**Use Case Brief**

**Use Case Name:** Place Order

**Target Users:**

* Someone willing to get a broadband connection.

**Triggers:**

* The user indicates that he/she wants to purchase broadband connection.

**Pre-Condition:**

* Bot should collect following user details,
  + First Name
  + Last Name
  + House #
  + Street Name
  + City
  + State
  + Zip code
  + E-Mail
* Also provide choices for the user to select “Broadband Speed” and “Type of Installation”.

**Post-Condition:**

* The user will have a tracking ID for the order.
* The user will know the estimated delivery date for the order.

**Main Flow:**

* Once the user initiated the chat, System should do the greeting and provide the responsibility of the system itself.
* If the user indicates that he/she wants to purchase broadband connection.
* The system should take control over the conversation and collect the user details which mentioned in the pre-condition one by one and also ensures that the user entering the valid input.
* Provide choices for selecting
  + Broadband speed – 100MB or 1GB
  + Type of Installation – Self or Professional
* The system will indicate to the user that the order has been placed.
* The system will present the estimated delivery date and Tracking ID to the user.

**Additional Features:**

* While the user provided the wrong input, System should able to ask for same question again and able to continue the flow.
* System should able to stops the conversation whenever user wants to stop placing an order.