**Use Case: Buying a Product (Headset)**

**Actors:** Customer (primary) – relates to ‘users’ entity in ERD

Payment Service (secondary) – relates to ‘payments’ entity in ERD.

**Description**: Allows site customers to browse and purchase products.

*Customers (****users****) and* ***products*** *are both entities in the ERD.*

*‘purchase’ represents a relationship between users and orders.*

**Priority**: Must have.

**Status:** Medium Level of Details

**Pre-Condition:** User must have access to the website with internet connection

**Post-Condition:** User places order for a product, order is shipped for delivery

**User** places an **order** which contains a **product**.

**Basic Path:**

1. Customer navigates to our website

* User entity

1. If the customer has an internet connection, they are granted access.
   * User entity
2. Customer is presented with index page and option to login.
   * ‘Login’ related to authentication, part of Users
3. The customer enters their account details.
   * Users entity, contains ‘email’ and ‘password’ entities
4. The website validates their details and grants access to the account.
   * User entity, granted access
5. Customer sees a new headset they would like to order.
   * Products entity, headset is an instance of products.
6. Customer clicks the “purchase” option for the headset.
   * **User** places an **order** for a **product.**
7. The customer is then brought to the website’s checkout page.
   * Order processing – related to orders
8. They confirm that they want to purchase the product and enter their payment details.
   * Relationship between orders and payments entities
9. Payment service verifies whether the customer has enough in their balance to process the transaction.
   * Payments entity - verification
10. Money is removed from the customer’s account and deposited.
    * Payments entity – transaction processing
11. Website changes to order confirmation page.
    * Orders entity – transaction confirmation
12. Order details are displayed in a user-friendly manner, with expected delivery date and delivery address.
    * Orders entity – attributes such as ‘status’, ‘order\_created’, etc
13. Customer is satisfied and exits the web page.
    * User action is complete

**Alternative Path:**

1. No valid internet access
2. Website is down / under maintenance
3. Forgot account password / username
4. Product is sold out
5. Customer has insufficient funds to complete transaction

**Business Rules:**

1. Format of username and password
2. Number of retries to login
3. Account options
4. Product quantity limit
5. Payment must be processed before transaction completion