FINAL PROJECT

Use Cases Report

FACULTY OF ENGINEERING AND APPLIED SCIENCE

SOFE 2720U

Principles of Software & Requirements

Ontario Tech University

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I. IDENTIFICATION PAGE

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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.	**Scenario 1:** User finds sensitive or misleading information **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.	**Scenario 1:** User creates an account **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.	**Scenario 1:** User selects a product of interest **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:**	

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.	**Scenario 1:** User selects cart **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.

Order History	Priority: Should	Size: 4
Narrative:	**Acceptance Criteria:**	

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.	**Scenario 1:** User checks order history **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 available **When** I select "Order History" **Then** a log of all my previous purchases should be displayed.

Tracking an Order	Priority: Could	Size: 7
Narrative:	**Acceptance Criteria:**	

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.	**Scenario 1:** User checks status of order **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.

Product-List Filtering and Sorting	Priority: Could	Size: 6

Narrative:	**Acceptance Criteria:**
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.	**Scenario 1:** User narrows down result list **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.

Product Specifications	Priority: Must	Size: 1

Narrative:	**Acceptance Criteria:**
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.	**Scenario 1:** User selects a product **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.

Live Customer Support (Chatbots)	Priority: Could	Size: 8

Narrative:	**Acceptance Criteria:**
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.	**Scenario 1:** User gets assistance from customer support **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

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.	**Scenario 1:** User checks privacy information **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.

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.	**Scenario 1:** Users load the website **Given** I'm a client for this software **When** customers see the site **Then** they should feel compelled to explore our products.

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.	**Scenario 1:** User logs in for the first time **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.

Customer Feedback	Priority: Should	Size: 2

Narrative:	Acceptance Criteria:
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.	**Scenario 1:** User sends feedback when logged-in **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. **Scenario 2:** User clicks *Contact-Us* **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.

Dashboard Access	Priority: Should	Size: 6

Narrative:	Acceptance Criteria:
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.	**Scenario 1:** Client accesses dashboard data **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.

Website Speed	Priority: Must	Size: 5

Narrative:	Acceptance Criteria:
As a client, **I want** the system to be configured with a fast infrastructure **so that** loading times for pages are reduced.	**Scenario 1:** User loads a page in a browser **Given** I'm a client for this software **When** the users load a page **Then** the system should load all assets and scripts quickly.

Dynamic Website	Priority: Must	Size: 7

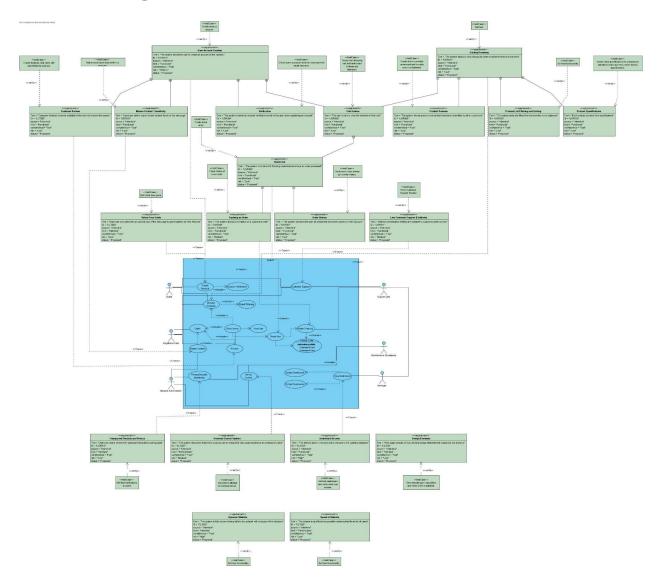| Narrative:	Acceptance Criteria:
As a client, **I want** the site to be dynamic **so that** the user has a more interactive experience.	**Scenario 1:** User interacts with web page **Given** I'm a client for this software **When** the users click on or hover over specific page elements **Then** the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

Overload Control Techniques	Priority: Must	Size: 9

Narrative:	Acceptance Criteria:
As a client, **I want** the system to include backup servers and implement site caching **so that** system overloading failure is prevented.	**Scenario 1:** Requests to server exceed threshold **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 **When** the number of requests to the server exceeds the defined threshold value **Then** the system should use backup servers to handle incoming requests **Scenario 2:** Main servers are down **Given** I'm a client for this software **When** the main servers are down **Then** the system should automatically switch to backup servers

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.

IV. USE CASES

A. Use Case Diagram

For a higher resolution of the figure above, refer to the file named "UC_Diagram.jpg."

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

 Suppporting 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 **Suppporting 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
Suppporting 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 **Suppporting 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

 Suppporting 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

 Suppporting 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

 Suppporting 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

Suppporting 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

End user (Ahmaad Ansari)	Facilitator (Jason Stuckless)	Software Developer (Jason Stuckless)	Client (Darren Constantine)

Schedule timeline for work on different parts of the website	All product info stored in SQL	Should be able to view order history	Detailed product descriptions	Need Check-Out function to process order request
Site navigation should be user-friendly	Front end requires a mix of HTML, CSS and Javascript	Design should be simple, but not over-minimalistic	Email confirmations for purchased items	I would like a website-design mock-up	Want to be able to see product reviews
PHP integration into HTML to access database info	Consider using product image thumbnails in your search results	Should contain powerful and eye-catching images to keep user hooked	Arrange update meetings with Client to ask questions and address concerns.	There should exist an initial tour to showcase the websites features	There should be some process in place in case a server crashes	Privacy statement
Pages should take no more than a second or two to load	A visually appealing website starts with solid design, and a conscious color scheme	Fast return of results	Sortability of product reviews is essential	Users should be able to submit feedback	Should be able to report inapproriate/sensitive content	Customer support
Should be able to view order status	Something about payment handling	Allow users to create their own accounts to access wishlists	Require integration of multiple payment methods to ensure ease of transaction	As the client, I should have access to a dashboard	Website should be easy to update	Should be able to edit items in cart