**1**

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| **USECASE NAME** | Register User | |
| **USECASE ID** | EGH-01 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | User | |
| **DESCRIPTION** | This use case describes the process of registering a new user on the platform. Users must register to be able to access the platform. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User comes on the Sign-Up page. |
| 2 | User fills the required information (username, email, password, phone no and address) and registers. |
| 3 | User lands on Login page. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | Field validations failed and error occurs (empty fields, regex test failed, different passwords etc.). |
| 2 | Account already exists and registration wont process. |
| **PRE-CONDITION** | Sign-up page is loaded completely. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User visits Sign-up page. | 3. System performs checks and adds the user data to the database. |
| 2. User enters the information. | 4. System redirects the browser to Login Page. |
| **POST-CONDITION** | User will be at the Login Page of the portal. | |

**2**

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| **USECASE NAME** | Login User | |
| **USECASE ID** | EGH-02 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | User | |
| **DESCRIPTION** | This use case encompasses the Login process of user which is required to access the platform. All registered users must go through this functionality. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User comes on the Login Page. |
| 2 | User enters his credentials or uses SSO to Login. |
| 3 | User presses enter or clicks login button. |
| 4 | User lands on the Home Page. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | Login fails due to Incorrect Credentials such as wrong username or password. |
| 2 | User account does not exist and an error is thrown. |
| **PRE-CONDITION** | Login Page is loaded completely. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User visits the Login Page. | 3. System retrieves user data from database and performs user authentication. |
| 2. User enters his credentials. | 4. System redirects the browser to home page and starts a user session. |
| **POST-CONDITION** | User is at the Home page of the portal. | |

**3**

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| **USECASE NAME** | Reset Password | |
| **USECASE ID** | EGH-03 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | User | |
| **DESCRIPTION** | This use case describes the functionality of resetting password in case user wants to change it or has forgotten the previous password. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User will go to forget password page. |
| 2 | User enters his username. |
| 3 | User receives a password reset token on his email registered with the username. |
| 4 | User enters the token on forgot password page. |
| 5 | User enters the new password. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | Email is Invalid and an error is thrown. |
| 2 | Token has expired and user is prompted to get new token. |
| **PRE-CONDITION** | Password Reset page is loaded completely. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User comes on the password reset page. | 3. System validates email and sends a limited time token. |
| 2. User enters his email and receives token which is used to reset password. | 4. System verifies the correctness of token and allows user to enter new password which the system updates in the database. |
| **POST-CONDITION** | User is at the login page with updated password. | |

**4**

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| **USECASE NAME** | Edit Profile | |
| **USECASE ID** | EGH-04 | |
| **PRIORITY** | Low | |
| **PRIMARY ACTOR** | User | |
| **DESCRIPTION** | This use case describes the process of editing user profile information. Every user who needs to update any of his profile information needs to go through this functionality. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User clicks on hir profile icon. |
| 2 | User opens the edit profile page. |
| 3 | User makes changes to the information fields (e.g., name, address, display picture etc.) and submits. |
| 4 | User lands on the profile page. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | New information does not follow proper conventions such as naming convention or email format etc. |
| 2 | New email that is entered cannot be validated. |
| **PRE-CONDITION** | User is on the edit profile page. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User visits the edit profile page. | 3. System validates the information and updates it in the database. |
| 2. User makes the desired changes to information. | 4. System redirects the user to profile page. |
| **POST-CONDITION** | User is at the profile page with updated information. | |

**5**

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| **USECASE NAME** | Place Ad | |
| **USECASE ID** | EGH-05 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | User (Seller) | |
| **DESCRIPTION** | The use case describes the process of how a user would place an advertisement for his gold. Every user who wants to sell on this platform has to go through this functionality. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User goes to the place ad page. |
| 2 | User enters the required information for his ad such as title, price, description, category and images etc. |
| 3 | User is prompted to wait for ad approval and notification. |
| 4 | User lands on My ads page. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | User did not enter complete information and an error is thrown. |
| 2 | User enters false information and the ad is disapproved. |
| **PRE-CONDITION** | User is logged in.1  Place ad page is loaded completely. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User visits the place ad page. | 3. System validates the ad’s information for completeness and proper conventions and sends it for admin approval. |
| 2. User enters ad’s information and places the ad for approval. | 4. System adds the approved ad to the database and notifies the user of its approval. |
| **POST-CONDITION** | User is on the My ads page. | |

**6**

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| **USECASE NAME** | Edit Ad | |
| **USECASE ID** | EGH-06 | |
| **PRIORITY** | Medium | |
| **PRIMARY ACTOR** | User | |
| **DESCRIPTION** | This use case describes the process for editing an ad placed by the user. All users who have placed an ad and want to make some changes in it must go through this functionality. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User clicks on his profile icon. |
| 2 | User goes to My ads page, |
| 3 | User selects the specific ad to edit. |
| 4 | User makes the desired changes and submits. |
| 5 | User lands on the My ads page. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | User forgets to fill a field he erased and an error is thrown. |
| **PRE-CONDITION** | User is logged in.  Edit page is completely loaded. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User goes to the edit ad page. | 3. System performs basic validations on new information and sends the ad for admin verification. |
| 2. User makes the desired changes and submits the ad. | 4. System updates the approved ad in the database and notifies the user. |
| **POST-CONDITION** | User is at the My ads page. | |

**7**

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| **USECASE NAME** | Delete ad | |
| **USECASE ID** | EGH-07 | |
| **PRIORITY** | Low | |
| **PRIMARY ACTOR** | User | |
| **DESCRIPTION** | This use case describes the process for the deletion of an ad by the user. Every user who wishes to delete his own ad must go through this functionality. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User opens the specified ad from My ads page. |
| 2 | User chooses the delete ad option and is prompted for confirmation. |
| 3 | User lands on the My ad page. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | The ad could not be deleted due to server issues on database connection and an error is thrown. |
| **PRE-CONDITION** | User is logged in.  User is on the specified ad from My ads page. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User opens the specified ad from My ads page. | 3. System asks for confirmation and deletes the ad from the database. |
| 2. User selects the delete ad option. | 4. System redirects the user to My ads page. |
| **POST-CONDITION** | User is at the My ads page. | |

**8**

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| **USECASE NAME** | Request for Jeweler Status | |
| **USECASE ID** | EGH-08 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | User | |
| **DESCRIPTION** | This use case describes the process for user to request for status update from user to jeweler. Every Jeweler who registered as a user first and wants to register as a certified jeweler must go through this functionality. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User goes to his profile. |
| 2 | User selects the option to request for jeweler status. |
| 3 | User enters the required information (cnic, phone no, cnic images and store images ) and submit the request for approval. |
| 4 | User lands back on the profile page and gets prompted to wait for approval notification. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | User enter incomplete information and an error occurs. |
| 2 | Information entered by the user fails validation and an error is thrown. |
| **PRE-CONDITION** | User is logged in.1  User is on the profile page. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User requests for status update. | 3. System validates the entered information and sends the request for admin approval. |
| 2. User enters the required information (cnic, phone no, cnic images and store images ). | 4. System redirects the user to notifications and prompts to wait for approval notification. |
| **POST-CONDITION** | User is at the notification page. | |

**9**

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| **USECASE NAME** | Browse Listings | |
| **USECASE ID** | EGH-09 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | User and Guest | |
| **DESCRIPTION** | This use case describes the process for browsing the existing listings of other sellers on the platform. Every user who has to view ads or purchase items has to go through this functionality. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User is on the listings page. |
| 2 | User can scroll to browse through listings. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | Listings did not load due to server issue. |
| **PRE-CONDITION** | User is logged in. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User goes to the home page. | 3. System dynamically loads the listings for the user to browse. |
| 2. User scrolls through listings. |  |
| **POST-CONDITION** | User is on the listings page and can browse all approved listings. | |

**10**

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| **USECASE NAME** | Search Listings | |
| **USECASE ID** | EGH-10 | |
| **PRIORITY** | Medium | |
| **PRIMARY ACTOR** | User and Guest | |
| **DESCRIPTION** | This use case describes the process through which user can search specific items through all the approved listings on the platform. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User goes to the listings page. |
| 2 | User searches for a specific item or chooses a specific category or specification. |
| 3 | User is shown the updated view with the user specific listing or listings. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | User enters wrong spellings or words and no results are found. |
| 2 | User searches using a keyword while in a specific category which shows no result. |
| **PRE-CONDITION** | User in logged in.  User is on the listings page. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User goes to the listings page. | 3. System searches and retrieves the listings from database based on user search or selected category. |
| 2. User either searches using keyword or selects a specific category to browse. | 4. System refreshes the view and dynamically loads the retrieved listings on the listings page. |
| **POST-CONDITION** | User can browse listings based on preference. | |

**11**

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| **USECASE NAME** | View Listings Details | |
| **USECASE ID** | EGH-11 | |
| **PRIORITY** | Medium | |
| **PRIMARY ACTOR** | User and Guest | |
| **DESCRIPTION** | This use case describes the process through which user can specifically view the details of a listing. Every user who wants to view a specific listing’s detail while browsing through listings must go through this functionality. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User goes to the listings page. |
| 2 | User clicks on a specific listing. |
| 3 | User lands on a page with detailed listing information (title, price, description, category and images). |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | The specific listing had just been deleted or is unavailable. |
| **PRE-CONDITION** | User is logged in.  User is on the listings page. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User goes to the listings page. | 3. System responds to this request and retrieves the detailed information about that specific listing. |
| 2. User clicks on a specific listing to view listing details. | 4. System redirects to a page and dynamically loads it with the retrieved data. |
| **POST-CONDITION** | User is on the View listing details page. | |

**12**

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| **USECASE NAME** | Set Favorites | |
| **USECASE ID** | EGH-12 | |
| **PRIORITY** | Low | |
| **PRIMARY ACTOR** | User | |
| **DESCRIPTION** | This use case describes the process for setting favorite listings by the user. These listings can then further be viewed by going to the My favorites page. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User goes to listings page and browse listings. |
| 2 | User likes a specific listing. |
| 3 | User can go to My favorites page to see favorite listings. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | User had already added that specific listing to favorites. |
| **PRE-CONDITION** | User is logged in.  Used is on the listings page. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User goes to the listings page. | 3. System responds to this action by adding the listing to that user’s favorite listings in the database. |
| 2. User likes a specific listing to add it to favorite listings. |  |
| **POST-CONDITION** | User continues to browse and can see the liked listing in profiles favorite listings. | |

**15**

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| **USECASE NAME** | Access Forum | |
| **USECASE ID** | EGH-15 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | Guest, User, Jeweler and Admin | |
| **DESCRIPTION** | This use case describes the process to access the forum by primarily all the actors of the portal. Every user who faces an issue or has a query can access the community forum through this functionality. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User chooses the forum option from the portal. |
| 2 | User selects the particular topic on the forum. |
| 3 | User searches for a specific query. |
| 4 | User selects a particular post and can view post and replies. |
| 5 | User can place question or answer questions on the forum. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | No alternate flow exits. |
| **PRE-CONDITION** | User is logged in. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User goes to the forum page. | 3. System responds to the request and displays the posts and discussion related to the particular topic by retrieving from the database. |
| 2. User selects the particular topic he wants to view. | 4. System also adds the new discussion to the database. |
| **POST-CONDITION** | User is on the forum page and can participate in the discussion. | |

**17**

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| **USECASE NAME** | Approve / Reject Jeweler Status | |
| **USECASE ID** | EGH-17 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | Admin | |
| **DESCRIPTION** | This use case describes the process through which an Admin approves the status update request of a user. Admin has to approve or reject these requests based on manual authentication. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | Admin open the menu from profile icon. |
| 2 | Admin goes to pending status requests page. |
| 3 | Admin opens requests one by one and validates the information (cnic, phone no, cnic images and store images) in the request. |
| 4 | Admin approves or rejects the request. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | User has canceled the request and the request gets discarded upon opening. |
| **PRE-CONDITION** | Admin is logged in.  Admin is on the pending status request page. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. Admin goes to pending status requests page and opens requests. | 3. System responds by retrieving requests from the database and showing it to the admin. |
| 2. Admin approves or rejects the request. | 4. System discards the request or updates the status in the database based on Admin’s decision. |
| **POST-CONDITION** | The request of the user would be approved or disapproved. | |

**18**

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| **USECASE NAME** | Approve / Reject Ads | |
| **USECASE ID** | EGH-18 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | Admin | |
| **DESCRIPTION** | This use case describes the process through which an Admin approves or rejects the ad posting request of a user. Admin has to approve or reject all the requests by manual authentication. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | Admin opens the menu from profile icon. |
| 2 | Admin goes to pending ad posting requests. |
| 3 | Admin opens requests one by one and validates the ad information (title, price, description, category and images) in the request. |
| 4 | Admin approves or rejects the request. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | User has deleted the ad posting request and the request is discarded. |
| **PRE-CONDITION** | Admin is logged in.  Admin is on the pending ad posting request page. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. Admin goes to pending ad posting requests page and opens requests. | 3. System responds by retrieving requests from the database and showing it to the admin. |
| 2. Admin approves or rejects the request. | 4. System discards the request and adds the ad to published ads in the database based on Admin’s decision. |
| **POST-CONDITION** | The request of the user would be approved or disapproved. | |

**20**

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| **USECASE NAME** | Initiate Chat | |
| **USECASE ID** | EGH-20 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | User, Jeweler | |
| **DESCRIPTION** | This use case describes the process by which one user can initiate chat with another user or jeweler based on whether is buying or selling or wants to obtain a service from the jeweler. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User(buyer) views listing details. |
| 2 | User selects chat option on the ad. |
| 3 | User sends a message to the other user (seller). |
| 4 | User (seller) receives the message and replies. |
| 5 | User (buyer) receives the reply and can continue chat. |
| 6 | Both users can view this chat along with chat history. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | User(seller) is offline and is not giving any response. |
| **PRE-CONDITION** | Both the users (Buyer / Sellers) are logged in. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User(buyer) selects the chat option. | 3. System responds by keeping a record of the chat in the database. |
| 2. User(seller) receives a notification and replies to chat. | 4. System also retrieves the previous history of chat from the database and shows it to the users. |
| **POST-CONDITION** | Both users (buyer / seller) would be able to chat with each other. | |

**21**

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| **USECASE NAME** | Receive Notifications | |
| **USECASE ID** | EGH-21 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | User, Jeweler and Admin | |
| **DESCRIPTION** | This use case describes the process through which actors of the platform receive their concerned notifications. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | Actors perform actions such as sending requests. (ad placement etc.) |
| 2 | Actors who are concerned with either the request or their response receive notifications. |
| 3 | All actors can view notification beside their profile. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | Request is not processed resulting in no notification being received. |
| **PRE-CONDITION** | Actors are logged in. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. Actors perform actions. | 3. System keeps a track of processes and updates the database with notifications. |
| 2. Other concerned actors receive notifications. | 4. System then retrieves them and alerts actors, after which they are removed from the database if the user discards them. |
| **POST-CONDITION** | Actors can view notifications on their notifications page. | |

**22**

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| **USECASE NAME** | Delete Account | |
| **USECASE ID** | EGH-22 | |
| **PRIORITY** | Low | |
| **PRIMARY ACTOR** | User | |
| **DESCRIPTION** | This use case describes the process through which a user can delete personal account. Any user who wishes to delete his account and all data associated with it must go throw this functionality. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | User goes to his profile settings. |
| 2 | User selects the option for delete account. |
| 3 | User confirms the deletion and lands on the login page. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | No alternate flow. |
| **PRE-CON4DITION** | User is logged in.  User is on this profile page. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. User goes to profile settings. | 3. System responds by deleting all the data of the user from the database. |
| 2. User selects the option to delete account and confirms. | 4. System removes the user itself from the database and redirects to the login page. |
| **POST-CONDITION** | User lands on the login page with his account permanently deleted. | |

**14**

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| **USECASE NAME** | Request Gold Certification | |
| **USECASE ID** | EGH-14 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | User | |
| **DESCRIPTION** | This use case describes the process by which the user can request a jeweler on the platform to authenticate his gold. All sellers must go through this functionality to authenticate the gold for the buyer. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | Seller opens up My Ads tab from his profile menu. |
| 2 | Seller selects the specific add for which he wants to request gold certification. |
| 3 | Seller selects a jeweler and a request is sent to him. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | The jeweler does not accept the request after viewing the ad and the seller is notified. |
| **PRE-CONDITION** | User is logged in.  Seller has a live ad that needs authentication. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. Sellers opens up his ad. | 3. System tracks the request and keeps it in the database until dealt to. |
| 2. Seller requests the jeweler for gold authentication. | 4. System then maintains the chat between seller and jeweler and records it in the database. |
| **POST-CONDITION** | A request is sent to the selected jeweler and the seller is prompted to wait. | |

**24**

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| **USECASE NAME** | Add products | |
| **USECASE ID** | EGH-24 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | Jeweler | |
| **DESCRIPTION** | This use case describes the process by which a registered jeweler can add products to his allotted store page. This functionality has to be followed by every jeweler who wishes to add products to store page. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | Jeweler goes to My Store page. |
| 2 | Jeweler selects add a product option. |
| 3 | Jeweler fills the required information (title, description, price, category) about the product and submits. |
| 4 | Jeweler is notified and redirected to My store page. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | Data entered fails validation and an error is thrown. |
| **PRE-CONDITION** | Jeweler is logged in.  Jeweler is on My Store page. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. Jeweler goes to his store page. | 3. System validates the information of the product that the jeweler entered. |
| 2. Jeweler selects add a product and fills required information (title, description, price, category). | 4. System records the information in the database under the jeweler’s store page. |
| **POST-CONDITION** | Jeweler is on My Store page and can view the product listed. | |

**25**

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| **USECASE NAME** | Edit product | |
| **USECASE ID** | EGH-25 | |
| **PRIORITY** | Medium | |
| **PRIMARY ACTOR** | Jeweler | |
| **DESCRIPTION** | This use case describes the process by which a registered jeweler can edit products already listed on his store page. Every jeweler who wishes to make changes to his listed product’s information must go through this functionality. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | Jeweler goes to My Store page. |
| 2 | Jeweler selects a product to edit. |
| 3 | Jeweler makes the desired changes and submits. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | New data fails validation and is not updated in the database. |
| **PRE-CONDITION** | Jeweler is logged in.  Jeweler is on My store page. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. Jeweler goes to his store page. | 3. System validates the new information that is entered. |
| 2. Jeweler selects a product to edit and makes changes. | 4. System updates the new product information in the database. |
| **POST-CONDITION** | Jeweler is on My Store page and can view the product listing with updated info. | |

**26**

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| **USECASE NAME** | Delete product | |
| **USECASE ID** | EGH-26 | |
| **PRIORITY** | Low | |
| **PRIMARY ACTOR** | Jeweler | |
| **DESCRIPTION** | This use case describes the process by which a registered jeweler can delete products already listed on his store page. Every jeweler who wishes to delete his listed product must go through this functionality. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | Jeweler goes to My Store page. |
| 2 | Jeweler selects a product to delete. |
| 3 | Jeweler confirms the deletion. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | Jeweler has no active listed product to delete on his store page. |
| **PRE-CONDITION** | Jeweler is logged in.  Jeweler is on My store page. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. Jeweler goes to his store page. | 3. System asks for confirmation of the deletion. |
| 2. Jeweler selects a product to delete. | 4. System removes the product from the database. |
| **POST-CONDITION** | Jeweler is on My Store page and can view that the product is not listed. | |

**23**

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| **USECASE NAME** | Approve/Reject Certification Request | |
| **USECASE ID** | EGH-23 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | Jeweler | |
| **DESCRIPTION** | This use case describes the process by which the jeweler on the platform can approve or reject the request to authenticate a particular seller’s gold. All jewelers must go through this functionality to authenticate the gold for the seller. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | Jeweler opens up Pending Requests from his profile menu. |
| 2 | Jeweler opens up each request one by one and views the Ad. |
| 3 | Jeweler selects Approve or Disapprove. |
| 3 | In case of approval, chat is initiated between jeweler and seller where further information such as date, time, place and chargers for extra services can be discussed. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | The seller removed or canceled the request. |
| **PRE-CONDITION** | Jeweler is logged in.  Seller has a live ad that needs authentication. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. jeweler opens up pending requests page | 3. System tracks the request and keeps it in the database until dealt to. |
| 2. Jeweler approves or rejects requests one by one. | 4. System then maintains the chat between seller and jeweler and records it in the database. |
| **POST-CONDITION** | Chat is initiated between the seller and the jeweler. | |

**27**

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| **USECASE NAME** | Request Commission change | |
| **USECASE ID** | EGH-27 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | Jeweler | |
| **DESCRIPTION** | This use case describes the process by which the jeweler on the platform can request to change the commission for his authentication services. All jewelers must go through this functionality to change the rate of commission. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | Jeweler selects Change Commission option from his profile menu |
| 2 | Jeweler enters the amount of commission that they wish to receive and valid reason for change. |
| 3 | Jeweler is prompted to wait until the admin approves the request. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | Jeweler has already put a request forward. |
| 2 | Jeweler has already once updated their commission. |
| **PRE-CONDITION** | Jeweler is logged in. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. jeweler request to change his commission rate. | 3. System tracks the request and keeps it in the database until dealt to. |
| 2. Jeweler is prompted to wait until the admin approves. | 4. System updates the new commission in the database for that specific jeweler. |
| **POST-CONDITION** | Jeweler is prompted to wait until admin approves or disapproves. | |

**19**

|  |  |  |
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| **USECASE NAME** | Approve/Reject Commission Request | |
| **USECASE ID** | EGH-19 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | Admin | |
| **DESCRIPTION** | This use case describes the process by which the admin can accept the request of the jeweler to change their commission. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | Admin selects view pending commission change requests option from his profile menu |
| 2 | Admin approves or disapproves the request based on the reason given by the seller. |
| 3 | A notification is sent to the jeweler notifying them about the state of their request. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | Jeweler has canceled the request. |
| 2 | Jeweler has already once updated their commission. |
| **PRE-CONDITION** | Admin is logged in. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. Admin opens up his pending requests page for commission change. | 3. System tracks the request and keeps it in the database until dealt to. |
| 2. Admin approves or rejects the request. | 4. System updates the new commission in the database for that specific jeweler. |
| **POST-CONDITION** | A notification is send to the jeweler notifying them about the status of their request. | |

**13**

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| **USECASE NAME** | View Dashboard | |
| **USECASE ID** | EGH-13 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | Admin | |
| **DESCRIPTION** | This use case describes the process by which the admin can view the statistics of the web portal including information such as total ads placed, ads sold and pending requests etc. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | Admin selects the view statistics option from his profile menu. |
| 2 | Admin is presented with all the options for different stats of the portal. |
| 3 | Admin selects the option and that specifics detail (live ads, expired ads, deleted ads, reason, registered users, registered jewelers etc.) is shown to the admin. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | No stats have been currently recorded for the particular detail. |
| **PRE-CONDITION** | Admin is logged in. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. Admin selects the view statistics option. | 3. System requests the selected items information from the database. |
| 2. Admin selects the particular detail they wish to see. | 4. System populates the view with the fetched information for the user to view. |
| **POST-CONDITION** | Admin is presented with the details of the particular item that they selected. | |

**16**

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| **USECASE NAME** | Block / Unblock User Accounts | |
| **USECASE ID** | EGH-16 | |
| **PRIORITY** | High | |
| **PRIMARY ACTOR** | Admin | |
| **DESCRIPTION** | This use case describes the process by which the admin can block or unblock a specific user’s account based on any mis conduct. | |
| **BASIC FLOW** | **STEPS** | **ACTIONS** |
| 1 | Admin selects the view registered users option. |
| 2 | Admin is presented with all the users registered on the platform. |
| 3 | Admin selects a particular user. |
| 4 | Admin selects block / unblock user option on the user’s profile. |
| **ALTERNATE FLOW** | **STEPS** | **ACTIONS** |
| 1 | User has already deleted his account. |
| **PRE-CONDITION** | Admin is logged in. | |
| **COURSE EVENT** | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |
| 1. Admin selects the view registered users option. | 3. System requests the user’s information from the database. |
| 2. Admin selects the particular user and selects the block user option. | 4. System removes/blocks the user and updates the database. |
| **POST-CONDITION** | Admin is notified about the successful blocking of the user. | |