

Name: Reserve Product Online
Scope: Online Application
Level: User Goal
Primary Actor: Customer
Stakeholders and Interests: <ul style="list-style-type: none"> - Customers: Want simple and straight-forward product selection and reservation options. - BestBuy: Want to provide customers with a fast and simple interface by which their products can be purchased or reserved. - Manufacturers: Interested in the secure selling of their products via BestBuy retail stores.
Preconditions: <ul style="list-style-type: none"> - Customer enters the correct URL for BestBuy.ca
Success Guarantee: <ul style="list-style-type: none"> - System allows customers to reserve a product for in-store pickup or online payment with curbside pickup.
Main Success Scenario: <ul style="list-style-type: none"> - Customer opens web service and searches for their desired product in the BestBuy catalog. After finding a product, they select either reservation for in-store pickup, or online payment with reservation for curbside pickup. Customer provides valid email and completes online reservation.
Extensions: <ul style="list-style-type: none"> - Customer selects a desired product for potential reservation. System displays an out-of-stock notification with suggestions of other nearby stores that have the product in-stock, providing the same reservation options.
Special Requirements: <ul style="list-style-type: none"> - Webpage needs to be available in both English and French. - Needs to allow for geolocation services to find relevant stores.
Frequency of Occurrence: <ul style="list-style-type: none"> - This service is continuous.

Name: Verifying Customer Order
Scope: In-Person Verification Process
Level: User Goal
Primary Actor: Customer
Stakeholders and Interests: <ul style="list-style-type: none"> - Customers: Want a swift order verification process so that they can leave with their item. - BestBuy: Wants accurate order verification in order to ensure secure product sales. - Manufacturers: Interested in the secure selling of their products via BestBuy retail stores.
Preconditions: <ul style="list-style-type: none"> - Customer provided valid email during reservation process. - Customer provides 2 valid pieces of ID. - Customer can provide a confirmation email.
Success Guarantee: <ul style="list-style-type: none"> - BestBuy employees are able to confirm customer order by verifying customer ID and confirmation email with information in the system database.
Main Success Scenario: <ul style="list-style-type: none"> - Customer provides 2 pieces of ID and a confirmation email. BestBuy employee obtains documentation from customer and verifies their order. Customer's order is confirmed and customer leaves with their product.
Extensions: <ul style="list-style-type: none"> - The ability to reject customers and decline orders in the case of invalid ID or confirmation emails.
Special Requirements: <ul style="list-style-type: none"> - Must be able to perform verification using a variety of different types of ID. - Must be able to verify IDs written in English or French.
Frequency of Occurrence: <ul style="list-style-type: none"> - This service is continuous.