Task 2 - Documentation

USE CASE SCENARIO – User Interaction with the application

SYSTEM	Retain Chain Mobile Application. Name of Application: E-reTail. Functionalities of Application: Online Shopping.
ACTOR	Customer/Mobile Application User.
GOAL	Browsing Products and Purchasing, Tracking Order.
PRECONDITONS	1. App Installation and Launched on the Device. 2. Registration on the Account or Access as a Guest. 3. Stable Internet Connection.
POSTCONDITONS	1.User finds desired products and places an order or adds them to their cart for later purchase. 2.User can view product details, including images, descriptions, and prices.
EXTENSIONS	If the app crashes or freezes due to some technical or other errors the user may need to relaunch it and repeat the browsing process.
USE CASE	A detailed description of the steps the user takes to achieve their goal, including interactions with the app features: 1.User opens the app. 2.User navigates to the "Browse" or "Shop" section. 3.User scrolls through product listings or applies filters to refine their search. 4.User taps on a product to view more details about the product. 5.User may add the product to their cart or continue browsing. 6.User repeats steps 3-5 until satisfied with their selections and then proceed to place the order. 7.User may choose to proceed to checkout or exit the app.

Use Case Scenario Document: Retain Chain Mobile Application

Project: Retail Chain Mobile Application Development

Client: E-reTail. (application name)

Date: 2024-02-17

Author: Prashant Changdeo Mungse

Version: 1.0

1. Introduction

This document outlines use case scenarios for a new E-commerce mobile app for , a retail chain with multiple stores across the country. The app aims to enhance customer experience by providing online browsing, product information, promotions, and purchasing capabilities.

2. Actors

- **Customer:** Uses the app to browse products, access promotions, and make purchases.

3. Use Cases

3.1 Browse Products

Scenario: A customer wants to browse the product catalog in the application

- **Steps:**
    - Customer launches the app and browses categories or uses the search bar to search the desired product.
    - Products are displayed with images, details and descriptions, prices, and availability information.
    - Customer can filter by category, brand, color, price and deals, size, customer review etc.
    - Customer can zoom in on product images, take a look at its different angle images (360˚) and read detailed descriptions.

- **Alternative Scenarios:**
    - Customer searches for a specific product using keywords, barcode scan, search by photo or camera option.
    - Customer views product reviews and ratings left by other customers and adds the item in the future Wishlist and exists the app.

- **Postconditions:** Customer has identified products of interest.

3.2 View Promotions and Offers

Scenario: A customer wants to see available promotions and discounts offered on the various products in the application

- **Steps:**
  - Customer navigates to the "Promotions" section of the app.
  - Current promotions are displayed, including details on eligibility and redemption methods.
  - Customer can filter promotions by category, brand, or above certain order limit offer
  - Customer can filter buy percentage discounts, BOGO, multi-buys.

- **Alternative Scenarios:**
  - Customer receives personalized promotion notifications based on their purchase history or preferences like having premium account.

- **Postconditions:** Customer knows about available promotions and can decide how to use them.

3.3 Make Purchase

Scenario: A customer wants to purchase a product they found in the app.

- **Steps:**
  - Customer adds the desired product(s) to their cart.
  - Customer selects a delivery or pickup option (if applicable).
  - Customer enters their shipping or billing information and chooses a payment method.
  - Customer reviews their order details and confirms the purchase.

- **Alternative Scenarios:**
  - Customer uses a saved payment method for faster checkout.
  - Customer applies a promotional code during checkout.
  - Customer chooses in-store pickup to avoid delivery charges.

- **Postconditions:** Customer receives an order confirmation and tracking information.

4. Additional Use Cases

- Manage account information and preferences.
- Track order history and status.
- Contact customer support for assistance.
- Scan in-store products for additional information or promotions to see if they are available in lesser prices or discounts on app.
- If user wants, they can leave product reviews and ratings.

5. Conclusion

This document provides a starting point for understanding user interactions with the proposed Retail Chain mobile application. Further analysis and refinement can made once the app gets launched based on specific client requirements, user research and user feedback or ratings.

USE CASE SCENARIO

User

User Registration/Login

Browse Catalog

Search Products

View Promotions

Add to Cart

Checkout

Track Order

Contact Customer Support