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**	
1. User visits product page 2. Applies filters or uses search bar 3. Views the list of matching products	1. Product Catalog Page 2. Filter Options, Search Input 3. 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	

E-Commerce Website - Use Case Tables

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	

E-Commerce Website - Use Case Tables

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

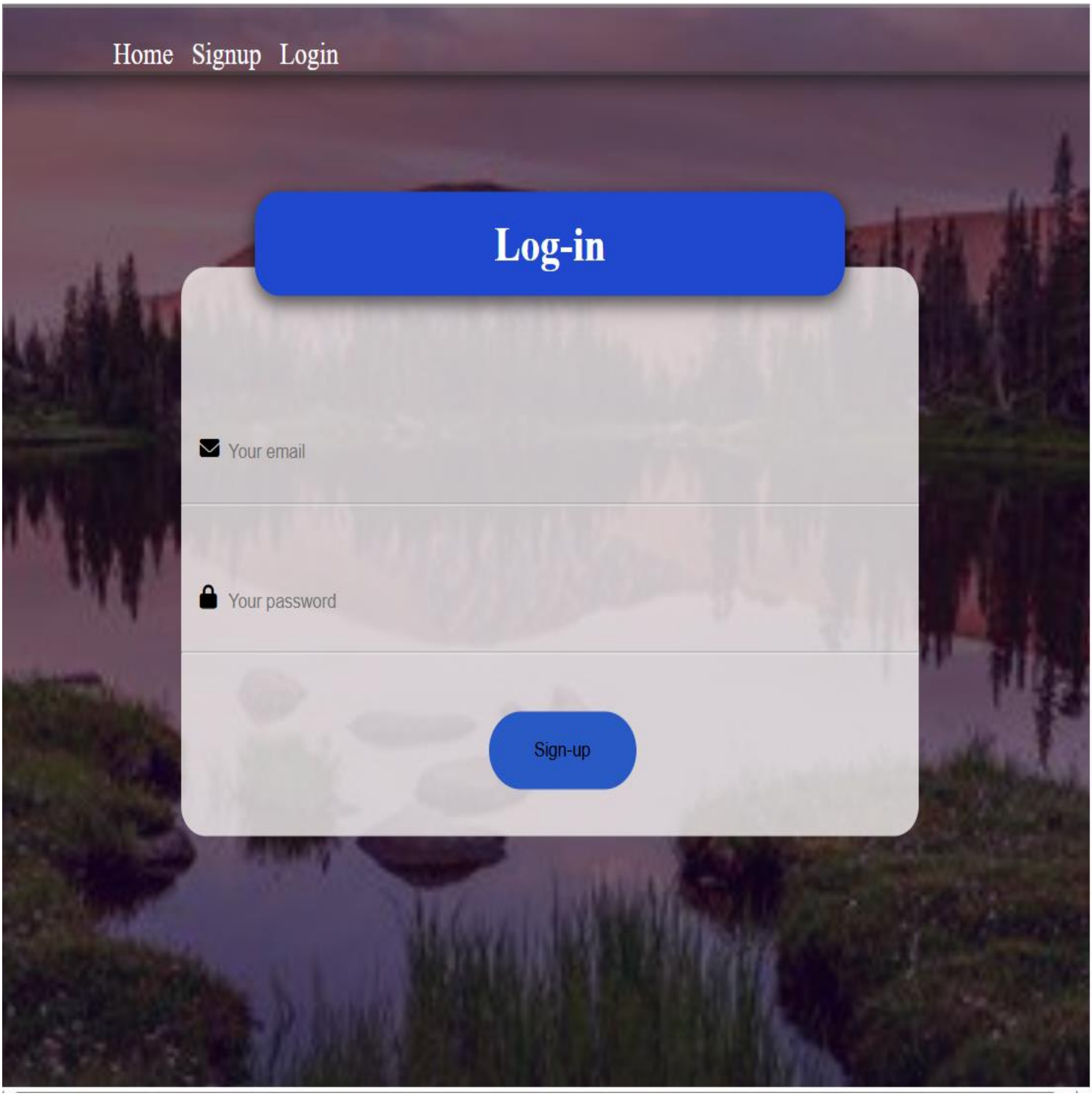
Use Case Name	Seller - Manage Inventory	**Unique ID:UC SMI 012**
Area	Inventory, Product Management	
Actor	Seller , Admin	
Stakeholder	Admin, Business Owner	
Level	Blue	
Description	Allows sellers to add, update, or remove their product listings, including prices and stock levels	
Triggering Event	Seller logs in and opens their inventory dashboard	
Trigger Type	External	
Main path	**Information for steps**	
1. Seller logs into the system 2. Navigates to inventory dashboard 3. Views list of current product listings 4. Adds new products or edits existing ones 5. Saves the changes 6. System confirms the update and reflects changes	1. Seller Login Page 2. Seller Dashboard 3. Product Table/List 4. Product Form (title, image, price, quantity) 5. Submit Button → Database Update 6. 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

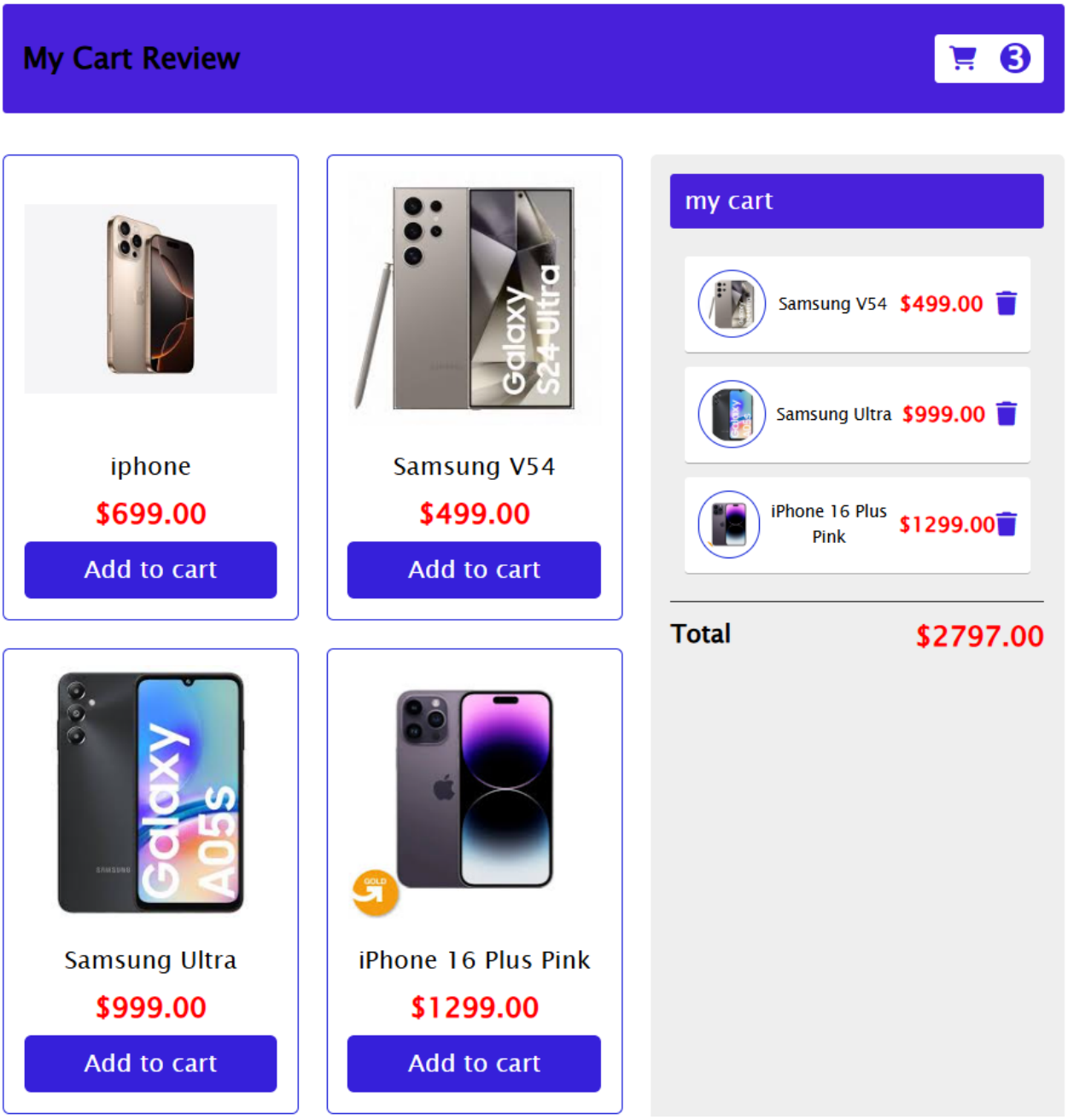
Use Case: Seller - View Sales Reports

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**	
1. Seller logs into the system 2. Navigates to the “Reports” section 3. Selects the desired date range or filters 4. System fetches and displays sales reports 5. Seller views or downloads the report	1. Seller Login Page 2. Dashboard Menu 3. Date Picker, Filter Controls 4. Sales Report Table/Chart 5. 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



E-Commerce Website - Use Case Tables



E-Commerce Website - Use Case Tables

My Cart Review

0

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

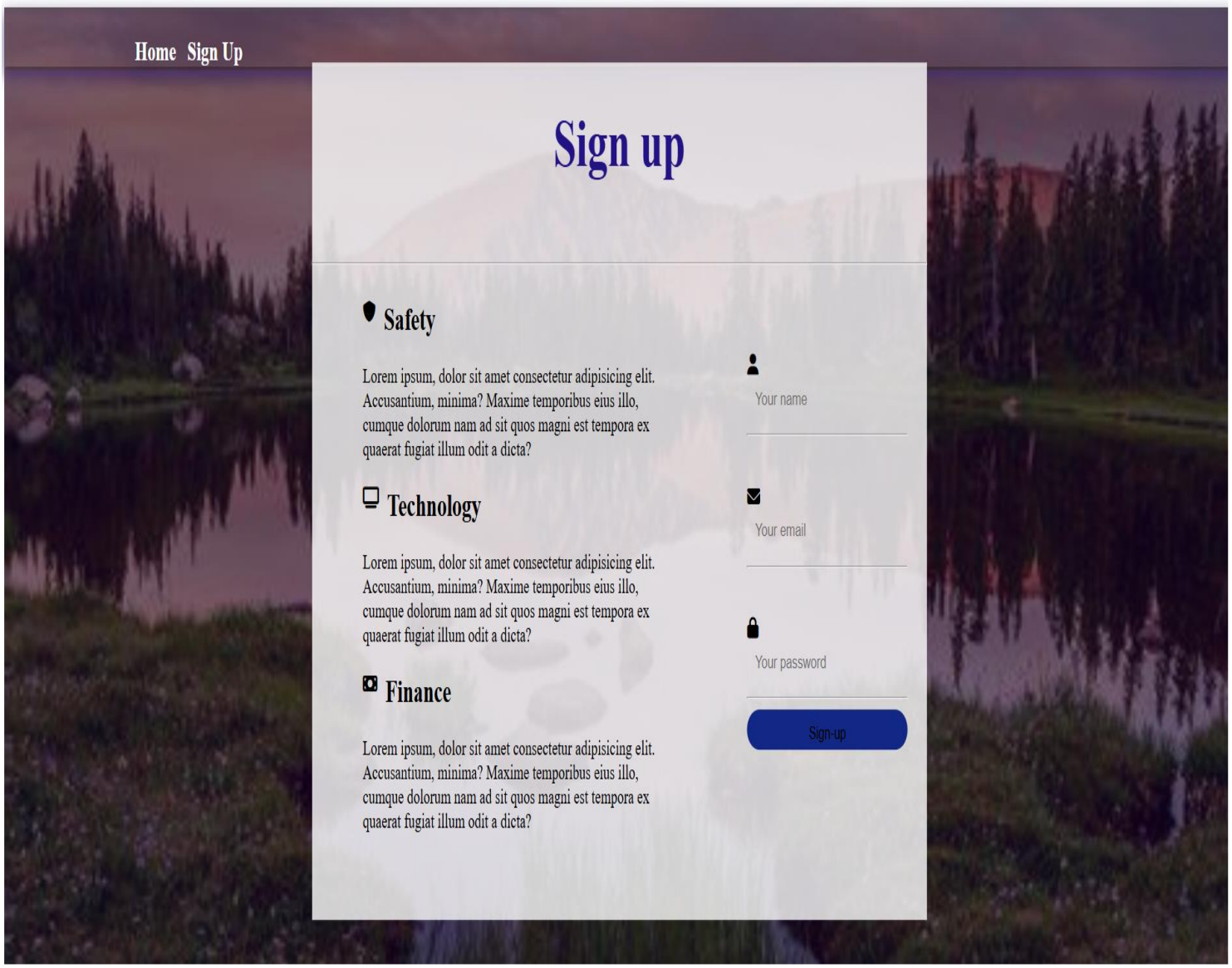
Add to cart

my cart

your cart is empty

Total $ .00

E-Commerce Website - Use Case Tables



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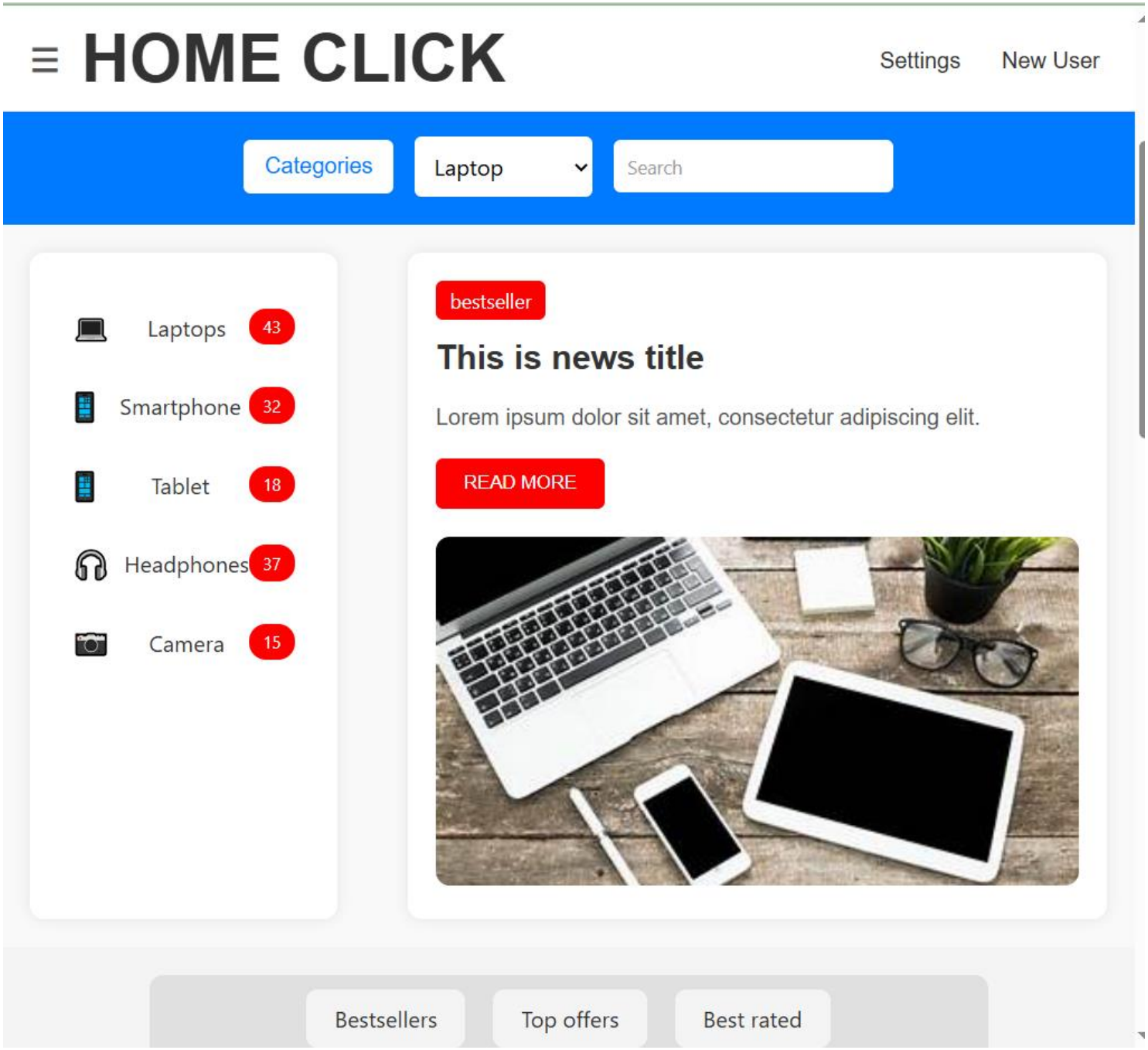

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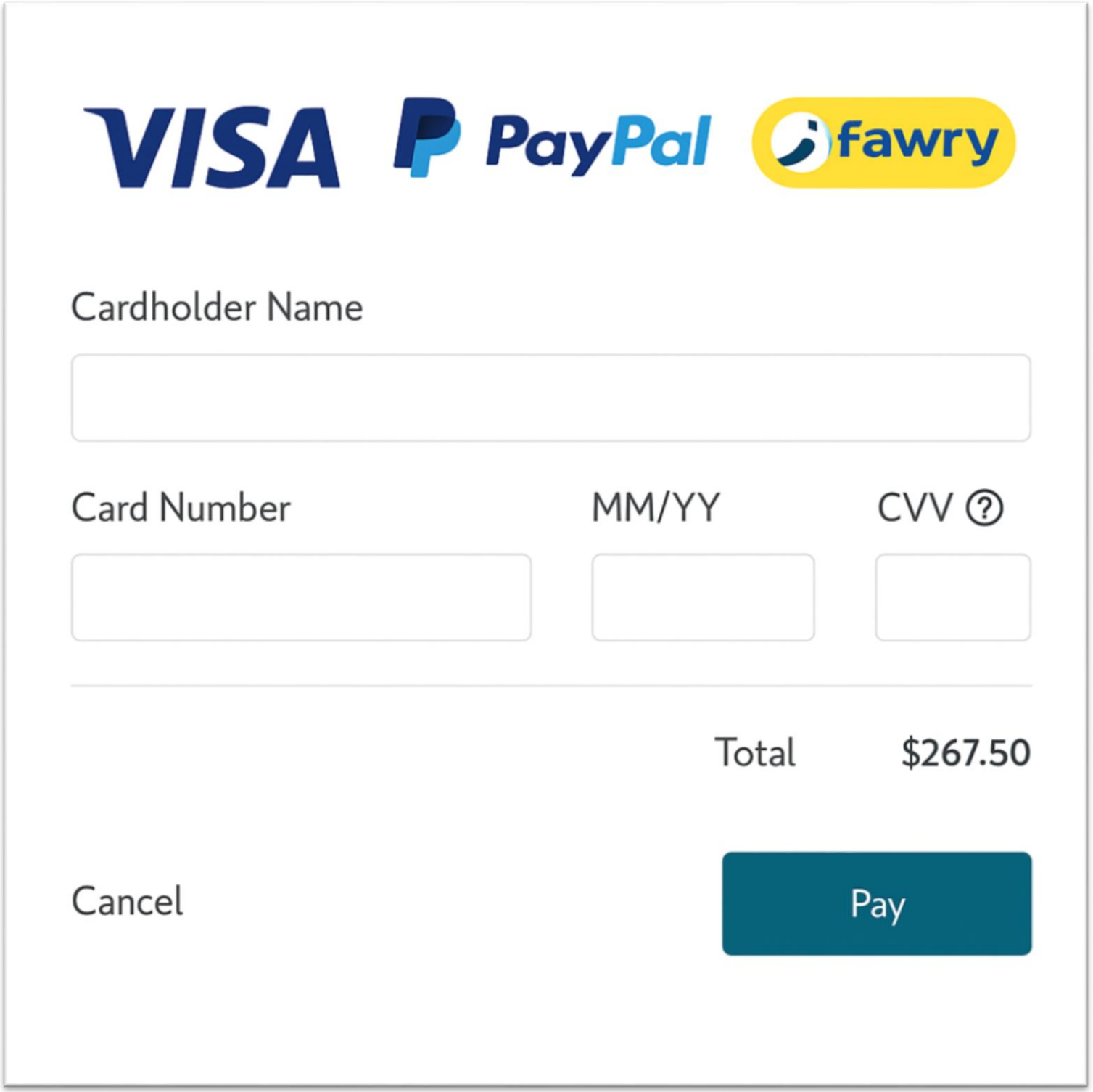

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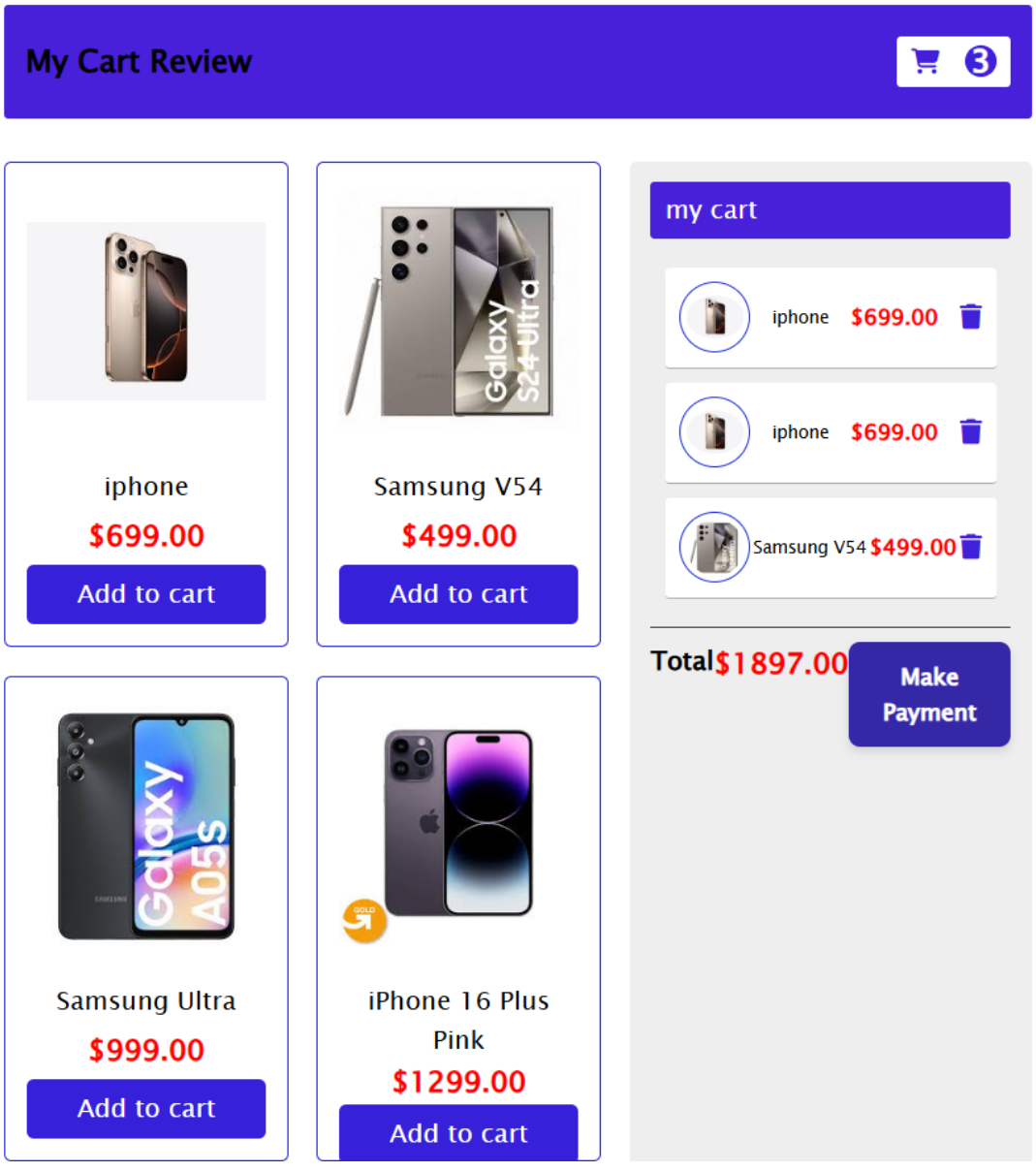

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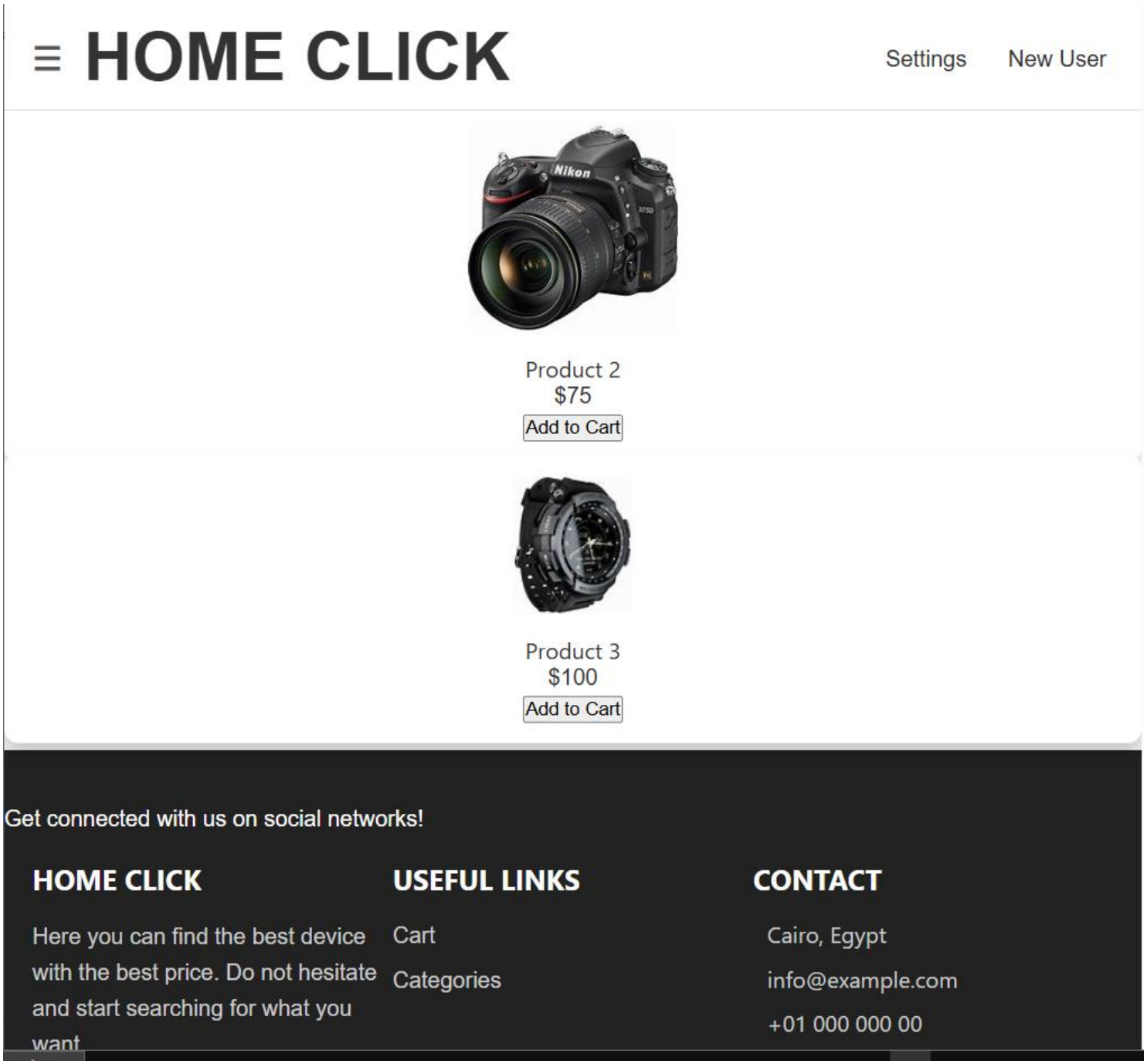
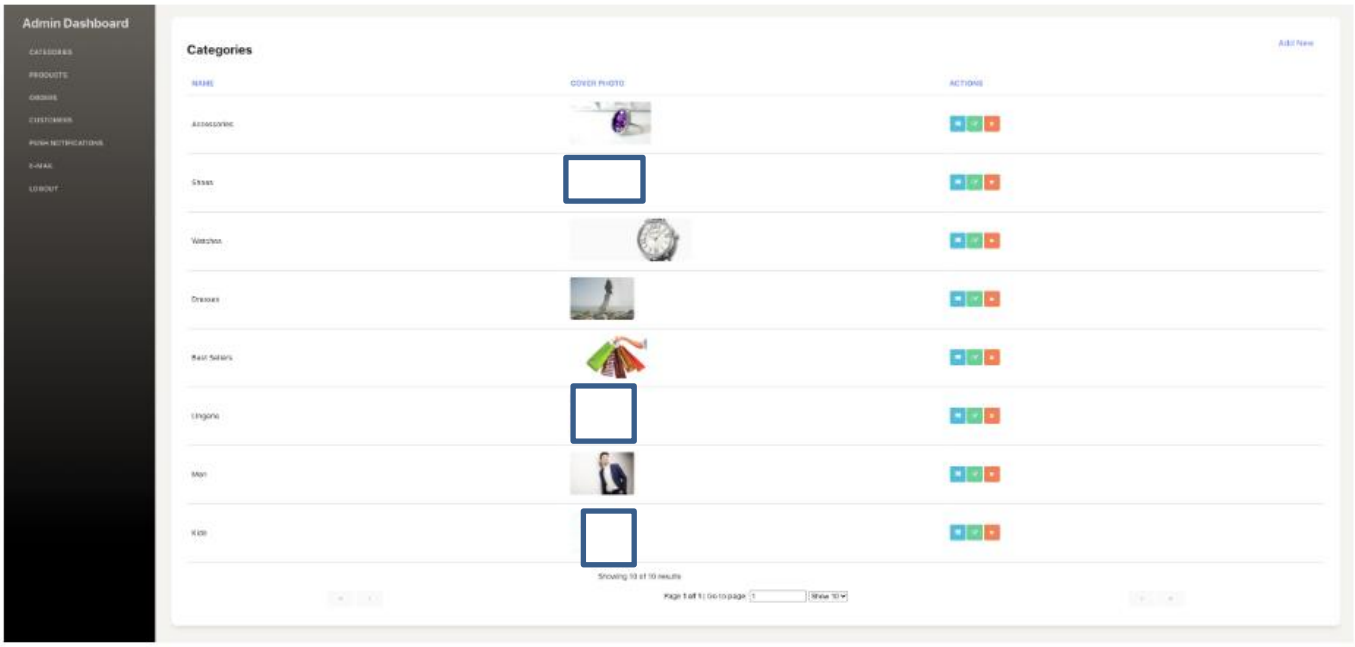
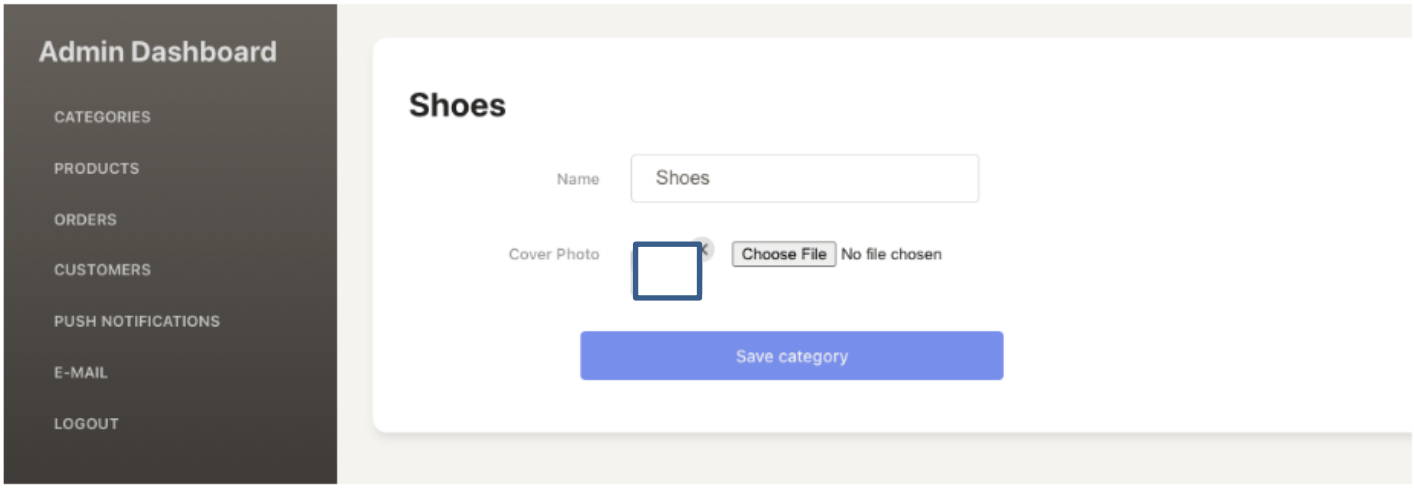


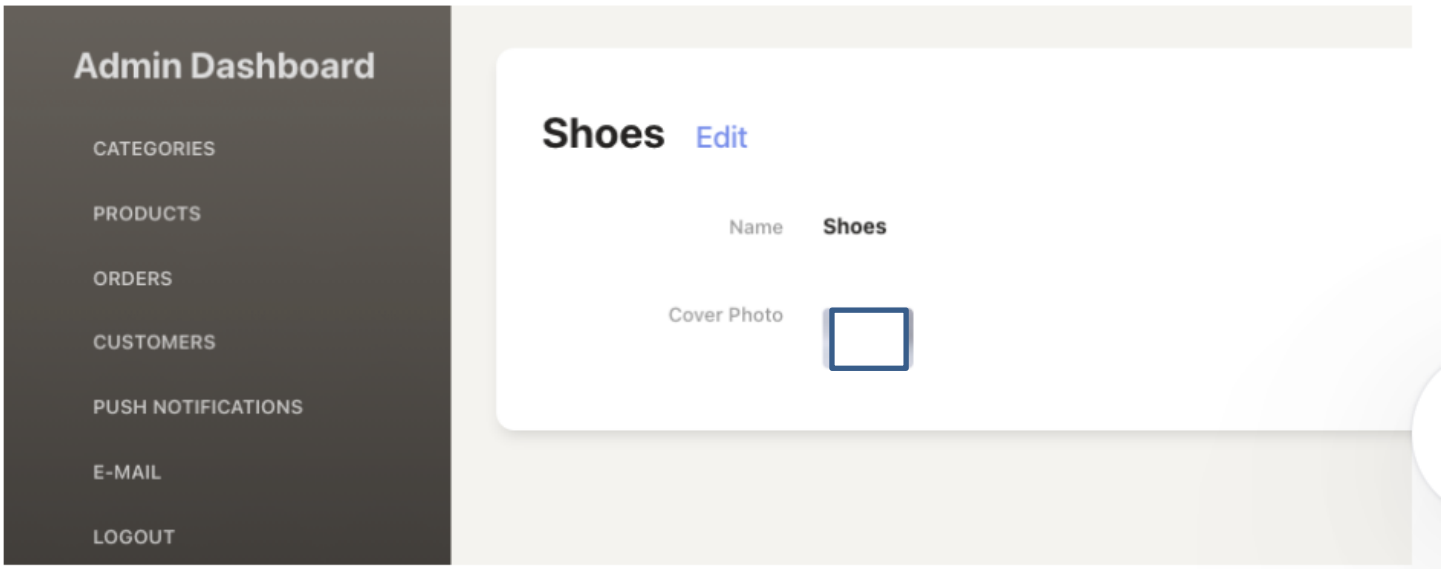
E-Commerce Website - Use Case Tables

Categories



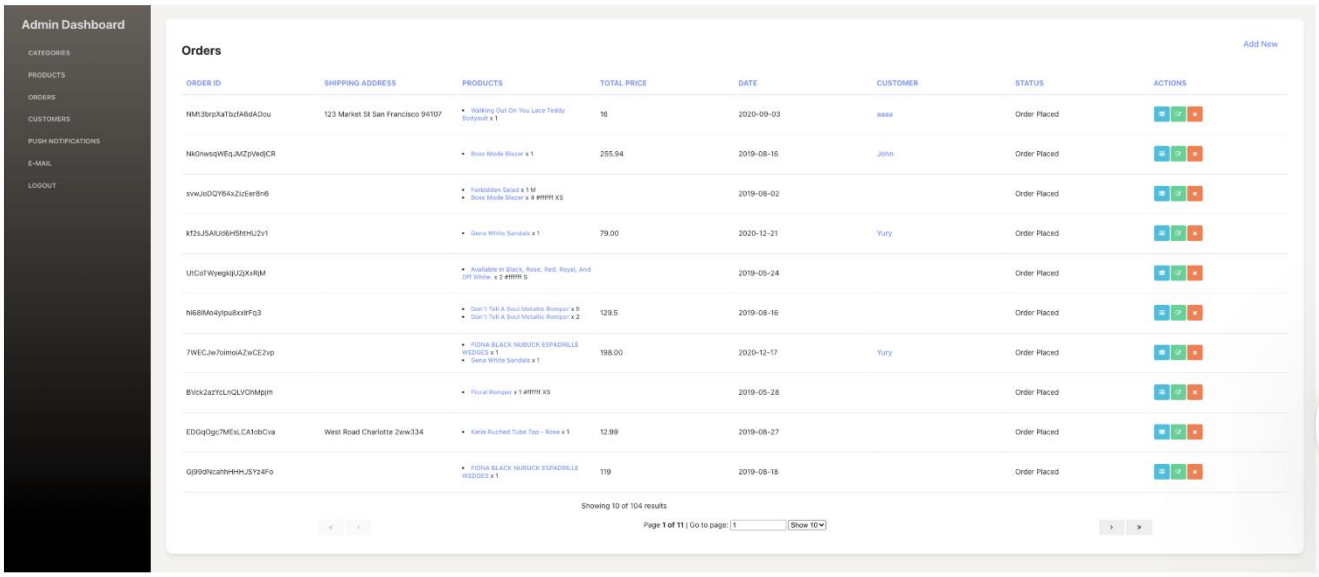
E-Commerce Website - Use Case Tables



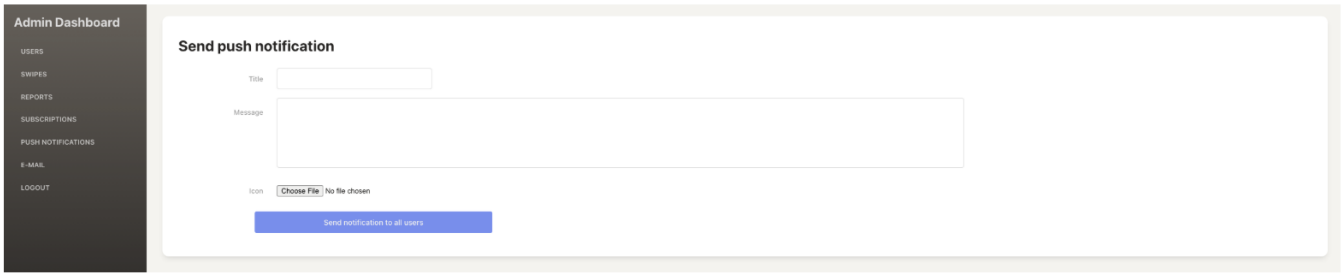


E-Commerce Website - Use Case Tables

Orders

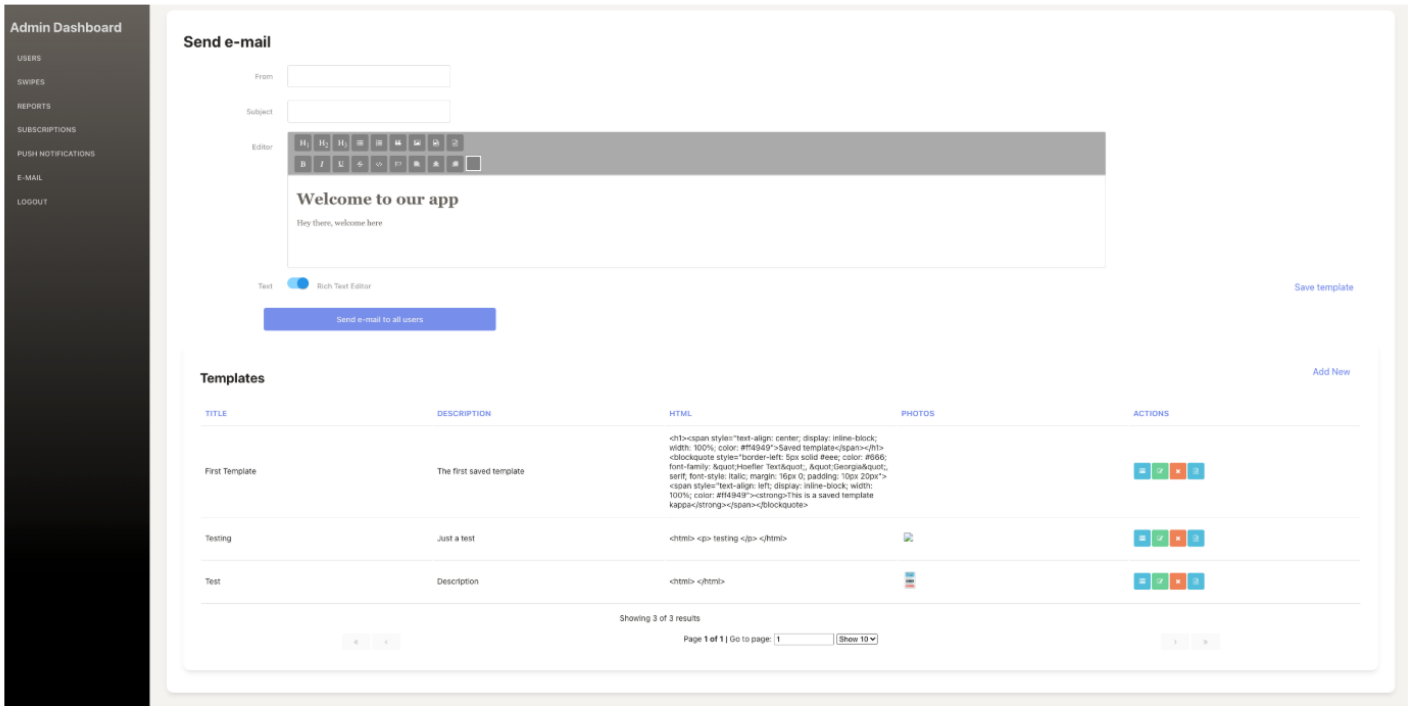


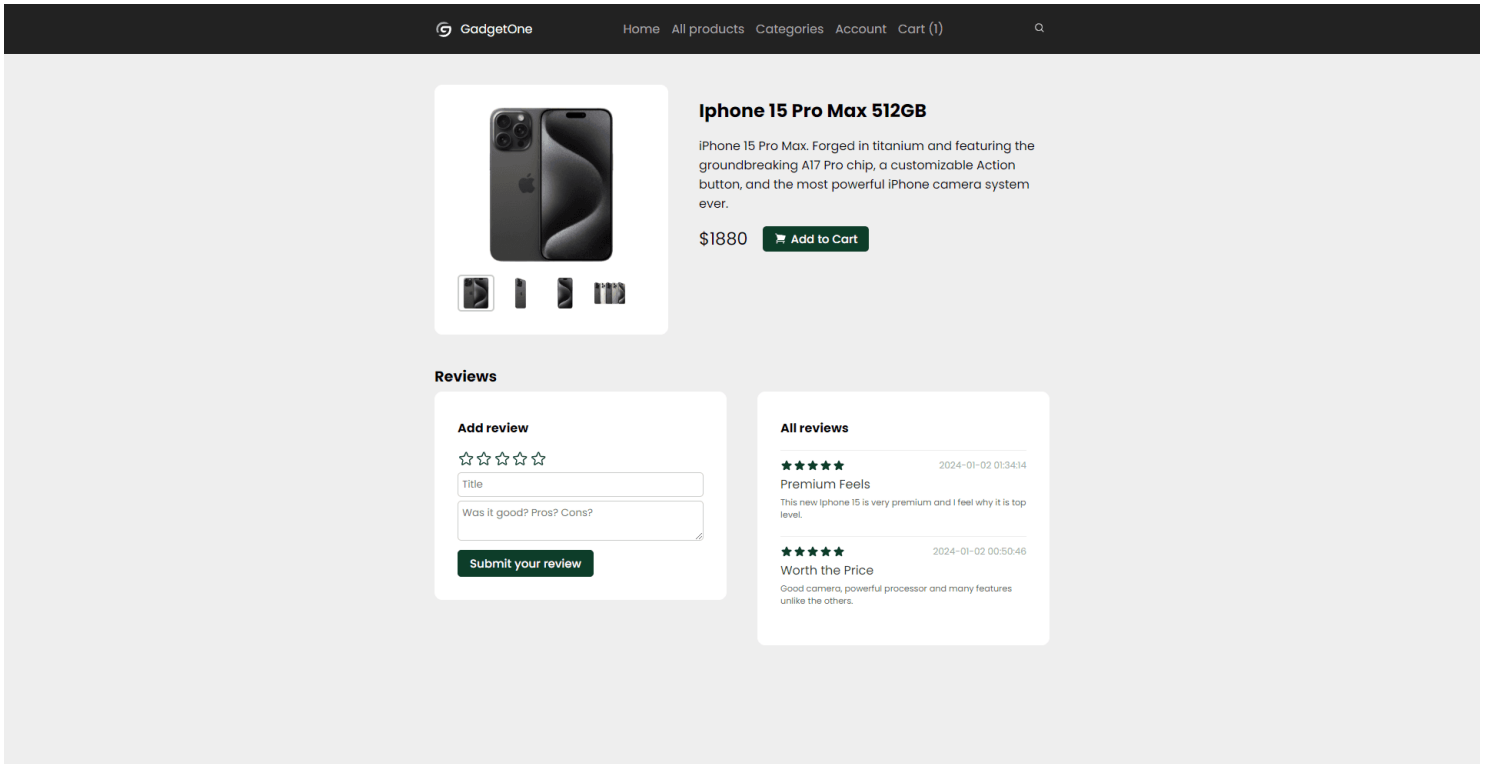
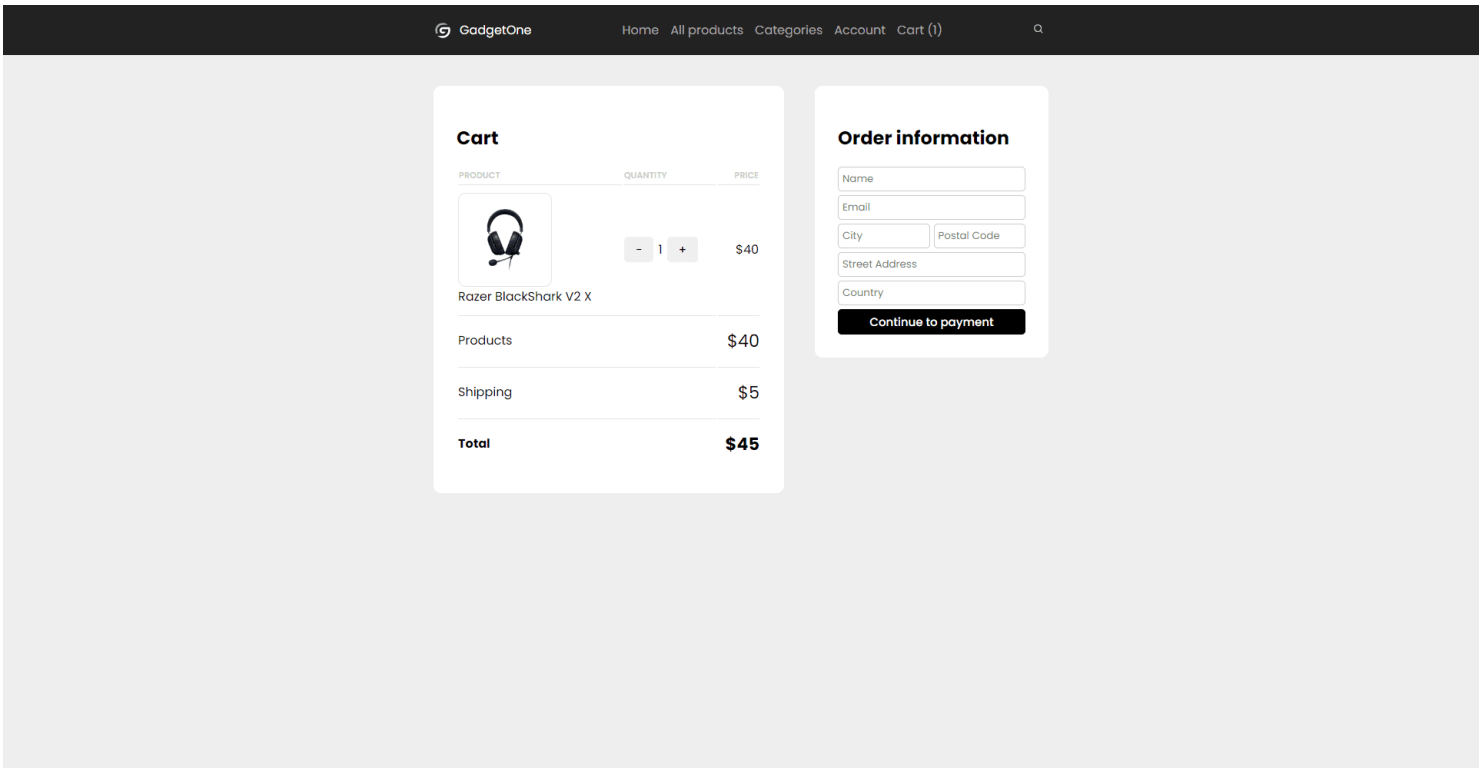
Push Notifications



E-Commerce Website - Use Case Tables

E-mails

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