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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-04 | |
| Use-Case Name | Login | |
| Priority | High | |
| Actor | Admin, Shop Manager, Inventory Manager, Delivery Manager, Technician, Customer | |
| Description | This use case describes how Shop Staff and Customer to login into the System. | |
| Precondition | All actors are properly registered to the system. | |
| Post-condition | If the use case was successful, the actor is now logged into the system. If not, the system state is unchanged. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. The Actor is on the login page to login to the system.  3. The Actor enters username and password, click on a Login Button. | 2. The system promotes the Actor to enter Username and Password.  4. The system verifies that all the filled have been filled out and valid.  5. The system successfully logged in the system.  6. Use case Exit |
| Alternate course of Action | 4.1 If all fields are not filled out and not matched to the username and password the system notifies the actor a message “Invalid Username or Password” and then goes back or returns to step 3 of basic course of Action to enter again. | |

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| Use-case Number | UC-05 | |
| Use-Case Name | Forget Password | |
| Priority | High | |
| Actor | Customers | |
| Description | This use case describes how to recovery customer forgets password recovery. | |
| Precondition | UC-01 | |
| Post-condition | If the use case was successful, the actor is get a new password to log in to the system. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. User click the forgot password button.  3. User fill the username or email field to request forgot password and click “Reset Password”. | 2. System prompts forgot password form.  4. System validates the username or email the actor enter.  5. System sends the email to reset the password. |
| Alternate course of Action | 4.1 If the system does not validate the password with user credentials, the system display message “No User Found”. | |

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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-10 | |
| Use-Case Name | Customer Registration | |
| Priority | High | |
| Actor | Customer | |
| Description | This use case describes how customers register to the system. | |
| Precondition | None | |
| Post-condition | If the use case was successful, the profile of the actor was created. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. Actor on the customer registration page.  3. Actor enter the details of (Frist Name, Last Name, Username, Password, Confirm Password, Email, Contact Number, Address and User Image)  4. Click “Create Account” | 2. System Prompt the customer registration form.  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 Login 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-11 | |
| Use-Case Name | Backup System Data | |
| Priority | High | |
| Actor | Admin | |
| Description | This use case describes how to back up the data in the system | |
| Precondition | None | |
| Post-condition | If the use case was successful, the actor can backup the database. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. Actor in system backup page.  3. Actor selects the dates to take backup or selects the “Backup All Records” button. | 2. System prompt form to back up data.  4. System takes user action and creates MySQL file to download  5. Usecase Exist |
| Alternate course of Action | 4.1. System validate user enter dates and create necessary MySQL file  4.2 if no recodes find in the user input dates system displays the message “No Recodes Found”. | |

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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-14 | |
| Use-Case Name | Make Payments | |
| Priority | High | |
| Actor | Customer | |
| Description | This use case describes payment options for the customer | |
| Precondition | UC-13 | |
| Post-condition | If the use case was successful, the customer can select the payment method to place the order. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. User in payment page  3. Actor selects the payment options cash on delivery and clicks “Pay Now” | 2. System prompts total payment and payment options.  4. System recode the payment method and redirect to thank you page. |
| Alternate course of Action | 4.1 System Prompt All order details and payment method on thank you page. | |

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| Use-case Number | UC-15 | |
| Use-Case Name | Cash on Delivery | |
| Priority | High | |
| Actor | Dilivary Manager, Customer | |
| Description | This use case describes the customer selecting payment method cash on delivery. | |
| Precondition | UC-14 | |
| Post-condition | If the use case was successful, the customer can pay the order in cash on the delivery mechanism. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. Customer select payment options cash on delivery clicks “Pay Now”.  3. Dilivary manager check new orders on the order page.  5. Dilivary manager select individual order by clicking the “View Order” button | 2. System recode all payment details and shipping details of the customer.  4. System prompt order table.  6. System prompts the individual order details including Frist Name, Last Name, Phone, Address Line 1, Address Line 2, City, Province, and ZIP Code. |
| Alternate course of Action |  | |

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| Use-case Number | UC-16 | |
| Use-Case Name | Update Courier Details | |
| Priority | High | |
| Actor | Shop Manager | |
| Description | This use case describes how Shop Manager update the courier details of the individual order | |
| Precondition | UC-15 | |
| Post-condition | If the use case was successful, Shop Manager can change the order status and the customer can view all the courier details. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. Shop Manager at individual order page.  3. Shop Manager Update Courier Details including Courier Company Name, Tracking Number, and Tracking Url and Click the “Update Courier Details” button. | 2. The system prompts the order details including shipping details.  4. System validates the fields  5. System Display massage the “Courier Details Update”.  6. Use Case exists. |
| Alternate course of Action | 4.1 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-17 | |
| Use-Case Name | Check Items for PC Builder | |
| Priority | High | |
| Actor | Customer | |
| Description | This use case describes how the system assit the customer to build a PC | |
| Precondition | UC-08 / UC-13 / UC-14 / UC-15 | |
| Post-condition | If the use case was successful, customer can get fully compatible pc for their need. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. Customer at pc builder assistant page  3. Actor select the component box.  5. Actor select one item  8. Actor finished selecting items and Click “Add to Cart” button | 2. System prompts the selection componts (Processor, Motherboard, RAM, Case, Graphic Card, Power Supply, SSD, Nvme, HDD, Optical Drive) to the customer  4. System show the items releated to the category  6. System recode the details and find the best fit another items to next component.  7. After selecting item system calculate cart totals.  9. System start the UC-13 / UC-14 / UC-15 |
| Alternate course of Action | 4.1 CPU and Motherboard are mandatory to choose RAM.  4.2 Check the item in stock for purchasing.  6.1 Check the item specifications (Proccessor Speed, Motherboard Socket Capabilities, RAM and Motherboard Capabilities) and suggest the releated item.  7.1 Calculating cart totals when selecting new item. | |

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| Use-case Number | UC-18 | |
| Use-Case Name | Make Appointments for Claim Warranty | |
| Priority | High | |
| Actor | Customer | |
| Description | This use case describes how to claim warranty for purchased item. | |
| Precondition | Customer must be purchased item from store. | |
| Post-condition | If the use case was successful, the actor can make appointment to claim warranty | |
| Basic course of Action | **User Action** | **System Response** |
| 1. Customer in make appointment page.  4. Actor filled Describe Defect text area and seleact the time to make an appointment.  5. Customer click “Make An Appoiment ” | 2. System prompt the appoiment from to request appoiment and system fletch nessory data (Personal Details: Name, Email, Contact Number, Address and Defect Item Details: Item Name, Purchase Date, Reamaing Warranty Period) to make appointment.  3. System Show avalabile time slots for the customer to make the appoiment.  6. System recode the appoimnt and redirect to the appointments page and display messages “Your Appoiment is Created”. |
| Alternate course of Action | 3.1 System Show the time slots to 10.00 AM to 3.00PM in one hour time gap.  3.2 Users cant make an appoiments in Sundays.  6.1 System recode all data with appoiment date and time with details of the defect item. | |

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| Use-case Number | UC-19 | |
| Use-Case Name | Claim Warranty | |
| Priority | High | |
| Actor | Technician | |
| Description | This use case describes how the technician claim the warranty for defect itmes | |
| Precondition | UC - 18 | |
| Post-condition | If the use case was successful, customer can replace the item with warranty. | |
| Basic course of Action | **User Action** | **System Response** |
| 1.Technician in the warranty claim page  3. User click “View Defect” in single inquiry.  5. Actor click “Accept Job”. | 2. system fletch the all warranty request appoiments table.  4. System display all details captured from UC-18  6. System recode the response and redirect to warrant claim page. |
| Alternate course of Action | 6.1 System recode the response and generate alert to the user “Your Appoiment in Schedule”  6.2 Job is add to technician job list. | |

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| Use-case Number | UC-20 | |
| Use-Case Name | Job Listing | |
| Priority | High | |
| Actor | Technician | |
| Description | This use case describes how to mamange all of jobs appointed to the individual technician | |
| Precondition | UC – 19 / UC – 21 | |
| Post-condition | If the use case was successful, the actor is able to manage theire jobs with particular customers | |
| Basic course of Action | **User Action** | **System Response** |
| 1.Technician at the job listing page  3. Technical can update the status of the job.  4. Update the defect details of the item and click “Update” | 2. System prompt all the jobs are taken by the technician  5. System recode the changes of the job. |
| Alternate course of Action | 5.1 System make alert to the customer about the status of the job. | |

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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 | |

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| Use-case Number | UC-23 | |
| Use-Case Name | Request Rapier Inspection | |
| Priority | High | |
| Actor | Customer | |
| Description | This use case describes how to request a rapier inspection for a defective item | |
| Precondition | UC-22 | |
| Post-condition | If the use case was successful, the actor can make an appointment to meet the in-house shop technician to troubleshoot the defective item. | |
| Basic course of Action | **User Action** | **System Response** |
| 1. User in request repair page  3. User selects the Defective item name and fills in the brief detail of the defective item.  4. user selects the available time and date to take an inspection of the defective item.  5. user completes steps 3 and 4 then clicks the “Make Appointment” button. | 2. system prompts the form to fill in the necessary details and show available dates and time slots to take inspection.  6. system recodes the details and displays the message “Appointment Created”. |
| Alternate course of Action | 2.1 system shows available time slots of the appointments.  2.2 system only allows select items purchased from the store.  6.1 system only show available time slots and dates | |