
Use Case - Zapato

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CECS 491B Software Engineering Project II

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Table of Contents

1. Peer 2 Peer	2
1.1 Report a user	2
2. Product Browsing	3
2.1 Buy product	3
2.2 Sell product	4
2.3 Search product	4
2.4 Add to favorites	5
3. Payment Processing	6
4.1 Payment method	6
4.2 Shipping address	7
4. Profile	8
4.1 Login	8
4.2 Log out	8
4.3 Change password	9
4.4 Update username	10
4.5 Update delivery address	11
4.6 Update email address	11
4.7 Verify email address	12
4.8 View selling list	12
4.9 Remove product from selling list	13
4.10 Create product in sell listing	14
4.11 View favorite list	14
4.12 Remove favorites	15
5. Settings	16
5.1 Change profile image	16
5.2 View help	16
5.3 View terms of service / Privacy policy	17
5.4 View application information	17
5.5 Send feedback	18

1. Peer 2 Peer

1.1 Report a user

Use case: Report a user

Actor: User

Goal in context: To send a complaint against the person to the admins

Pre-Condition: User is in the profile of the person. Admins must not be corrupt to be willing to investigate and resolve Zapato service customer disputes. If Zapato service gets reputation for slow customer service user will likely not try to use this feature as time goes on.

Post-Condition: A complaint is sent about the person to the admins

Events:

1. Scroll down from the person's profile
2. Click on "Report"
3. Click on the list of available offenses.
4. Write optional sentences that happened to report this person
5. Click "Submit"

Extensions:

2a. If not logged in

2b. Taken to login screen

2. Product Browsing

2.1 Buy product

Use case: Buy Product

Actor: User

Goal in context: User want to buy the product now.

Pre-Condition: User login in his/her account, and user are in the product detail screen.

Post-Condition: User does not login in, and user are in the product detail screen.

Events:

1. From the product detail screen, click “Buy Now” button.
2. User input his/her shipping address, or user uses the save address.
3. user login in his/her Paypal account
4. User choose a linked bank account, or user input the card information.
5. User click “Confirm” to confirm purchases.

Extensions:

2.2 Sell product

Use case: Sell Product
Actor: User Goal in context: User wants to sell a product Pre-Condition: User has registered account and User has logged in. Post-Condition: User creates a listing to sell their product Events: <ol style="list-style-type: none">1. From any screen, User taps and holds the home button on the lower left corner2. User swipes up to the camera icon3. User takes photo(s) or selects photo(s) of product4. User creates product listing title and product description5. User selects product condition6. User selects to put product for sale7. User sets the price for sale8. User inputs paypal email9. User selects to creates sell Product listing
Extensions:

2.3 Search product

Use case: Search Product
Actor: User Goal in context: User has searched for a product they were looking for Pre-Condition: User has to be at the main screen Post-Condition: User is seeing their product that they searched Events: <ol style="list-style-type: none">1) From the main screen, user taps and drags the screen down.2) With their finger still on the phone, they drag their finger to the left and let go.3) This will show a search bar and a keyboard where the user can type what they want to search.4) After confirming their typed word(s), they tap enter and their product(s) will appear.
Extensions:

2.4 Add to favorites

Use case: Add to Favorites
Actor: User Goal in context: User wants to add a product to their Favorites list Pre-Condition: Product is not currently in Favorites list and User is at main screen Post-Condition: User can see the product in the Favorites list Events: <ol style="list-style-type: none">1. User browse for a product2. Selects a product for detailed information3. User selects the add to Favorites icon4. Product is added to favorites list
Extensions:

3. Payment Processing

3.1 Payment method

Use case: Choose payment and confirm order - credit card ({VISA, Master}, {Paypal, Venmo})

Actor: User

Goal in context: Securely make money transfer to seller for the item one purchases.

Pre-Condition:

1. User has not chosen default payment method or first time purchasing with Zapato.
2. User has intent to change payment method for the purchase.
3. User has intent to make purchase and has moved into proceed to purchase.
4. User is debating whether to buy or not and checking out how the shipping fees and taxes will add up.
5. User wants to add and see the promo code they have just before purchase and debating whether to use it now or later.
6. User wants to check gift card balance and debate whether to use gift card or not.
7. User wants to add gift card during check out.

Post-Condition:

1. User presses confirm purchase detail and makes purchase
2. Seller-buyer payment is successful and the item is confirmed for shipping.
3. Payment and order details are invoiced with invoice identification number or code from Zapato and sent to user's Zapato purchase history and email to user's preferred contact method (if phone messaging service is to be added, send the purchase detail there too)
4. VISA, MasterCard confirmation gets emailed.
5. Paypal, Venmo, etc. third party payment processing confirmation gets emailed.
6. Shipping details are emailed.

Events:

1. Credit card input fields are encrypted for transmission to payment processing entities.
2. Credit card is successful or declined.
3. Third party payment method authentication is successful or declined.
4. User chooses to modify or cancel order.
5. Notification is sent to buyer and seller for the order.

Extensions:

1. Modify order
2. Cancel order
3. Stop payment
4. Baby or toddler accidental smartphone purchase guard layer for unwanted purchases for people with children or babysitting children.

3.2 Shipping address

Use case: Choose Shipping Address**Actor:** User**Goal in context:** Confirm the shipping destination**Pre-Condition:**

1. User has not chosen a default shipping address.
2. User intended to change shipping address
3. User has intent to add more shipping address

Post-Condition:

1. New shipping address is successfully added to user's account
2. The chosen shipping address carries throughout the current purchase session.

Events:

1. Address is added
2. Address is deleted
3. Address is modified

Extensions:

1. APO military address instructions and agreements and statements whether seller ships to APO address.

4. Profile

4.1 Login

Use case: Login to account from Start Screen

Actor: User

Goal in context: Login to registered Zapato account

Pre-Condition: User has a Zapato account, is not logged in yet, and is at the Start Screen.

Post-Condition: User has logged into account, and is at Main Screen

Events:

1. Click on "Login" option from Start Screen
2. Enter email and password
3. Confirm login information
4. Click "OK" to continue

Extensions:

1. Registration verification (e.g. click emailed verification link).
2. Registration captcha to guard robot registration.

4.2 Log out

Use case: Log out

Actor: User

Goal in context: User logs out from current logged in account

Pre-Condition: User has a Zapato account is logged in, and is at the Main Screen.

Post-Condition: User has logged out is at the Main Screen.

Events:

1. Click Profile
2. Click Log Out
3. Log Out prompt appears
4. Click Yes to log out

Extensions:

4.3 Change password

Use case: Change password

Actor: User

Goal in context: Change user password to new password

Pre-Condition: User is logged in and at the Main Screen

Post-Condition: User password is changed

Events:

1. Click Profile icon
2. Click “edit profile” option
3. Click “change password” option
4. Receive 6-digit verification code through email
5. Enter verification code into specified field
6. Enter and confirm new password
7. Save Changes

Extensions

- 1a. User is not logged in
 1. Send user to login screen and have them log in
 2. Continue use case at step 2
- 5a. Incorrect/outdated verification code entered
 1. Display error message “Incorrect code entered”
 2. Click “Send new code”
 3. Continue use case at step 4

4.4 Update username

Use case: Update username**Actor:** User**Goal in context:** Change username associated with account**Pre-Condition:** User is in Main Screen**Post-Condition:** Username is changed**Events:**

1. Click Profile icon
2. Click "Edit Profile"
3. Click "Change Username"
4. Enter New Username
5. Save Changes

Extensions:

1. Can make username to be the email address (e.g. Amazon account, Ebay account, Blizzard account, etc.)
2. If "Extensions" item 1 is met above then user account can be transferrable. Account based on user email address verification when user wants to transfer user account for prolonged account usage without creation of new account (e.g. user doesn't like the account name (for some reason) so user wants to change the account name).

4.5 Update delivery address

Use case: Update Delivery Address**Actor:** User**Goal in context:** Change the delivery address of the user**Pre-Condition:** User is in Main Screen**Post-Condition:** User's delivery address is changed**Events:**

1. Click Profile icon
2. Click "Edit Profile"
3. Click "Change Delivery Address"
4. Enter New Delivery Address
5. Save Changes

Extensions:

1. User can add multiple addresses to quickly choose when purchasing.
2. User can choose individual address to ship to individual item to individual locations in a single transaction (given that per transaction can contain multiple items (e.g. multiple count of same item but want to send to different address for this app which has no cart)

4.6 Update email address

Use case: Update email address**Actor:** User**Goal in context:** Change email address of the user**Pre-Condition:** User is in Main Screen**Post-Condition:** User's email is changed**Events:**

1. Click Profile icon
2. Click "Edit Profile"
3. Click "Change Email Address"
4. Enter new email address
5. Save changes

Extensions:

1. Buyer email and seller email account can be different.

4.7 Verify email address

Use case: Verify email address
Actor: User Goal in context: Verify user input email address Pre-Condition: User is in sign-up screen Post-Condition: User is in Main Screen with a registered account Events: <ol style="list-style-type: none">1. User has inputted all of their information necessary to make an account2. Click "Submit"3. "Verify Email" screen, Text box is displayed4. User has to verify email with a code sent to their address5. User writes the code within text box6. Click "Submit"7. Email has been verified
Extensions: 3a. If User exits verify email screen <ol style="list-style-type: none">1. User is in Main Screen2. Click Profile Icon3. Click "Verify Email" on top

4.8 View selling list

Use case: View selling list
Actor: User Goal in context: Switch screen to view list of all products User is selling Pre-Condition: User is in Main Screen and logged in. Post-Condition: Favorite items screen is the current displaying screen Events: <ol style="list-style-type: none">1. Click profile icon2. Click Listing icon3. Click Sell List
Extensions:

4.9 Remove product from selling list

Use case: Remove sell listing
Actor: User Goal in context: User wants to remove listing of their product for sale Pre-Condition: User has placed product on sale and the item has not been sold yet. The User is signed in. Post-Condition: The product put on sale has been removed from the sale listing Events: <ol style="list-style-type: none">1. Click profile icon2. Click Listing icon3. Click Sell List4. Click Remove5. Click Product to remove6. Confirmation prompt appears7. Click Yes to confirm removal
Extensions:

4.10 Create product in sell listing

Use case: Create sell listing
Actor: User Goal in context: User want to create a sell listing of his/her product for sale Pre-Condition: User login in, and User is in the Main Screen Post-Condition: Add listing screen is the current displaying screen Events: <ol style="list-style-type: none">1. Click profile icon2. Click Listing icon3. Click Sell list4. Click Add Listing icon5. Input the product title6. Upload the product picture7. Input the product description8. Input the product detail(condition, color, brand, etc)9. Select sell now10. Input the Paypal account11. Click submit button for finishing Create sell listing
Extensions:

4.11 View favorite list

Use case: View favorite list
Actor: User Goal in context: User wants to switch screen to view all favorite items Pre-Condition: User is in Main Screen. The User is logged in. Post-Condition: Favorite items screen is the current displaying screen Events: <ol style="list-style-type: none">1. Click Profile icon2. Click Listing icon3. Click Favorites List
Extensions:

4.12 Remove favorites

Use case: Remove Favorites
Actor: User Goal in context: User wants to remove an item in their Favorites list Pre-Condition: User is in Main Screen. The user is logged in. The user has items in the Favorites list Post-Condition: An item is removed from the User's Favorite List Events: <ol style="list-style-type: none">1. Click Profile2. Click Listing3. Click Favorites4. Click Remove5. Click Product to remove6. Confirmation prompt appears7. Click Yes to confirm removal
Extensions:

5. Settings

All push notifications are enabled by default.

5.1 Change profile image

Use case: Change Profile Image
Actor: User Goal in context: Replace the current profile image with another image Pre-Condition: User in Main Screen Post-Condition: Previous profile image is being replaced with another image Events: <ol style="list-style-type: none">1. Click Profile icon2. Click "Edit Profile"3. Click "Change Profile Image"4. Upload new image from device5. Save changes Extensions: <ol style="list-style-type: none">6. Image size is too large, user needs to upload another one.

5.2 View help

Use case: View Help
Actor: User Goal in context: User will see the help section of the app Pre-Condition: User will be in the Main Screen Post-Condition: User will be looking at the help section in the app Events: <ol style="list-style-type: none">1) User has to be at the Main Screen2) User taps and drags home icon to "profile"3) They click on the gear icon to head to settings.4) Click on "Help"
Extensions:

5.3 View terms of service / Privacy policy

Use case: View Terms of Service/Privacy Policy
Actor: User Goal in context: User views the Terms of Service/Privacy Policy Pre-Condition: User in Main Screen Post-Condition: The Terms of Service/Privacy Policy is displayed Events: <ol style="list-style-type: none">1. Click on profile2. Click on setting3. Click on View Terms of Service/Privacy policy
Extensions:

5.4 View application information

Use case: View Application Information
Actor: User Goal in context: User views the information of the application Pre-Condition: User are in the Main Screen Post-Condition: The application information is current display screen Events: <ol style="list-style-type: none">1. Click Profile2. Click Setting3. Click View application information
Extensions:

5.5 Send feedback

Use case: Send Feedback
Actor: User Goal in context: User wants to send feedback for the Application Pre-Condition: User is in the Main Screen. Post-Condition: Feedback is sent to the application developers Events: <ol style="list-style-type: none">1. Click Profile2. Click Settings3. Click Feedback4. Prompt to type feedback appears5. Type in feedback and select category of feedback6. Click Send
Extensions: