

E-Commerce Website - Use Case Tables

Use Case 1: Register an Account

Use Case Name	Register an Account	Unique ID: UC RA 001
Actors	Customer , Admin	
Area	Authentication, Management account	
Stakeholder	Customer , Admin	
Level	Blue	
Description	Allows a new user to create an account by providing email, password, and personal info.	
Triggering Event	User visits the website and clicks "Register".	
Trigger type	External	
Main Path	Information for steps	
1. User clicks 'Register' 2. Enters info 3. Submits form 4. System validates and stores data 5. Account is created	1. Registration Page 2. Email, Password, Personal Info 3. Submit action 4. Validation Rules 5. User Database	
Alternate Flow	Email already used -> show error	
Pre-conditions	User is not logged in	
Post-conditions	Account created and optionally logged in	
Assumptions	User has internet access and a valid email	
Success Guarantee	Account successfully created and stored in the database	
Minimum Guarantee	System shows error if registration fails	
Requirements Met	Allow new users to register securely	
Outstanding Issues	Handle weak passwords and invalid emails	
Priority	High	
Risk	Medium	

E-Commerce Website - Use Case Tables

Use Case 2: Login

Use Case Name	Login	Unique ID: UC LOG 002
Area	User Authentication	
Actor	Customer , Admin , Seller	
Stakeholder	Customer , Admin , Seller	
Level	Blue	
Description	Authenticates a user using email and password.	
Triggering Event	User enters credentials on login form	
Trigger Type	External	
Main path	Information for steps	
1. User enters email and password. 2. User clicks 'Login'. 3. System validates credentials. 4. If valid, access is granted.	1. Login Form 2. Submit action 3. Submit action 4. User Session Created	
Alternate Flow	Invalid credentials -> error message	
Pre-conditions	Account must exist	
Post-conditions	User is logged in	
Assumptions	User has registered with correct credentials.	
Success Guarantee	User logs in successfully and is redirected	
Minimum Guarantee	System denies access and show an errors	
Requirements Met	Secure login for existing users	
Outstanding Issues	Account locked scenarios, brute-force protection	
Priority	High	
Risk	Medium	

E-Commerce Website - Use Case Tables

Use Case 3: Browse Products

Use Case Name	Browse Products	Unique ID: UC BR 003
Area	Shopping , product Discovery	
Actor	Customer	
Stakeholder	Customer , Admin , Seller	
Level	Blue	
Description	User browses product listings by category or using search filters.	
Triggering Event	User visits product catalog page or uses search/filter options.	
Trigger Type	External	
Main path	Information for steps	
<ol style="list-style-type: none">1. User visits product page2. Applies filters or uses search bar3. Views the list of matching products	<ol style="list-style-type: none">1. Product Catalog Page2. Filter Options, Search Input3. Product Grid/List View	
Alternate Flow	No products found → Show empty result state with suggestions	
Pre-conditions	User is on the site or app (logged in or guest)	
Post-conditions	Matching products are displayed to the user	
Assumptions	Product listings are already in the system and searchable	
Success Guarantee	User sees at least some product listings	
Minimum Guarantee	System shows empty result message with fallback options	
Requirements Met	Allow customers to browse products using categories, filters, or search	
Outstanding Issues	Handle performance during large queries or slow network	
Priority	High	
Risk	Low	

E-Commerce Website - Use Case Tables

Use Case 4: Add Product to Cart

Use Case Name	Add product to cart	Unique ID: UC ADC 004
Area	Shopping cart	
Actor	Customer	
Stakeholder	Customer , Seller	
Level	Blue	
Description	Allows a customer to add selected products to their shopping cart.	
Triggering Event	Customer clicks "Add to Cart" on a product page.	
Trigger Type	External	
Main path	Information for steps	
1. Customer views a product. 2. Selects product options (size, color) 3. Clicks "Add to Cart" button 4. System validates product availability 5. Product is added to cart	1. Product Details Page 2. Product Variants 3. UI Button, Event Trigger 4. Stock Validation 5. Shopping Cart Session	
Alternate Flow	Product out of stock → Show error message and disable Add to Cart	
Pre-conditions	Customer is viewing a product that is in stock	
Post-conditions	Product is stored in the shopping cart session	
Assumptions	Product exists, is in stock, and the user is active on the session	
Success Guarantee	Product is added to cart and ready for checkout	
Minimum Guarantee	System displays an error if addition fails	
Requirements Met	Enable customers to build a cart before checkout	
Outstanding Issues	Ensure proper handling of multiple options (size/color)	
Priority	High	
Risk	Low	

E-Commerce Website - Use Case Tables

Use Case 5: Remove Product from Cart

Use Case Name	Remove Product from Cart	Unique ID: UC RPC 005
Area	Shopping cart	
Actor	Customer	
Stakeholder	Customer	
Level	Blue	
Description	Allows a customer to remove a selected product from their shopping cart	
Triggering Event	Customer clicks "Remove" on an item in the cart	
Trigger Type	External	
Main path	Information for steps	
1. Customer opens the cart 2. Selects the product to remove 3. Clicks "Remove" or trash icon 4. System updates the cart 5. Product is no longer in the cart	1. Shopping Cart Page 2. Product Line Item 3. UI Action Button 4. Session/DB Update 5. Refreshed Cart View	
Alternate Flow	Product not found in cart → Show error or refresh cart	
Pre-conditions	Product must already be in the cart	
Post-conditions	Cart is updated and product is removed	
Assumptions	Cart session is active and synced with database	
Success Guarantee	Product is removed and the cart reflects the change	
Minimum Guarantee	System attempts removal or displays a message if it fails	
Requirements Met	Enable users to manage their cart contents freely	
Outstanding Issues	Handle edge cases where cart is not synced or expired	
Priority	Medium	
Risk	Low	

E-Commerce Website - Use Case Tables

Use Case 6: Checkout and Payment

Use Case Name	Checkout and Payment	Unique ID: UC CHECK 006
Area	Checkout, Orders	
Actor	Customer, Payment Gateway	
Stakeholder	Customer, Seller, Admin	
Level	Blue	
Description	Finalizes the order and processes payment using a selected method	
Triggering Event	Customer clicks "Checkout" and proceeds to payment	
Trigger Type	External	
Main path	Information for steps	
1. Customer reviews items in cart 2. Enters or selects shipping address 3. Chooses payment method 4. Confirms and submits order 5. System processes the payment 6. Order is placed and confirmation shown	1. Shopping Cart Page 2. Address Form 3. Payment Options (Card, Wallet) 4. Submit Order Button 5. Payment Gateway API 6. Order Summary Page, Email Receipt	
Alternate Flow	Payment fails → Show error and allow retry or change payment method	
Pre-conditions	Customer must be logged in and cart must contain items	
Post-conditions	Order is recorded and payment confirmation is generated	
Assumptions	Payment gateway is functional and customer has sufficient funds	
Success Guarantee	Order is placed, payment is confirmed, and receipt is issued	
Minimum Guarantee	User is notified of failure and given a retry option	
Requirements Met	Enable secure and complete checkout and payment flow	
Outstanding Issues	Handle edge cases like session timeout or duplicate charges	
Priority	High	
Risk	Medium	

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Use Case 7: Manage Account

Use Case Name	Manage Account	Unique ID : UC MA 007
Area	User Profile, Account Settings	
Actor	Customer	
Stakeholder	Customer	
Level	Blue	
Description	Allows the customer to update personal information or change their password	
Triggering Event	Customer navigates to the settings or profile section	
Trigger Type	External	
Main path	Information for steps	
1. Customer logs in and opens settings 2. Views current profile information 3. Updates fields (name, email, password, etc.) 4. Clicks "Save Changes" 5. System validates and saves the updated data	1. User Profile Menu 2. Settings Page 3. Editable Fields 4. Submit Button 5. Database Update	
Alternate Flow	Password mismatch → Show error message and request confirmation again	
Pre-conditions	User must be logged in	
Post-conditions	Updated account information is saved and reflected	
Assumptions	Valid session and inputs; customer knows old password (if changing it)	
Success Guarantee	User details are updated and confirmed with success message	
Minimum Guarantee	System prevents invalid or incomplete updates	
Requirements Met	Allow customers to securely manage and update their profile	
Outstanding Issues	Handle expired sessions or invalid inputs gracefully	
Priority	Medium	
Risk	Low	

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Use Case 8: Contact Support

Use Case Name	Contact Support	Unique ID : UC CS 008
Area	Support, Communication	
Actor	Customer, Support Agent	
Stakeholder	Customer, Admin	
Level	Blue	
Description	Allows customers to send messages or create support tickets to get help from support agents	
Triggering Event	Customer opens the contact page or help section	
Trigger Type	External	
Main path	Information for steps	
1. Customer navigates to the "Contact Us" page 2. Fills in required fields (name, email, message) 3. Clicks "Submit" 4. System forwards the request to support agents 5. Confirmation message is shown	1. Help/Support Menu 2. Support Form 3. Submit Button 4. Ticket System 5. Success Message or Email Notification	
Alternate Flow	Required fields missing → Show error message and highlight missing input	
Pre-conditions	User must access the contact page (login optional)	
Post-conditions	Support team receives the request and may follow up	
Assumptions	System is connected to a support inbox or ticketing tool	
Success Guarantee	Message is successfully received by the support team	
Minimum Guarantee	User receives a notice if message was not sent	
Requirements Met	Allow users to get assistance or report issues	
Outstanding Issues	Ticket delivery failures due to server or email issues	
Priority	Medium	
Risk	Low	

E-Commerce Website - Use Case Tables

Use Case 9: Place Order

Use Case Name	Place Order	Unique ID : UC PO 009
Area	Checkout, Orders	
Actor	Customer	
Stakeholder	Customer, Seller, Admin	
Level	Blue	
Description	Customer confirms the cart contents, selects shipping and payment options, and places the order	
Triggering Event	Customer clicks “Place Order” at the end of checkout	
Trigger Type	External	
Main path	Information for steps	
1. Customer reviews cart contents 2. Selects delivery/shipping address 3. Chooses payment method 4. Confirms the order 5. System generates order ID and records order	1. Cart Summary Page 2. Address Selection 3. Payment Method Options 4. Confirm Order Button 5. Order Database, Confirmation Screen	
Alternate Flow	Payment fails → Allow user to retry or change payment method	
Pre-conditions	Customer must be logged in and have items in the cart	
Post-conditions	Order is placed and confirmation is displayed/sent	
Assumptions	Customer completed all necessary checkout steps	
Success Guarantee	Order is successfully placed and visible in order history	
Minimum Guarantee	System prevents order placement and shows error if an issue occurs	
Requirements Met	Allow customers to finalize purchases and track orders	
Outstanding Issues	Order failure during confirmation due to system/network errors	
Priority	High	
Risk	Medium	

E-Commerce Website - Use Case Tables

Use Case 11: Cancel Order

Use Case Name	Cancel Order	Unique ID : UC CO 010
Area	Orders, Post-Purchase	
Actor	Customer	
Stakeholder	Customer, Seller, Admin	
Level	Blue	
Description	Allows the customer to cancel an order before it is shipped	
Triggering Event	Customer opens their order history and selects "Cancel Order"	
Trigger Type	External	
Main path	Information for steps	
1. Customer navigates to "My Orders" 2. Selects an order eligible for cancellation 3. Clicks on "Cancel Order" 4. System checks the order status 5. If eligible, order is canceled and status is updated	1. Order History Page 2. Order Status: Not Shipped 3. Cancel Button 4. Order Validation 5. Database Update, Notification Sent	
Alternate Flow	Order already shipped → Show message: "Cannot cancel, try return after delivery"	
Pre-conditions	Order must not have been shipped yet	
Post-conditions	Order status is updated to "Canceled" and no longer processed for shipping	
Assumptions	Order exists, belongs to the customer, and is eligible for cancellation	
Success Guarantee	Order is canceled and reflected in the system	
Minimum Guarantee	Customer is notified if cancellation is not possible	
Requirements Met	Allow customers to stop order processing before shipment	
Outstanding Issues	Conflicts if order is in mid-transition between pending and shipped	
Priority	High	
Risk	Medium	

E-Commerce Website - Use Case Tables

Use Case: Admin - Manage Users & Products

Use Case Name	Admin - Manage Users & Products	Unique ID:UC MU 011
Area	Admin Dashboard, Management	
Actor	Admin	
Stakeholder	Admin, Business Owner	
Level	Blue	
Description	Enables admin to manage user accounts, add/edit/remove products, and generate system reports	
Triggering Event	Admin logs in and accesses the admin dashboard”.	
Trigger Type	External	
Main path	Information for steps	
1.Admin logs into the system 2.Navigates to the admin dashboard 3.Views list of users, products, and orders 4.Adds/updates/removes product details 5.Manages user accounts (edit, delete, view) 6.Generates reports for activity, sales, or inventory	1.Admin Login Page 2.Dashboard Interface 3. Overview Panels 4.Product Management Tools 5.User Management Section 6.Report Generator	
Alternate Flow	Unauthorized action → System blocks and logs unauthorized attempt	
Pre-conditions	Admin must be authenticated and authorized	
Post-conditions	System data is updated (products, users, reports)	
Assumptions	Admin has full access and permissions	
Success Guarantee	Admin successfully updates users/products and generates reports	
Minimum Guarantee	System prevents unauthorized edits and logs errors	
Requirements Met	Allow centralized management of the platform by the admin	
Outstanding Issues	Sensitive operations require proper logging and access control	
Priority	High	
Risk	High	

E-Commerce Website - Use Case Tables

Use Case: Seller - Manage Inventory

Use Case Name	Seller - Manage Inventory	Unique ID:UC SMI 012
Area	Inventory, Product Management	
Actor	Seller , Admin	
Stakeholder	Admin, Business Owner	
Level	Blue	
Description	Allows sellers to add, update, or remove their product listings, including prices and stock levels	
Triggering Event	Seller logs in and opens their inventory dashboard	
Trigger Type	External	
Main path	Information for steps	
<ol style="list-style-type: none">1. Seller logs into the system2. Navigates to inventory dashboard3. Views list of current product listings4. Adds new products or edits existing ones5. Saves the changes6. System confirms the update and reflects changes	<ol style="list-style-type: none">1. Seller Login Page2. Seller Dashboard3. Product Table/List4. Product Form (title, image, price, quantity)5. Submit Button → Database Update6. Confirmation Message, Updated Listings	
Alternate Flow	Invalid product info (missing price or name) → Show error and prevent save	
Pre-conditions	Seller must be authenticated and have access to their product list	
Post-conditions	Inventory is updated and synced with the system	
Assumptions	Product data meets validation rules (name, stock, price)	
Success Guarantee	Changes appear instantly in seller's catalog and customer view	
Minimum Guarantee	System prevents incorrect entries and provides feedback	
Requirements Met	Enable sellers to manage their listings effectively	
Outstanding Issues	Image upload or stock sync failures due to network or validation issues	
Priority	High	
Risk	Medium	

E-Commerce Website - Use Case Tables

Use Case: Seller - View Sales Reports

Use Case Name	Seller - View Sales Reports	Unique ID: UC SVSR 013
Area	Sales Analytics, Reporting	
Actor	Seller	
Stakeholder	Seller	
Level	Blue	
Description	Allows the seller to access and view reports summarizing their sales performance	
Triggering Event	Seller logs in and opens the reports section	
Trigger Type	External	
Main path	Information for steps	
<ol style="list-style-type: none">1. Seller logs into the system2. Navigates to the “Reports” section3. Selects the desired date range or filters4. System fetches and displays sales reports5. Seller views or downloads the report	<ol style="list-style-type: none">1. Seller Login Page2. Dashboard Menu3. Date Picker, Filter Controls4. Sales Report Table/Chart5. Export/Download Button	
Alternate Flow	No sales data available → Show empty report message with suggestion to adjust filters	
Pre-conditions	Seller must be logged in and have at least one completed order	
Post-conditions	Sales report is displayed or exported for offline use	
Assumptions	Sales data is stored, and analytics module is functioning	
Success Guarantee	Seller accesses clear, summarized data about their performance	
Minimum Guarantee	Seller sees a message indicating no data is available for the selected range	
Requirements Met	Allow sellers to track their business metrics over time	
Outstanding Issues	Report generation delay or export failures under high load	
Priority	Medium	
Risk	Low	

E-Commerce Website - Use Case Tables

Home Signup Login


Log-in

✉ Your email


🔒 Your password

Sign-up

My Cart Review




3



iphone

\$699.00


Add to cart



Samsung V54

\$499.00


Add to cart



Samsung Ultra

\$999.00

Add to cart




iPhone 16 Plus Pink

\$1299.00


Add to cart


my cart



Samsung V54


\$499.00






Samsung Ultra


\$999.00





iPhone 16 Plus Pink

\$1299.00



Total

\$2797.00

My Cart Review



iphone

\$699.00

Add to cart



Samsung V54

\$499.00

Add to cart



Samsung Ultra

\$999.00

Add to cart



iPhone 16 Plus Pink

\$1299.00

Add to cart

my cart


your cart is empty

Total \$.00

E-Commerce Website - Use Case Tables


[Home](#) [Sign Up](#)

Sign up




Safety

Lorem ipsum, dolor sit amet consectetur adipisicing elit. Accusantium, minima? Maxime temporibus eius illo, cumque dolorum nam ad sit quos magni est tempora ex quaerat fugiat illum odit a dicta?




Technology

Lorem ipsum, dolor sit amet consectetur adipisicing elit. Accusantium, minima? Maxime temporibus eius illo, cumque dolorum nam ad sit quos magni est tempora ex quaerat fugiat illum odit a dicta?




Finance


Lorem ipsum, dolor sit amet consectetur adipisicing elit. Accusantium, minima? Maxime temporibus eius illo, cumque dolorum nam ad sit quos magni est tempora ex quaerat fugiat illum odit a dicta?



Your name



Your email



Your password

Sign-up

Categories

Laptop



Search



Laptops

43



Smartphone

32



Tablet

18



Headphones

37



Camera

15

bestseller

This is news title

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

READ MORE



Bestsellers

Top offers

Best rated



Cardholder Name

Card Number

MM/YY

CVV ?


Total	\$267.50
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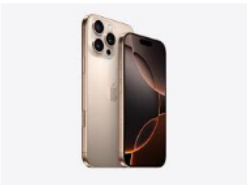
Cancel

Pay


E-Commerce Website - Use Case Tables

My Cart Review


3




iphone
\$699.00
Add to cart



Samsung V54
\$499.00
Add to cart







Samsung Ultra
\$999.00
Add to cart





iPhone 16 Plus
Pink
\$1299.00
Add to cart

my cart

iphone \$699.00

iphone \$699.00

Samsung V54 \$499.00

Total\$1897.00

Make Payment



Product 2
\$75

Add to Cart



Product 3
\$100

Add to Cart

Get connected with us on social networks!

HOME CLICK

Here you can find the best device with the best price. Do not hesitate and start searching for what you want

USEFUL LINKS









Cart
Categories

CONTACT

Cairo, Egypt
info@example.com
+01 000 000 00

Categories

Admin Dashboard			
CATEGORIES			
PRODUCTS			
ORDERS			
CUSTOMERS			
PROMOTIONS			
E-MAIL			
LOGOUT			

Categories			Add New
NAME	COVER PHOTO	ACTIONS	
Accessories		+ - x	
Shoes		+ - x	
Watches		+ - x	
Dresses		+ - x	
Handbags		+ - x	
Jewelry		+ - x	
Men		+ - x	
Kids		+ - x	

Showing 10 of 10 results

Page 1 of 1: Go to page Show 10

E-Commerce Website - Use Case Tables


Admin Dashboard

- CATEGORIES
- PRODUCTS
- ORDERS
- CUSTOMERS
- PUSH NOTIFICATIONS
- E-MAIL
- LOGOUT

Shoes

Name

Cover Photo



Choose File

No file chosen

Save category

Admin Dashboard


- CATEGORIES
- PRODUCTS
- ORDERS
- CUSTOMERS
- PUSH NOTIFICATIONS
- E-MAIL
- LOGOUT

Shoes [Edit](#)

Name

Shoes





















Cover Photo



E-Commerce Website - Use Case Tables

Orders

Admin Dashboard							
CATEGORIES							
PRODUCTS							
ORDERS							
CUSTOMERS							
PUSH NOTIFICATIONS							
E-MAIL							
LOGOUT							

Orders							
Add New							
ORDER ID	SHIPPING ADDRESS	PRODUCTS	TOTAL PRICE	DATE	CUSTOMER	STATUS	ACTIONS
NM13brpXaTbztABH4Dou	123 Market St San Francisco 94107	• Working Out On You Lace Teddy Boyshort x 1	16	2020-09-03	aaaa	Order Placed	 
N6OnwsgWEqJMZpWdCR		• Boss Mode Blazer x 1	255.94	2019-08-16	John	Order Placed	 
swuJGOY64xzUeardn6		• Parkbender Gazer x 1 M • Boss Mode Blazer x 6 #FFFF X5		2019-08-02		Order Placed	 
kT2LSJSAU6HSHnHLZv1		• Gena White Sandals x 1	79.00	2020-12-21	Yury	Order Placed	 
UICotWyeqkUJZKxRfM		• Available in Black, Rose, Red, Royal, And Off White. x 2 #FFFF 5		2019-05-24		Order Placed	 
h168MdyUpu8xixf3		• Don't Tell A Boss Modest Blazer x 5 • Don't Tell A Boss Modest Blazer x 2	129.5	2019-08-16		Order Placed	 
7WECJw7dmolAZwCE2vp		• PONA BLACK NUBUCK ESPADRILLE WEDGES x 1 • Gena White Sandals x 1	188.00	2020-12-17	Yury	Order Placed	 
EVok2azYGLqLQrOMjpm		• Floral Blazer x 1 #FFFF X5		2019-05-28		Order Placed	 
EDOpDgc7MEicCA1bdCva	West Road Charlotte 28w334	• Kate Ruched Tube Top - Rose x 1	12.99	2019-08-27		Order Placed	 
Qj99dcahthH4J5Y24fo		• PONA BLACK NUBUCK ESPADRILLE WEDGES x 1	119	2019-08-18		Order Placed	 
Showing 10 of 104 results							
Page 1 of 11 Go to page: <input type="text" value="1"/> (Show 10)							

Push Notifications

Admin Dashboard	
USERS	
SWIPES	
REPORTS	
SUBSCRIPTIONS	
PUSH NOTIFICATIONS	
E-MAIL	
LOGOUT	

Send push notification	
Title	<input type="text"/>
Message	<input type="text"/>
Icon	<input type="button" value="Choose File"/> No file chosen
<input type="button" value="Send notification to all users"/>	

E-Commerce Website - Use Case Tables

E-mails

Admin Dashboard

USERS

SWIPES

REPORTS

SUBSCRIPTIONS

PUSH NOTIFICATIONS

E-MAIL

LOGOUT

Send e-mail

From

Subject

Editor

H1H2H3H4H5H6BBIULSOLITRTA

B

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A

P

Welcome to our app

Hey there, welcome here

Text

Rich Text Editor

Send e-mail to all users

Save template

Templates

Add New


TITLE	DESCRIPTION	HTML	PHOTOS	ACTIONS
First Template	The first saved template	<h1>Saved template</h1></blockquote><div style="border-left: 5px solid #eee; color: #666; font-family: Helvetica, Georgia, serif; font-style: italic; margin: 10px 0; padding: 10px 20px"&>This is a saved template</div></div>		<div><div></div><div></div><div></div><div></div></div>
Testing	Just a test	<html> <p> testing </p> </html>		<div><div></div><div></div><div></div><div></div></div>
Test	Description	<html> </html>		<div><div></div><div></div><div></div><div></div></div>





Showing 3 of 3 results

Page 1 of 1 | Go to page: 1 | Show 10

GadgetOne

Home All products Categories Account Cart (1)





Iphone 15 Pro Max 512GB

iPhone 15 Pro Max. Forged in titanium and featuring the groundbreaking A17 Pro chip, a customizable Action button, and the most powerful iPhone camera system ever.

\$1880

Add to Cart

Reviews

Add review

☆☆☆☆☆

Title

Was it good? Pros? Cons?

Submit your review

All reviews

☆☆☆☆☆

2024-01-02 01:34:34

Premium Feels

This new iPhone 15 is very premium and I feel why it is top level.

☆☆☆☆☆

2024-01-02 00:50:46

Worth the Price


Good camera, powerful processor and many features unlike the others.

E-Commerce Website - Use Case Tables

GadgetOne

HomeAll productsCategoriesAccountCart (1)

Cart

PRODUCT	QUANTITY	PRICE
<div><div></div><div>Razer BlackShark V2 X</div></div>	<div>-1+</div>	\$40
Products		\$40
Shipping		\$5
Total		\$45

Order information

Name

Email

City

Postal Code

Street Address

Country

Continue to payment