E-commerce

User Story 1: Home Page

The Customer visits the home page and reviews the listed popular categories along with the list of featured products. The Buyer is also able to search catalog for product they wants to buy and is able to navigate other pages of store.
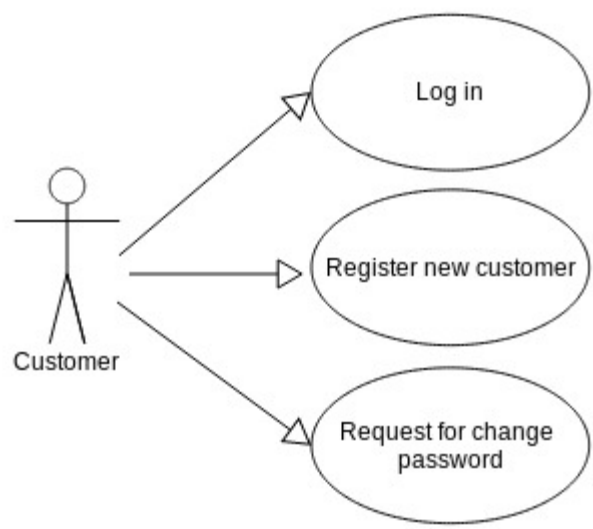
Use Case:

Use Case Name	Home Page
Actor	Customer (Anonymous/Registered)
Description	The User can click on the web url for the e-store and can view the home page of the store.
Trigger	User visits the XXX e-commerce store.
Precondition	NA
Basic Path	1. The User (registered/anonymous) clicks on the XXX e-commerce store url. 2. System displays main page of retail store. 3. User lands on to the home page having header, categories navigation, list of featured products, catalog search and various navigation buttons with tool bars.
Post-condition	The User is able to access XXX e-commerce store home page.

Customer navigates to Login page and logs into their account or can register itself as a new customer. Customer can also place a request to change password if the existing one is forgotten/lost.
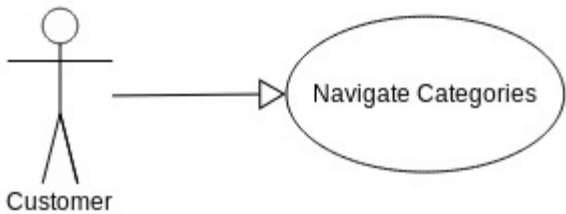
Use Case:

Use Case Name	Login Page
Actor	Customer (Anonymous/Registered)
Description	The existing user logs in into the system and the anonymous user is provided with the option to register.
Trigger	User wants to register on the XXX e-commerce store.
Precondition	User should have accessed the e-commerce store.
Basic Path 1	1. User clicks on 'Login' link on home page. 2. System displays Login page having "Register User" and "Forgot Your Password" sections. 3. In the Register User section user clicks on 'Create Account' link. 4. User is navigated to a request for a New Account page. 5. User enters all mandatory values and click on [Save] button. 6. User is registered successfully and directs to My Account page. 7. Then clicks on log-out link. 8. User logs out from his/her account successfully.
Basic Path 2	1. User clicks on 'Login' link on home page. 2. User enters valid user name and password in the Login form and click on [Login] button. 3. User successfully logs in into the account. 4. User clicks on 'Log-out' link. 5. User logs out from the account successfully.
Basic Path 3	1. User clicks on 'Login' link on home page.

	2. User enters valid registered user name in forgot password form and click on [Email Password] button.
	3. User will be successfully able to reset his/her password.
Post-condition	User is able to access account, create account and retrieve password.

User Story 3: Category Navigation

The customer visits all main categories in navigation bar, a main category will have one or more child categories. User easily navigates through category in a hierarchy.
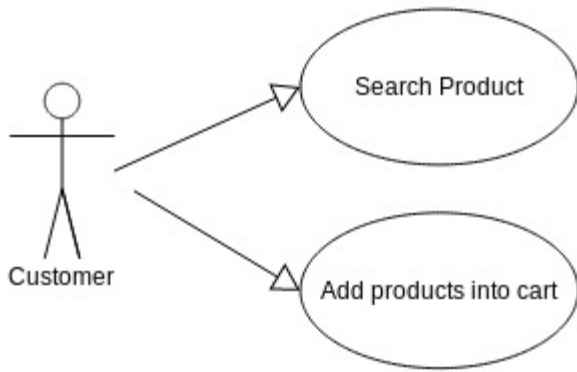
Use Case:

Customer — Navigate Categories

Use Case Name	Category Navigation
Actor	Customer (Anonymous/Registered)
Description	The User can search through category pages for the desired product on the store.
Trigger	User searches product basis of category.
Precondition	User should have already accessed the eCommerce store.
Basic Path	1. User clicks on any of the category mentioned in the popular categories section.
	2. System displays the products of selected category.
	3. System navigates user to respective category's product page.
Post-condition	User is able to navigate to products via category.

User Story 4: Product Search

User can search for desired products from the available list. All the products found would be displayed in list along with pagination toolbar. User is able to directly add products into cart from search page, after adding one item to the shopping cart, user can proceed further adding more items to the cart.
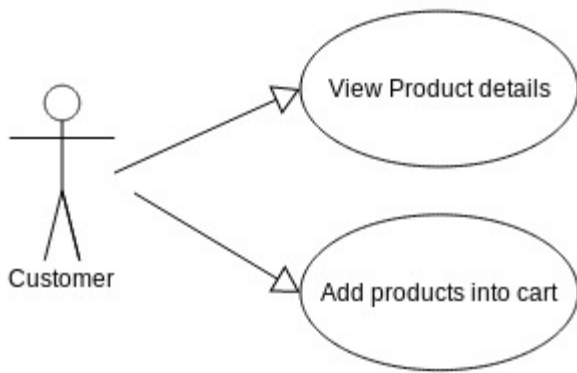
Use Case:

Use Case Name	Product Search
Actor	Customer (Anonymous/Registered)
Description	Buyer searches the product from the available list and add multiple products to the cart.
Trigger	User searches products.
Precondition	User should have already accessed the eCommerce store.
Basic Path	1. User enters the keyword(product name or id) in search field of Search Catalog section and click on [Find] button. 2. System displays the list of products with matching criteria. 3. User can navigate to the next page for matching searched results. 4. User can also add the products into shopping cart from the searched results.
Post-condition	System will display the product list based on searched criteria.

User Story 5: Product Page

The customer visits the Product page and reviews Product image, Product description, Price, Product reviews along with related products. User is able to add product into cart with desired features and quantity.
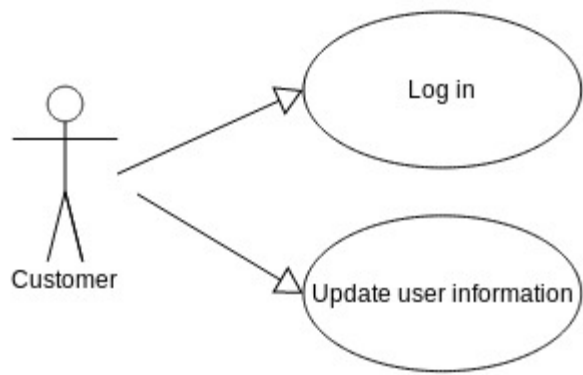
Use Case:

Use Case Name	Product Page
Actor	Customer (Anonymous/Registered)
Description	Buyer reviews the product details and add the product to the cart.
Trigger	User takes details of product and add into cart.
Precondition	User should have already accessed the eCommerce store.
Basic Path	1. System displays the Product Page. 2. User can see the product description, price, reviews and cross sell (recommended) products. 3. User selects the product, enters quantity and clicks on [Add to Cart] button. 4. System adds the product into cart successfully.
Post-condition	Product is added into cart.

User Story 6: Login and Update Personal Information

User can log in from Login Page and with Profile page user updates personal information such as Name, E-mail address and Password. Also Adds/Updates Shipping and Billing information.
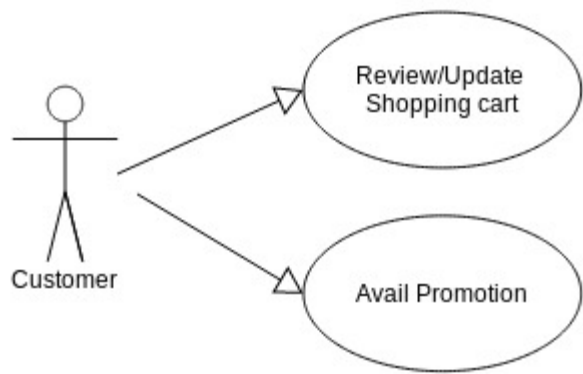
Use Case:

Use Case Name	Login and Update Personal Information
Actor	Customer
Description	Registered User logs in into the system and update the personal information.
Trigger	User manages the account.
Precondition	User should have already accessed the eCommerce store.
Basic Path	1. System displays the Home page and User clicks on 'Login' link. 2. User enters valid email and password in Registered User Login section. 3. User logs into the account successfully.

	4. User clicks on 'profile' link on the top right of the page. 5. System displays the profile page of the customer. 6. User clicks the 'update' link in the personal information section. 7. User updates the personal information and clicks on [Save] button. 8. System updates the user information successfully. 9. User clicks on [Update] button in Contact Information section. 10. System navigates user to 'Edit Contact Information' page. 11. User updates the contact information like address, phone no or email address and clicks on [Save] button. 12. System updated the contact information successfully. 13. User can update 'Payment Method Information' and 'User Name & Password' similarly.
Alternative Path 1	If user only want to update contact information then can directly follow step 9.
Post-condition	User is able to update account information.

User Story 7: Shopping Cart

Customer Adds/Updates/Removes items from shopping cart. Customer is able to update the quantity of items and also able to apply promo code if any.
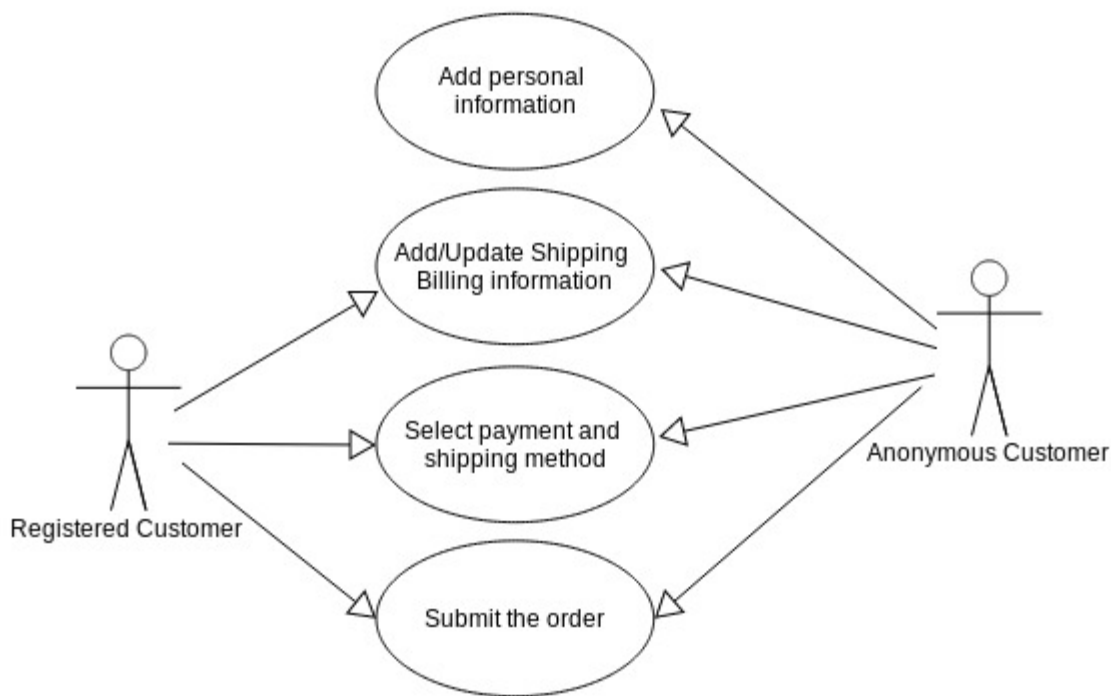
Use Case:

Use Case Name	Shopping Cart Page
Actor	Customer
Description	User can finalize the shopping cart with details required.
Trigger	User manages shopping cart.
Precondition	User should have already accessed the eCommerce store.
Basic Path	1. System displays the shopping cart page. 2. User changes the quantity of product. 3. System updates the quantity of product successfully on submit the order. 4. User enter the promotion code details (if any).

	5. Promotion is applied successfully.
	6. User select the checkbox of cart items and clicks on 'Remove Selected' link.
	7. System removes the item from the shopping cart.
Alternative Path 1	If user does not have any promo code then, can skip step 4.
Alternative Path 2	If user only wants to remove item then can directly follow step 6.
Post-condition	Items gets updated and deleted successfully.

User Story 8: Checkout Page

On checkout page Customer adds Personal information, Adds/Updates Shipping and Billing information, chooses Payment Method(Either CC, COD, Internet Banking or Paypal), selects shipping method and submits the order.

Use Case:

Use Case Name	Checkout Page (Registered + Anonymous) Customer
Actor	Customer
Description	User fills in all the required details and make a purchase online.
Trigger	User visits the Front Store.
Precondition	User should have already accessed the eCommerce store.
Basic Path	1. System displays the Shopping cart page.
	2. User clicks on any of the checkout link given at top right of the page.
	3. System displays the Checkout page according to the selected link.
	4. In case of anonymous user checkout, user fills all information such as personal

	information, shipping information, billing information, selects shipment method, add payment method(CC) and clicks on [Submit Order] button. 5. In case of registered user checkout, User selects the shipping address, payment option, shipment method and clicks on [Submit Order] button. 6. System places the order successfully.
Post-condition	Order is placed successfully.