Problem Analysis and Software Design WBCS16000

Potential users and user wishes for **The AuctionHouse™**

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Potential users:

- Sellers (item owners):
    - Private individuals or merchants that desire to offer a good;
    - Refurbishing companies;
    - Debt collectors etc.
- Buyers:
    - Individual (physical) customers:
        - New/regular customers;
        - Big/small customers.
    - Item collectors;
    - Junk dealer;
    - Juridical persons or organizations (e.g. museums interested in only items belonging to a specific category) etc.
- Viewers (who are so far interested in only browsing the lists of offers);
- System administrators;
- Staff members:
    - Owner;
    - Stockroom administrators;
    - Purchasing agents;
    - Cashier etc.
- Authorized police representatives etc.

Potential user stories:

As a **seller**, I want to:

- <u>Create</u> an offer of a good with or without specifying a desired minimum price;
- <u>See</u> the answer to my offer after it is processed (declined, counter-offered or accepted);
- <u>View</u> the current status of my accepted items and the auctions I should undertake or expect depending on it:
    - Retrieve my money if the item was sold;
    - If the item was not sold <u>update</u> with one of the following options:
        - Accept the second auction proposal if it participated in only one auction;
        - Decline the second auction proposal;
        - Collect the item;
        - Leave the item at the auction house.
- <u>Delete</u> an offer;
- <u>View</u> when (at least approximately) the status of my items will be changed (the time of the auction at which they will be exposed);

- Create a conversation with the Auction House representatives etc.

As a **buyer**, I want to:

- View the date, time, place and the theme (if any) of the next auction;
- View the list of items that will be on offer at the next auction (including their individual details, desirable a preview picture, and the minimum price, if available);
- Create a reservation for a seat at the next auction;

As a **big customer**, I want, beside the wishes of a simple buyer, to:

- Enter my debit details and digitally sign an IOU bond.

As a **regular customer**, I want, beside the wishes of a simple buyer, to:

- Receive the list of items that will be on offer at the next auction on email as well;

As a **junk dealer**, I want to:

- View the list of items that the Auction House is not interested in offering anymore and is looking forward to selling at a lower price;

As a **viewer**, I want to:

- View the list of items that will be on offer at the next auction without being forced to register or disturbed with any other intermediate procedure;

As a **staff member**, I want to:
- Log in the system with my credentials;
- View the tasks I must fulfil;

As a **stockroom administrator**, I want, beside the wishes of a simple staff member, to:

- Adapt the digital information about the goods in accordance with their current state of affairs in the stockroom (namely to modify or add new items – their number, type, description; whether an specific item possess antiquarian value, minimum price the owner is willing to accept, date when brought in, name and address of the owner and an identification (to prevent receiving of stolen goods), planned auction date, distinguishing feature etc.). Moreover, also assign a unique code for the purpose of identification to each item;
- Update the list of goods that is offered to the police;

As a **purchasing agent**, I want, beside the wishes of a simple staff member, to:

- Accept, counter-offer or decline sellers offers and therefore update the status of their offer;
- Assess whichever goods have a good potential to be sold again (update the status of individual items)

As a **cashier**, I want, beside the wishes of a simple staff member, to:

- Login in to an individual cash register environment;
- Enter each purchase and the relevant info into a data base;

As an **owner**, I want the wishes of all subclasses of staff members.

As an **authorized police representative**, I want to:

- View a list of all goods, including their relevant description and unique code, in circulation within the Auction House.

Potential user wishes:

Add/update/delete/retrieve information on:

- Sellers and their offers;
- Individual items and goods;
- Buyers;
- Auctions (place, time, date, theme, seats, viewings etc.);
- The status of an offer;
- The status of a payment etc.