

Use Case Document

Use Case: Redbox DVD Rental

Id: UC-100

Description:

Customer approaches Redbox rental kiosk with the purpose of renting a DVD. The customer browses the movie selection, selects the movie they want, pays for the movie, then takes the movie home to watch. The return of the movie will be presented in a separate Use Case Document.

Level: High Level Summary, Summary, User Goal, Sub-Function, Low Level (pick one)

Primary Actor:

Customer

Supporting Actors:

Kiosk Owner

Stakeholders and Interests:

Corporate Office – when the kiosk does well, the company as a whole does well. Doing well includes increased revenue, and a positive customer experience adds credibility to the company.

Pre-Conditions

The Redbox kiosk must be in working order and stocked with DVDs.

Post Conditions

Success end condition

The DVD is rented to the customer and customer is charged for the rental. Kiosk's inventory is updated to reflect the rented DVD.

Failure end condition:

Customer is unable to rent the DVD. Redbox kiosk's DVD inventory remains unchanged.

Trigger

Customer presses the Start button on Redbox kiosk.

Main Success Scenario

1. Customer approaches the kiosk
2. Customer selects desired DVD
3. Customer pays for DVD
4. DVD is ejected from kiosk
5. Customer takes DVD home to watch it
6. Kiosk inventory updated to reflect rental

Extensions

1. Kiosk is out of order
 - a. Customer walks away unsatisfied
2. Desired DVD is not in stock
 - a. Customer walks away unsatisfied -OR-
 - b. Customer selects and alternate DVD
3. Customer's credit card is declined
 - a. Customer presents new card or walks away unsatisfied
4. DVD is not ejected from kiosk
 - a. Customer contacts customer service
- ~~5. Customer takes DVD home to watch it~~
- ~~6. Kiosk inventory updated to reflect rental~~

Variations

- ~~1. Customer approaches the kiosk~~
- ~~2. Customer selects desired DVD~~
- ~~3. Customer pays for DVD~~
- ~~4. DVD is ejected from kiosk~~
- ~~5. Customer takes DVD home to watch it~~
- ~~6. Kiosk inventory updated to reflect rental~~