

FINAL PROJECT

Use Cases Report



FACULTY OF ENGINEERING AND APPLIED SCIENCE

SOFE 2720U

Principles of Software & Requirements

Ontario Tech University

Tutorial Instructor: Amin Avan

Lab Instructor: Md Al Maruf

Professor: Dr. Anwar Abdalbari

Winter 2022

Ahmaad A. Ansari

Darren E. Constantine

Jason Stuckless

I. IDENTIFICATION PAGE

#	Full Name	ID	Email
1	Ahmaad A. Ansari	100785574	ahmaad.ansari@ontariotechu.net
2	Darren E. Constantine	100782701	darren.constantine@ontariotechu.net
3	Jason Stuckless	100248154	jason.stuckless1@ontariotechu.net



Ahmaad Ansari



Darren Constantine



Jason Stuckless

II. TABLE OF CONTENTS

I. Lab Identification Page	2
II. Table of Contents	3
III. User Stories	4
IV. Use Cases	11
A. Use Case Diagram	11
B. Use Case Descriptions	12
V. Appendix	30

III. USER STORIES

A screenshot of a jamboard can be found in Appendix A.

Catalog Browsing		Priority: Must	Size: 4
Narrative:	Acceptance Criteria:		
As an end-user, I want to view a product catalogue so that I can choose some items to purchase.	Scenario 1: System displays product type		
	Given I'm a system user When I select a product type Then the system displays a list of products that match the type selected.		
	Scenario 2: User searches for products by name		
	Given I'm a system user When I select the "Products" page Then the system shows a "Search" field at the top of the site When I search for a product Then the system displays a list of products that match the search result.		

Check-Out		Priority: Must	Size: 7
Narrative:	Acceptance Criteria:		
As an end-user, I want to check out so that I can complete purchases and have the products delivered.	Scenario 1: User checks out		
	Given I'm a logged-in system user that has selected items for purchase When I select the "Check Out" field Then the system should show me a final cart review with a confirmation field And the payment fields should be displayed When I enter valid payment credentials and click "Check Out" Then the transaction should be complete and the products should be delivered.		
	Scenario 2: User cancels transaction		
	Given I'm a logged-in system user that has selected items for purchase When I select the "Check Out" field And have entered my payment information and have checked out When I select the "Cancel Order" field on the "Order Status" page (within 24 hours of checking out) Then the system should cancel my order and return my money to my account.		

Illusive Content/Sensitivity		Priority: Must	Size: 2
Narrative:	Acceptance Criteria:		
As an end-user, I want to be able to report inappropriate or misleading product information so that the website admin can review the complaint.	<hr/> Scenario 1: User finds sensitive or misleading information <hr/> Given I'm a system user that has found sensitive or misleading information about a product When I click the "Report a Problem" field Then a textbox field should open for me to send the complaint.		

Account Verification		Priority: Should	Size: 2
Narrative:	Acceptance Criteria:		
As an end-user, I want to receive an email after account registration so that I can verify my e-mail address.	<hr/> Scenario 1: User creates an account <hr/> Given I'm a new system user When I click the "Create an Account" field Then a username, password, and email address field should be displayed When I enter valid credentials in the field and click "Create Account" Then a verification email should be sent to my e-mail with a verification link When I click on the verification link Then my account is officially registered And I can explore all account features.		

Product Reviews		Priority: Should	Size: 2
Narrative:	Acceptance Criteria:		
As an end-user, I want to be able to see reviews on products so that I know if potential product purchases will be reliable and safe.	<hr/> Scenario 1: User selects a product of interest <hr/> Given I'm a system user When I select a product of interest And scroll down the page Then a product review summary should be displayed.		

Cart Review		Priority: Should	Size: 4
Narrative:	Acceptance Criteria:		
<p>As an end-user, I want to be able to see the items I have saved in my cart so that I can review them and make adjustments.</p>	<hr/> <p style="text-align: center;">Scenario 1: User selects cart</p> <hr/>		
	<p>Given I'm a logged-in system user When I select the cart Then the page should display a summary of the products I have saved When I click the "Delete Item" button beside a chosen product Then the system should remove the product from my cart.</p>		

Order History		Priority: Should	Size: 4
Narrative:	Acceptance Criteria:		
<p>As an end-user, I want to see my purchase activity so that I can see what products were bought on my account in the past.</p>	<hr/> <p style="text-align: center;">Scenario 1: User checks order history</p> <hr/>		
	<p>Given I'm a logged-in system user When I click on my profile icon Then my account information and settings should be displayed And an "Order History" option should be available When I select "Order History" Then a log of all my previous purchases should be displayed.</p>		

Tracking an Order		Priority: Could	Size: 7
Narrative:	Acceptance Criteria:		
<p>As an end-user, I want to be updated on the delivery status of my order so that I know when my products will arrive.</p>	<hr/> <p style="text-align: center;">Scenario 1: User checks status of order</p> <hr/>		
	<p>Given I'm a logged-in system user When I click on "Order Status" in the top navigation bar Then a page should display information about any pending orders and order statuses.</p>		

Product-List Filtering and Sorting		Priority: Could	Size: 6
Narrative:	Acceptance Criteria:		
<p>As an end-user, I want to be able to change the order of product listings so that I can see products that cater to my needs.</p>	<hr/> <p style="text-align: center;">Scenario 1: User narrows down result list</p> <hr/>		
	<p>Given I'm a system user When I browse the products catalogue and select filters from the left side of the page Then the page should display products that match the selected parameters. When I add or remove filter specifications from the left side of the page Then the page should update the product results for the new parameters.</p>		

Product Specifications		Priority: Must	Size: 1
Narrative:	Acceptance Criteria:		
<p>As an end-user, I want to be given more information about a product that I select so that I can decide if I should purchase it.</p>	<hr/> <p style="text-align: center;">Scenario 1: User selects a product</p> <hr/>		
	<p>Given I'm a system user When I select a product Then the page should display information about the product And display images of the product in the colour chosen (if applicable) from different angles.</p>		

Live Customer Support (Chatbots)		Priority: Could	Size: 8
Narrative:	Acceptance Criteria:		
<p>As an end-user, I want to be able to have on-demand customer support so that I can discuss any questions or concerns I have regarding the service.</p>	<hr/> <p style="text-align: center;">Scenario 1: User gets assistance from customer support</p> <hr/>		
	<p>Given I'm a system user When I click the blue "Chatbot" icon on the bottom right of the page Then a chatbox should pop up And a chatbot should provide help options for me to select When I select the help option that matches my concerns Then a customer support individual should come online to assist me</p>		

Transparent Security and Privacy		Priority: Must	Size: 1
Narrative:	Acceptance Criteria:		
As an end-user, I want to know how my personal information is being used so that I am confident that it is safe and protected.	<hr/> <p style="text-align: center;">Scenario 1: User checks privacy information</p> <hr/> <p>Given I'm a logged-in system user When I go to my account info and click "Privacy" Then the site should include a link that directs me to a page with information about how personal data is handled.</p>		

Design Elements		Priority: Must	Size: 4
Narrative:	Acceptance Criteria:		
As a client, I want my system to have a semi-minimalistic style and contain powerful, eye-catching images so that customers will be interested in purchasing our products.	<hr/> <p style="text-align: center;">Scenario 1: Users load the website</p> <hr/> <p>Given I'm a client for this software When customers see the site Then they should feel compelled to explore our products.</p>		

Virtual Tour Guide		Priority: Could	Size: 6
Narrative:	Acceptance Criteria:		
As a client, I want the system to include an optional guided tour upon their first visit so that my customers can explore the system features with ease.	<hr/> <p style="text-align: center;">Scenario 1: User logs in for the first time</p> <hr/> <p>Given I'm a client for this software When my users' login to their account for the first time Then they should receive a pop-up message for taking a virtual tour guide When my users select "End Tour" Then the tour guide should end and bring the user back to the main page.</p>		

Customer Feedback		Priority: Should	Size: 2
Narrative:	Acceptance Criteria:		
<p>As a client, I want to receive feedback from users about our system so that our software maintenance team can fix potential bugs and improve system features.</p>	<hr/> <p style="text-align: center;">Scenario 1: User sends feedback when logged-in</p> <hr/> <p>Given I'm a client for this software When my logged-in users select "Send Us a Message!" at the bottom of the main page And enter a message in the text field and click "Send Message" Then an email should be sent to our software maintenance team.</p> <hr/> <p style="text-align: center;">Scenario 2: User clicks <i>Contact-Us</i></p> <hr/> <p>Given I'm a client for this software When users select "Contact Us" at the footer of the webpage Then they should be directed to a page with our contact information so that they can contact us.</p>		

Dashboard Access		Priority: Should	Size: 6
Narrative:	Acceptance Criteria:		
<p>As a client, I want interactive dashboards for product information and reviews, customer accounts, and order information so that our development, administrative, and finance team can extract relevant information.</p>	<hr/> <p style="text-align: center;">Scenario 1: Client accesses dashboard data</p> <hr/> <p>Given I'm a client for this software When I go to the "Dashboards" section available through the Administrative Profile Then the page should display a series of dashboards with relevant information regarding products, customers, and orders.</p>		

Website Speed		Priority: Must	Size: 5
Narrative:	Acceptance Criteria:		
<p>As a client, I want the system to be configured with a fast infrastructure so that loading times for pages are reduced.</p>	<hr/> <p style="text-align: center;">Scenario 1: User loads a page in a browser</p> <hr/> <p>Given I'm a client for this software When the users load a page Then the system should load all assets and scripts quickly.</p>		

Dynamic Website		Priority: Must	Size: 7
Narrative:	Acceptance Criteria:		
<p>As a client, I want the site to be dynamic so that the user has a more interactive experience.</p>	<p>Scenario 1: User interacts with web page</p>		
	<p>Given I'm a client for this software When the users click on or hover over specific page elements Then the page contents should change via script integration without the need to load the entire site again</p>		

Overload Control Techniques		Priority: Must	Size: 9
Narrative:	Acceptance Criteria:		
<p>As a client, I want the system to include backup servers and implement site caching so that system overloading failure is prevented.</p>	<p>Scenario 1: Requests to server exceed threshold</p>		
	<p>Given I'm a client for this software who wants to reduce online traffic When the user loads a page after the first time Then stored site cache should be retrieved</p>		
	<p>When the number of requests to the server exceeds the defined threshold value Then the system should use backup servers to handle incoming requests</p>		
	<p>Scenario 2: Main servers are down</p>		
	<p>Given I'm a client for this software When the main servers are down Then the system should automatically switch to backup servers</p>		

List of formal requirements can be found in an attached file named “*Formal_Requirements_Lab1.vpp.zip*”. A condensed version is included in Appendix B.

Account Verification

Actor will receive an email to confirm their registered account.

Information

Rank Unspecified

ID

Status Unspecified

Justification **Primary Actors** **Supporting Actors**

Scenarios

Scenario

1. User logs in to their email account.
 - 1.1. User enters email and password on 'Sign In' page of mailing system.
2. User clicks on recent message with title "RE: Account Verification - ADJ Tech Shop"
3. User clicks on hyperlink in the message content
4. New page is opened with a message that verification is complete
 - 4.1. User closes the new page or clicks on site logo to be redirected to home page

Details

Level User

Complexity Medium

Use Case Status Initial

Implementation Status Scheduled

Preconditions Create Account

Post-conditions N/A

Author N/A

Assumptions User knows how to log in to their email account.

Browse Products

Actors are able to browse all merchandise that the store has to offer.

Information

Rank Unspecified

ID

Status Unspecified

Justification

Primary Actors Guest, Registered User

Supporting Actors

Scenarios

Scenario

1. User scrolls down web page to view featured products and deals.
2. User enters the type of product they are looking for in the search field located at the top of the page.
3. User clicks on arrow keys at the bottom of the search results to view more products.

Details

Level User

Complexity Low

Use Case Status Base

Implementation Status Partially Complete

Preconditions User is on the homepage of the website.

Post-conditions N/A

Author N/A

Assumptions N/A

Cancel Order

Actor cancels an order.

Information

Rank	Unspecified
ID	
Status	Unspecified
Justification	Primary Actors Supporting Actors

Scenarios

Scenario

1. User clicks 'Cancel Order.' 1.1.
User confirms order cancellation.

Extensions

- 1.a. User can stop the Cancel Order process.
- 1.b. User cannot cancel order after 24 hours from the time of transaction.

Details

Level	User
Complexity	Medium
Use Case Status	Base
Implementation Status	Scheduled
Preconditions	Check-Out
Post-conditions	N/A
Author	N/A
Assumptions	N/A

Check-Out

Actors are able to pay for items that they have added to their cart.

Information

Rank	Unspecified
ID	
Status	Unspecified
Justification	Primary Actors Supporting Actors

Scenarios

Scenario

1. User clicks 'Check Out.'
2. User previews item receipt of items in cart.
3. User enters payment information.
 - 3.1. User chooses which payment method they would like to use to complete transaction.
 - 3.2. User enters information in the input fields.
4. User clicks 'Confirm Purchase.' **Extensions**
 - 4.a. User can choose to cancel order - Cancel Order

Details

Level	User
Complexity	Medium
Use Case Status	Base
Implementation Status	Scheduled
Preconditions	Login Select Items
Post-conditions	N/A
Author	N/A
Assumptions	N/A

Create Account

An actor is able to create a registered account with our system.

Information

Rank Unspecified

ID

Status Unspecified

Justification **Primary Actors** Guest **Supporting Actors**

Scenarios

Scenario

1. Click 'Register' button
2. Enter account details into text fields
 - 2.1. Provide username
 - 2.2. Provide password
 - 2.3. Confirm password
 - 2.4. Provide email to link to account
3. Read UserAgreement
 - 3.1. Check the checkbox field 'I accept the terms and conditions listed in the agreement above'
4. Click 'Create Account'

Details

Level	User
Complexity	Medium
Use Case Status	Base
Implementation Status	Started
Preconditions	User should be on the homepage of the website.
Post-conditions	Account Verification
Author	N/A
Assumptions	User has an email to link to the created account.

Customer Support

Actors have access to customer support, while some actors provide customer support.

Information

Rank Unspecified

ID

Status Unspecified

Justification

Primary Actors Registered User, Guest, Support Line

Supporting Actors

Scenarios

Scenario

1. User clicks on chatbot icon on the bottom-right corner on the home page.
2. User selects the assistance category that suits their needs.
3. User chats with a customer support agent via text.
 - 3.1. User clicks 'Close Chat' to end the support service.

Details

Level User

Complexity High

Use Case Status Name Only

Implementation Status Partially Deferred

Preconditions User is on home page of website.

Post-conditions N/A

Author N/A

Assumptions User can understand and message in English or French.

Extract Summaries

Actor extracts data summaries from dashboards.

Information

Rank Unspecified

ID

Status Unspecified

Justification **Primary Actors** **Supporting Actors**

Scenarios

Scenario

1. Actor selects 'Extract Data Summaries.'
 - 1.1. Actor can choose to download or print the summaries.

Details

Level Subfunction

Complexity Medium

Use Case Status Name Only

Implementation Status Scheduled

Preconditions Actor is on dashboard page.

Post-conditions N/A

Author N/A

Assumptions N/A

Login

Actors are able to login to their account given they have initially created one.

Information

Rank	Unspecified
ID	
Status	Unspecified
Justification	
Primary Actors	Registered User
Supporting Actors	

Scenarios

Scenario

1. User enters username or email linked to account.
2. User enters password.

Details

Level	User
Complexity	Medium
Use Case Status	Base
Implementation Status	Scheduled
Preconditions	Create Account
Post-conditions	N/A
Author	N/A
Assumptions	N/A

Order Tracking

Actors are able to track orders that they have placed.

Information

Rank Unspecified

ID

Status Unspecified

Justification **Primary Actors** Support Line **Supporting Actors**

Scenarios

Scenario

1. User selects 'Order Status.'
2. User views the delivery status of the purchased items.

Extensions

- 2.a. User can choose to cancel order within 24 hours of completing the transaction.
 - Cancel Order

Details

Level	User
Complexity	Medium
Use Case Status	Name Only
Implementation Status	Scheduled
Preconditions	Check-Out
Post-conditions	N/A
Author	N/A
Assumptions	N/A

Privacy/Security Monitoring

Actor checks if privacy protocol is being followed.

Information

Rank Unspecified

ID

Status Unspecified

Justification

Primary Actors Network Administrator, Maintenance Developers

Supporting Actors

Scenarios

Scenario

1. Actor checks that privacy guidelines and procedures are being followed.
 - 1.1. Content is reviewed every 8-12 hours.
 - 1.2. Internet privacy protection diagnostics are run.
 - 1.3. User payment information security is monitored.

Details

Level User

Complexity High

Use Case Status Name Only

Implementation Status Scheduled

Preconditions Actor is logged-in to the system.

Post-conditions N/A

Author N/A

Assumptions N/A

Report Content

Actor reports illusive or sensitive content.

Information

Rank Unspecified

ID

Status Unspecified

Justification

Primary Actors Network Administrator

Supporting Actors

Scenarios

Scenario

1. User clicks the flag icon.
2. User fills out content report.
 - 2.1. User chooses why they are reporting the content from the options provided.
 - 2.2. User can choose to leave an additional comment.

Scenario2

1. Administrative users click 'View Report Log.'
2. Users review the reported content.
 - 2.1. Users update or remove content that classify as breaking company guidelines.

Details

Level	User
Complexity	Medium
Use Case Status	Base
Implementation Status	Scheduled
Preconditions	Login
Post-conditions	N/A
Author	N/A
Assumptions	N/A

Result Filtering

Actors are allowed to filter merchandise based on specific categories.

Information

Rank	Unspecified
ID	
Status	Unspecified
Justification	Primary Actors Supporting Actors

Scenarios

Scenario

1. User opens filter menu.
 - 1.1. User clicks on arrow on the left-hand side of the page.
2. User clicks the checkboxes that apply to the product they are looking for.
 - 2.1. Filters include product type, price range, and brand

Details

Level	Subfunction
Complexity	Medium
Use Case Status	Base
Implementation Status	Scheduled
Preconditions	N/A
Post-conditions	N/A
Author	N/A
Assumptions	N/A

Review

Actor reviews a product that they have purchased.

Information

Rank	Unspecified
ID	
Status	Unspecified
Justification	Primary Actors Supporting Actors

Scenarios

Scenario

1. User selects an item they have purchased.
2. User selects 'Write Review.'
3. User writes a review on the product.
 - 3.1. User rates various aspects of the product out of 5, including product quality, delivery time, etc.

Details

Level	User
Complexity	Low
Use Case Status	Base
Implementation Status	Scheduled
Preconditions	Login Proof of purchase of product being reviewed.
Post-conditions	N/A
Author	N/A
Assumptions	N/A

Select Items

Actors are able to select items to be viewed in a descriptive manner.

Information

Rank	Unspecified
ID	
Status	Unspecified
Justification	
Primary Actors	Registered User
Supporting Actors	

Scenarios

Scenario

1. User selects items they would like to purchase.
 - 1.1. Item specifications are displayed.

Details

Level	User
Complexity	Low
Use Case Status	Base
Implementation Status	Started
Preconditions	Login
Post-conditions	N/A
Author	N/A
Assumptions	N/A

Server Control

Actor monitors servers to ensure that they are functioning without any problems.

Information

Rank Unspecified

ID

Status Unspecified

Justification

Primary Actors Network Administrator, Maintenance Developers

Supporting Actors

Scenarios

Scenario

1. Network traffic diagnostics are run.
2. Reports are generated.
3. Automatic state managements are monitored.

Details

Level	Subfunction
Complexity	High
Use Case Status	Name Only
Implementation Status	Partially Deferred
Preconditions	N/A
Post-conditions	N/A
Author	N/A
Assumptions	N/A

Update Dashboard

Actor refreshes dashboard and/or requests an edit to the dashboard.

Information

Rank	Unspecified
ID	
Status	Unspecified
Justification	Primary Actors Supporting Actors

Scenarios

Scenario

1. Actor clicks 'Update Dashboard'
 - 1.1. Date and time of update are provided along with updated data.

Details

Level	Subfunction
Complexity	High
Use Case Status	Name Only
Implementation Status	Scheduled
Preconditions	View Dashboard
Post-conditions	N/A
Author	N/A
Assumptions	N/A

View Cart

Actors are able to view all items that they have added to their shopping cart.

Information

Rank Unspecified

ID

Status Unspecified

Justification **Primary Actors** **Supporting Actors**

Scenarios

Scenario

1. User selects Cart icon.
2. User views items in cart.

Details

Level	User
Complexity	Medium
Use Case Status	Base
Implementation Status	Started
Preconditions	Select Items
Post-conditions	N/A
Author	N/A
Assumptions	N/A

View Dashboard

Actors are able to access a dashboard.

Information

Rank Unspecified

ID

Status Unspecified

Justification **Primary Actors** Manager **Supporting Actors**

Scenarios

Scenario

1. Actor clicks on 'Dashboard' on top navigation bar.

Details

Level User

Complexity High

Use Case Status Initial

Implementation Status Scheduled

Preconditions Actor logs in to their administrative account.

Post-conditions N/A

Author N/A

Assumptions N/A

V. APPENDIX

APPENDIX A

