name already in the system.  6. System display massage “New Item Insert” |
| Alternate course of Action | 5.1. If an item is already inserted into the system display the popup message “This Item Already in the System” and redirect to the update item page. | |

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| Use-case Number | UC-09 | |
| Use-Case Name | Update Inventory | |
| Priority | High | |
| Actor | Shop Manager | |
| Description | This use case describes how the shop manager update the existing inventory | |
| Precondition | UC-08 | |
| Post-condition | If the use case is successful actor can update the existing item. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. Actor on all items page.  2. Actor clicks the “Update” button in the product table.  4. User fills the fields in UC-08 and clicks the “Update Item” button. | 3. System directs the user to update the item page and prompt from.  5. System updates the user inputs  6. System display message “Item Update”.  7. Usecase exists. |
| Alternate course of Action |  | |

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| Use-case Number | UC-12 | |
| Use-Case Name | Check Items | |
| Priority | High | |
| Actor | Customer | |
| Description | This use case describes how the customer check the items in the system | |
| Precondition | UC-08 | |
| Post-condition | If the use case was successful, the actor can check the items in the system. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. User in category page. 3. User can select the category (Processors, Ram, VGA, Motherboard, Power Supply, Casing, Storage, Monitors, and Audio) and click the “View Category” Button.  5. User Click “View Item” | 2. System display all available categories.  4. System navigate appropriate category page and list all available items.  6. System navigate to the individual item page and display (Item Name, Item Short Description, Price, Item Features with Details.)  7. Use Case Exist |
| Alternate course of Action |  | |

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| Use-case Number | UC-13 | |
| Use-Case Name | Order Items | |
| Priority | High | |
| Actor | Customer | |
| Description | This use case describes how the customer orders the items | |
| Precondition | UC-12 | |
| Post-condition | If the use case was successful, The Actor can complete ordering the items in the system. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. Actor click “Add to Cart” button  3. Actor clicks the “View Cart” button.  6. Actor clicks the “Checkout Order” button to check out the cart items.  8. User enter Frist Name, Last Name, Phone, Address Line 1, Address Line 2, City, Province, and ZIP and clicks “Pay Your Order”. | 2. System display message “Item Add to Cart” and display “View Cart” button.  4. System navigate to the cart page and show the cart items.  5. System Calculate Cart Totals  7. System Prompt a form to enter the delivery details.  9. System validates the user fields and navigates to the payment page.  10. Usecase exist |
| Alternate course of Action | 7.1 If user details are already logged in the system display “Frist Name, Last Name, Phone, Address Line 1, Address Line 2, City, Province, and ZIP”.  9.1 If the system detects recommended fields are not filled system display “This field is mandatory” and returns to step 8.  9.2 System validates all fields are filled with the correct format. If not, the system displays necessary error messages. | |

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| Use-case Number | UC-21 | |
| Use-Case Name | Troubleshooting Questioner | |
| Priority | High | |
| Actor | Technician | |
| Description | This use case describes how Technicians manage troubleshooting questionnaires. | |
| Precondition | None | |
| Post-condition | If the use case was successful, the actor can manage questions and answers in the troubleshooting module. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. Actor at the add questions page.  3. Actor adds/updates multiple questions related to the question category and question tag then clicks the “Update Question” button to submit the question to the system. | 2. system prompt the form to add Question and answers.  4. system recodes the data.  5. system displays the message “Successfully update your question” |
| Alternate course of Action | 4.1 system reminds to the actor select the category of question. | |

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| Use-case Number | UC-22 | |
| Use-Case Name | Suggest Troubleshoot Steps | |
| Priority | High | |
| Actor | Customer | |
| Description | This use case describes how to get help from a troubleshooting assistant. | |
| Precondition | UC-21 | |
| Post-condition | If the use case was successful, the actor can get the answer to fix or replace the defective item | |
| Basic course of Action | **User Action** | **System Response** |
| 1. Actor in troubleshoot item page.  2. User clicks virtual assistant to get support for the defective item.  4. user clicks the suggestion | 3. system prompts the suggestion related to the item category.  5. system view the solution regarding the user action.  6. system display buttons to request repair for the defective item, or claim warranty. |
| Alternate course of Action | 5.1 if the user doesn’t get the correct answer user can click the buttons shown in 6 | |