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Section – 1

1 Introduction

1.1 Purpose

The Use Cases document defines the actors involved in an e-commerce website built for art. It describes how these actors interact with the system for performing various activities for which this website has been intended.

1.2 Scope

The use case document defines the behavior of an e-commerce website and how a user interacts with the said website to purchase art, purchase subscription for video tutorials, view events and blogs related to art.

1.3 Glossary

Table 1:Glossary

Administrator	Actor
Artist	Actor
Content Manager	Actor
Sales Clerk	Actor
Delivery Manager	Actor
Support Agent	Actor
Customer	Actor
Tutor	Actor

1.4 Overview

This document is divided into three sections. Section I covers the introduction, purpose and scope of this use case document. Section II briefly describes the actors involved in the system. Section III consists of different use cases describing how each actor interacts with the system.

Section – II

2 Actors

2.1 User

A customer is the one who would be interacting with the system to search for art, search for tutorials, and purchase them. He would also be able to view events and blogs available on the website.

2.2 Administrator

An administrator is the one who would be managing users and assigning roles to the users.

2.3 Artist

An artist would be responsible for uploading content like videos, artwork and blogs.

2.4 Content Manager

A content manager would be reviewing the content uploaded by the artist and then publish it on the website. He is responsible for adding, deleting and modifying content on the website.

2.5 Shipping Department

It is a department responsible for organizing, receiving, recording, and mailing shipments of goods to the customers.

2.6 Tutor

Tutor is someone who helps a student snap up in a subject/course.

2.7 Support Agent

A support agent is responsible for responding to user queries.

Section – III

3 Use Cases – User checking out with an Item

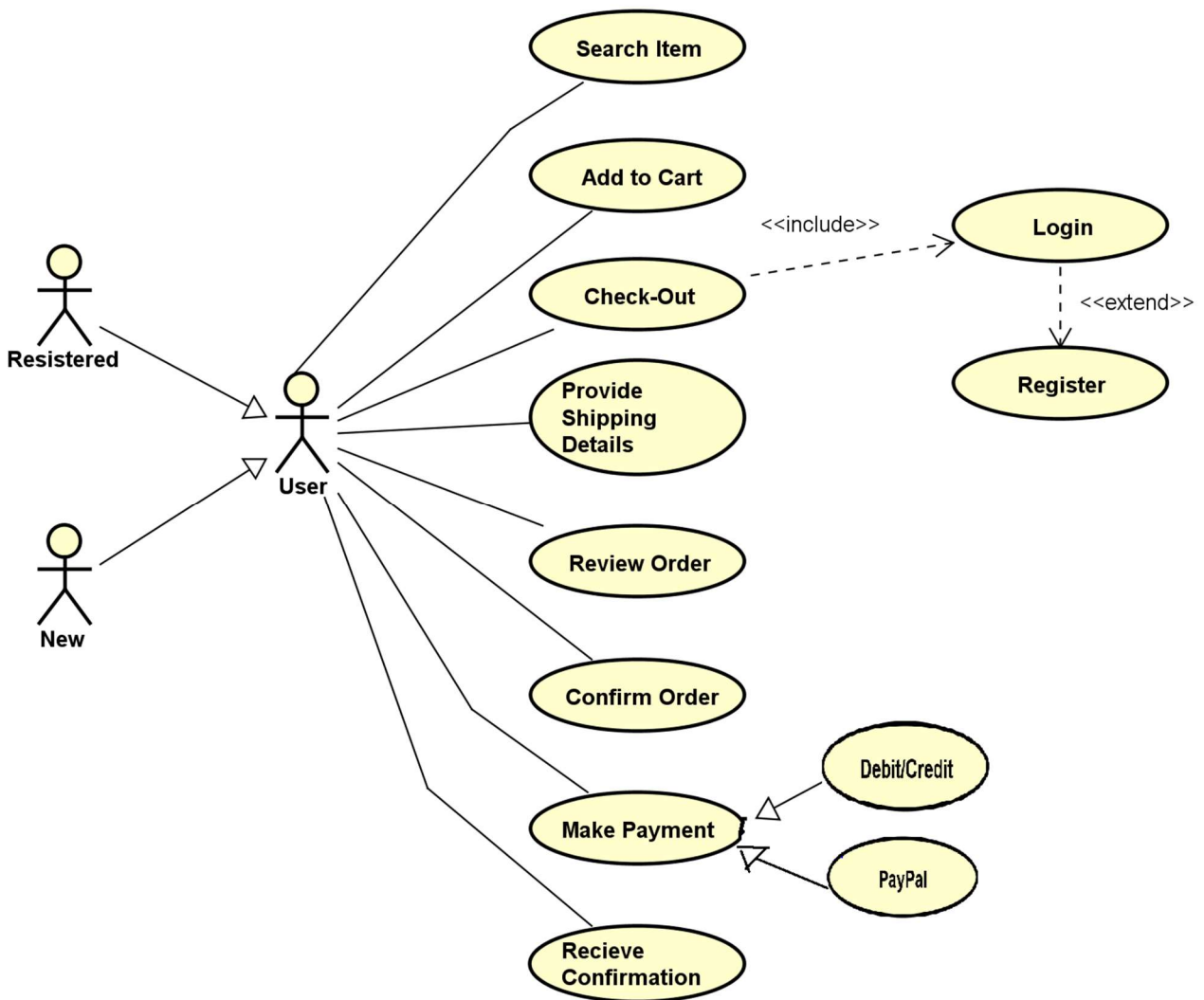


Figure 1:User Checking out

3.1 Search Item

3.1.1 Brief Description

This use case defines how the user searches for desired product. The user searches by simply entering the search criteria in the systems search field.

3.1.2 Preconditions

The user must successfully be able to browse to the system's web page.

3.1.3 Basic Flow of Events

1. The user enters the website.
2. The user provides search criteria in the “search field”.

3.1.4 Alternate Flow of Events

1. The user enters the website.
2. The user searches by browsing through the categorical drop down lists available on the web system.

3.1.5 Exception Flow of Events

1. If the user provides search criteria to the systems interface and no results are found,
 - a. Modify search criteria. (or)
 - b. Follow alternate flow i.e. Search using categorical drop down lists available on the website.

3.1.6 Post-Conditions

The website successfully displays the search results.

3.2 Add to cart

3.2.1 Brief Description

This use case describes how a user selects desired product from the search results and adds it to his shopping cart.

3.2.2 Preconditions

1. User should select desired product from the search results.
2. User should specify required quantity.

3.2.3 Basic Flow of Events

1. The user selects desired product from the search results
2. User checks availability.
3. User specifies the required quantity that is to be added to his shopping cart.

3.2.4 Alternate Flow of Events

1. At basic flow 2, if the desired product is not available, the user can either
 - a. Save to cart and receive notifications when the product becomes available.
 - b. Select similar recommended products from the search results.

3.2.5 Post-Conditions

The product successfully gets added to the user’s shopping cart.

3.3 Check-out

3.3.1 Brief Description

This use case describes how a user would proceed to checking out with his selected product.

3.3.2 Preconditions

1. The user must be logged-in to the system.
2. The user must have products in his shopping cart.

3.3.3 Basic Flow of Events

1. User verifies availability of the items selected.
2. User clicks on “check-out”.

3.3.4 Alternate Flow of Events

1. At basic flow 2, the user is not logged-in.
 - a. User is redirected to login screen.

3.3.5 Exception Flow of Events

1. At alternate flow 1a, the user is not registered to login.
 - a. User clicks on “sign-up” and registers himself.
2. Once registered, user logs in and proceeds with checkout.

3.3.6 Post-Conditions

The user gets successfully redirected to the next page.

3.4 Provide Shipping details

3.4.1 Brief Description

This use case describes how the user enters his shipping details. Once he selects his shipping location, he will be redirected to the next page where he can review the summary of his order.

3.4.2 Preconditions

1. User must be at the check-out page after selecting the desired products.

3.4.3 Basic Flow of Events

1. User is prompted to select location from existing saved locations or prompted to enter alternate shipping details.
2. User selects shipping type
 - a. Standard Delivery
 - b. Fast Delivery
 - c. Express Delivery

3.4.4 Post-Conditions

The user gets successfully redirected to the “review-order” page.

3.5 Review Order

3.5.1 Brief Description

This use case describes the user reviewing his order. Once reviewed, the user can proceed to the payment screen.

3.5.2 Preconditions

1. User must finish selecting products from cart and selecting shipping location.

3.5.3 Basic Flow of Events

1. User carefully reviews the summary of his order.
2. User proceeds to the confirmation screen.

3.5.4 Alternate Flow of Events

1. At basic flow 1, if there are any modifications to be made, user goes back to the previous pages and makes necessary modifications.
2. After modifications are complete and review is done, user proceeds to payment

3.5.5 Post-Conditions

User is successfully redirected to the confirmation screen.

3.6 Confirm Order

3.6.1 Brief Description

This use case describes how the user confirms his order. Once confirmed, the user can proceed to the payment screen.

3.6.2 Preconditions

User must finish reviewing his order.

3.6.3 Basic Flow of Events

1. User confirms the order by selecting “proceed to payment” option available on the website.

3.6.4 Alternate Flow of Events

1. At basic flow 1, if there are any modifications to be made, user goes back to the previous pages and makes necessary modifications.
2. After modifications are complete, user confirms order and proceeds to payment

3.6.5 Post-Conditions

User is successfully redirected to the payment screen.

3.7 Make Payment

3.7.1 Brief Description

This use case describes how the user makes payment for his order. Once payment is complete, user should be redirected to the “receive confirmation” screen.

3.7.2 Preconditions

User must finish reviewing and should confirm his order.

3.7.3 Basic Flow of Events

1. User clicks on make payment where he would be given two options:
 - a. Pay by Debit/Credit

- b. Pay by PayPal
 - c. Pay by Cash
- 2. Once user selects payment option, he would be redirected to the respective payment gateway

3.7.4 Alternate Flow of Events

There is no alternate flow of events for this use case

3.7.5 Post-Conditions

User is successfully redirected to the payment gateway where he makes his payment.

3.8 Receive Confirmation

3.8.1 Brief Description

This use case describes how the user receives confirmation after he completes his payment.

3.8.2 Preconditions

User must select his payment mode and complete transaction at the payment gateway.

3.8.3 Basic Flow of Events

User submits payment details after which he would be notified of the status of payment

3.8.4 Exception Flow of Events

User receives “payment not successful, try again” message from the payment gateway if the payment is not successful.

3.8.5 Post-Conditions

User successfully receives confirmation of payment with an order number and tracking details.

4 Use Cases – Admin managing Users

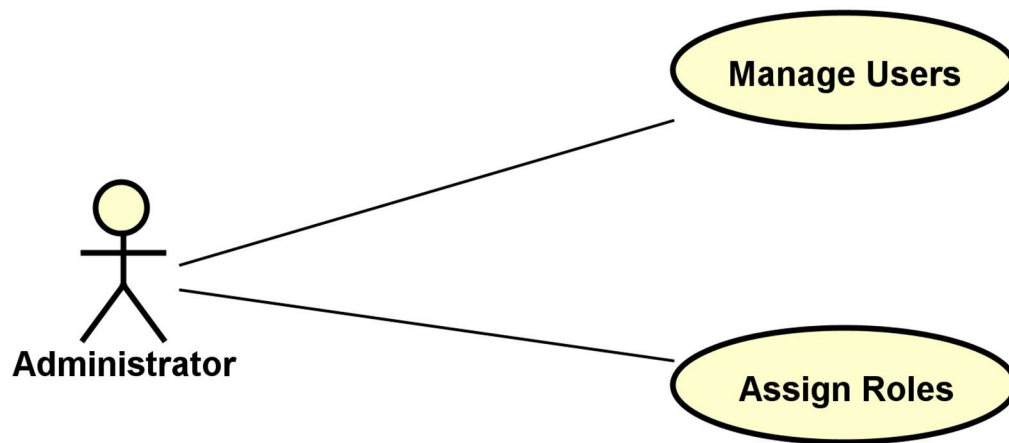


Figure 2 : Admin Managing Users

4.1 Manage Users

4.1.1 Brief Description

This use case defines how an administrator manages user details. He would be add and delete users to the database

4.1.2 Preconditions

1. Admin must be logged in.

4.1.3 Basic Flow of Events

1. The administrator clicks on the manage users option.
2. The list of registered users would be listed.
3. The admin can add or delete users to the database.

4.1.4 Alternate Flow of Events

There is no alternate flow of events for this use case.

4.1.5 Post-Conditions

The admin would receive a success message on screen stating “User Added or User Deleted”.

4.2 Assign Roles

4.2.1 Brief Description

This use case defines how the administrator assigns roles to different users.

4.2.2 Preconditions

1. The admin must be logged in.

2. There must be registered users for the admin to assign roles.

4.2.3 Basic Flow of Events

1. The admin selects the user whom he wishes to assign a role.
2. He then selects the appropriate role for that user. i.e. Content Manager, Artist, etc.

4.2.4 Alternate Flow of Events

1. The admin can assign roles while adding users to the database.

4.2.5 Post-Conditions

Admin successfully assigns different roles to different registered users.

5 Use Cases – Artist submitting Content

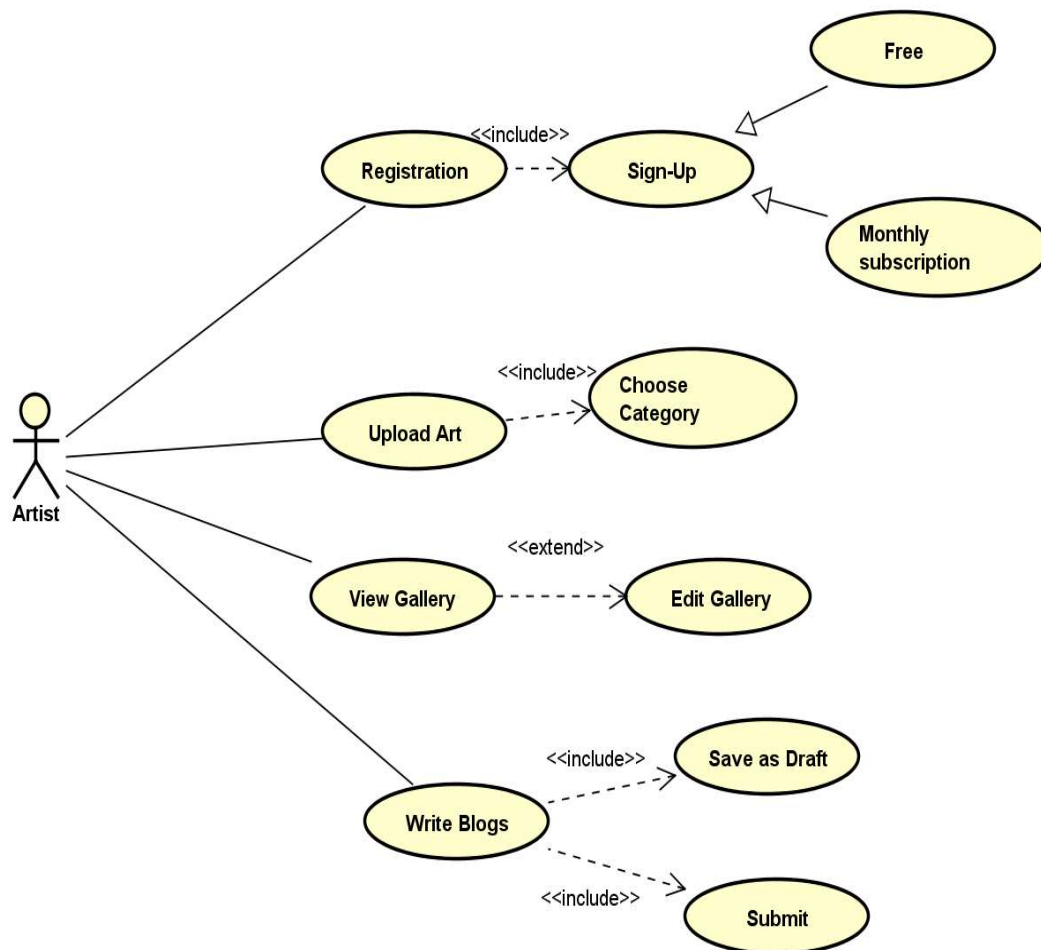


Figure 3 Artist Uploads Content

5.1 Upload Content

5.1.1 Brief Description

Upload Art use case allows the user to upload art made by the artist. This is the primary function of the artist. Artist can also upload art based on the categories.

5.1.2 Precondition

1. Firstly, the artist needs to register on the website.
2. Log-in to the website.
3. Choose a category.

5.1.3 Basic Flow of Events

1. Sign-up into the website. Sign-up can be carried out in two ways i.e., by “Free Sign-up” and “Monthly Subscription”.

2. If it is Free Sign-up, the artist can fill in the basic information and proceed to next step.
3. For Monthly Subscription, the artist need to pay the minimum amount for subscription and proceed to the payment.
4. Later, the artist need to accept the term and conditions and proceed to Login.
5. Artist logs in and chooses a category to upload art.
6. Chooses the file from the system.
7. Uploads the art for manager's approval.

5.1.4 Alternate Flow of Events

1. There is no alternative flow for uploading art.

5.1.5 Exception Flow of Events

1. While uploading art, the system finds that the remote site is unavailable.
2. In such cases the artist will be prompted and cancels the process.

5.1.6 Post-Conditions

It should display a message "Uploaded Successfully" on the system.

5.2 View Gallery

5.2.1 Brief Description

View Gallery allows the artist to view all the arts uploaded by him/her. View Gallery can have different style of templates. Artist also has an option to manage the arts like editing and deleting.

5.2.2 Preconditions

Artist is required to upload the art in-order to view them in the gallery.

5.2.3 Basic Flow of Events

1. Click on the view gallery button.
2. Choose a template.
3. Displays all the arts uploaded previously by the artist.

5.2.4 Alternate Flow of Events

1. Artist can perform editing by clicking on the edit button.
2. Artist can also delete the art by clicking on the delete button.
3. Arts can be sorted based on the date, category.
4. Paging is also available to view arts.

5.2.5 Exception Flow of Events

1. If the artist did not upload any art previously, then View Gallery will be empty.
2. Trouble with the paging and sorting cannot display the desired result of arts.

5.2.6 Post-Conditions

The artist would successfully be able to view his gallery

5.3 Write Blogs

5.3.1 Brief Description

Write blogs use-case will allow artist to utilize their thoughts and creativity to write innovative and inspiring blogs. These blogs can be based on any category, but it should be associated with the art.

5.3.2 Preconditions

There is no pre-condition required for blogging.

5.3.3 Basic Flow of Events

1. Click on “Add Post”.
2. Name the Title.
3. Write the blog
4. Publish the blog.

5.3.4 Alternate Flow of Events

1. Artist can upload an image or an art work and write a blog on it.
2. Blogs can be previewed before publishing.
3. Blogs can also be saved as draft and published later.

5.3.5 Exception Flow of Events

Manager can remove blogs, if there exist any malicious content in it.

5.3.6 Post-Conditions

1. Once the blog is being published, the artist should be able to view comments on it.
2. Apart from viewing, artist can also reply to the comments.

6 Use Cases – Tutor uploading Videos

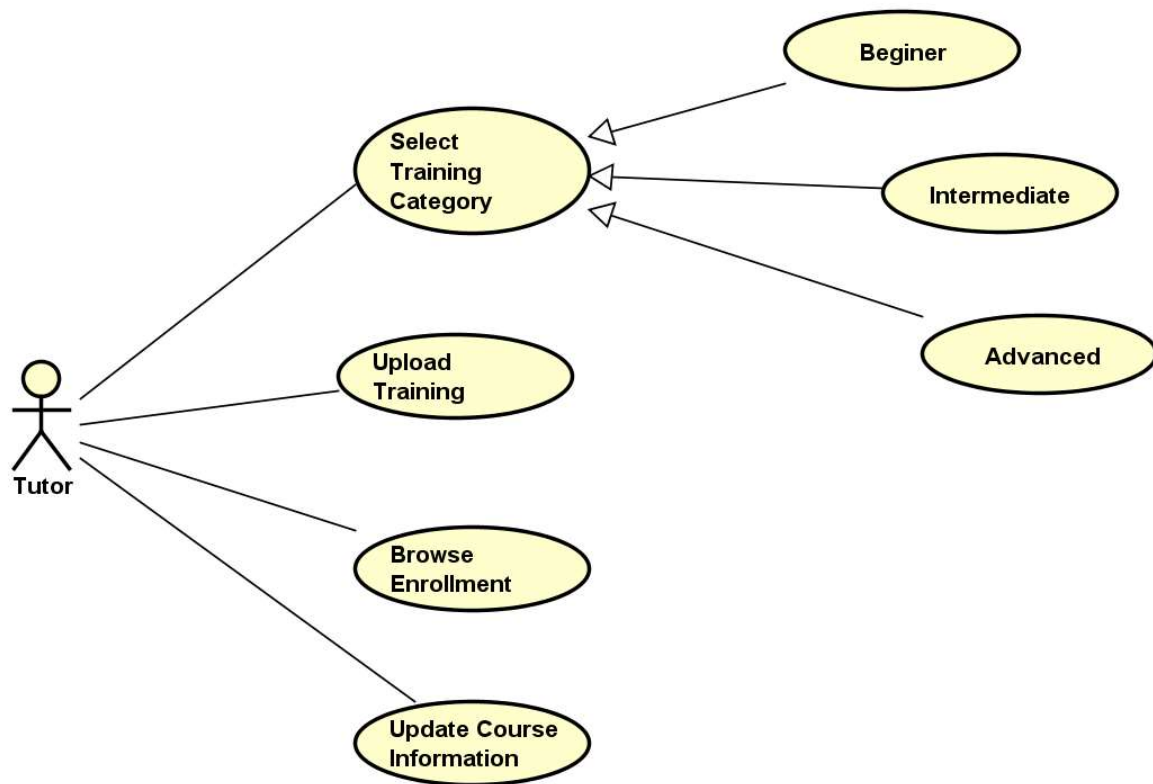


Figure 4 Tutor uploads Videos

6.1 Select Training

6.1.1 Brief Introduction

Training consists of a scope of development involved in making sure that tutors have the right skills, attitudes and knowledge enforced to help the institution to achieve its Intention.

6.1.2 Preconditions

Tutors must be trained well to cover all the topics whenever users have needed and they should be flexible to work.

6.1.3 Basic Flow of Events

1. Considerable savings can be made by taking classes
2. Provide information which will help Users.
3. Set out the training for new tutors

6.1.4 Alternate Flow of Events

1. You should replace the person who has been promoted or endorsed to other company
2. Promotion of one person in a institution may upset someone else who has favorite tutors for users.

6.1.5 Post-Conditions

A tutor must give all the materials needed for the user.

Special Requirements

Basic Training

The initial period of training for new learners, involving practice and behavioral discipline in the selected course.

Intermediate Training

Those are the users who completed beginners level and approaching to expert level.

Expert Training

These are the users who completed all stages and are professional in their given courses.

6.2 Browse Enrollment

6.2.1 Brief Introduction

To enter or register in a roll, list, or record or to register classes in selected courses. The process by which individuals register to become a plan participant with a given course plan.

6.2.2 Preconditions

User must at least enroll into one subject to get access into course.

6.2.3 Basic Flow of Events

- First user signs up to enroll to classes.
- After registration user need to provide personal details.
- Now he can add classes to his/her course.

6.2.4 Alternate Flow of Events

1. If he is not interested in classes he/she can remove classes.
2. He/she can add classes into shopping cart.
3. They can add classes for future use and can bookmark it.
4. In some cases, prerequisite classes are added.

6.2.5 Post-Conditions

To open classes he/she must login into account after they register.

6.3 Update Course Information

6.3.1 Brief Introduction

The Course updating is to provide a structure for departments to submit updates, extensions or deletions or additions via the web for forthcoming course offerings.

6.3.2 Preconditions

If any new information or content is modified, then it should be updated.

6.3.3 Basic Flow of Events

1. If the tutor needs to change information it should be updated.
2. Update should be done by approval of tutor

6.3.4 Alternate Flow of Events

If the information is in need to change then only it should be changed.

6.3.5 Post-Conditions

The tutor successfully updates course information.

7 Use Cases – Content Manager updating Inventory

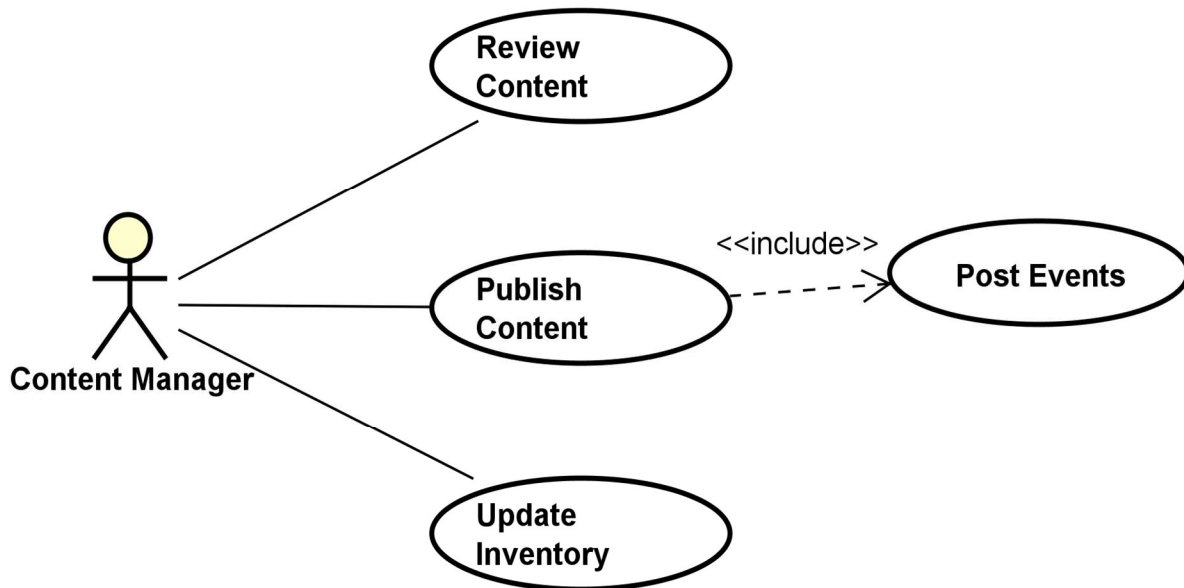


Figure 5 Content Manager updates inventory

7.1 Review Content

7.1.1 Brief Description

This use case describes how the content manager reviews the content uploaded by the artist.

7.1.2 Preconditions

1. The content manager must be logged in.
2. There must be content uploaded by the artist for the content manager to review.

7.1.3 Basic Flow of Events

1. The content manager selects the review pane on his home screen.
2. He selects the content that must be reviewed per the order of which they were uploaded.

7.1.4 Alternate Flow of Events

There is no alternate flow of events for this use case.

7.1.5 Exception Flow of Events

1. At basic flow 2, if the content manager is unable to view any of the content uploaded, he notifies the artist who uploaded the content to resubmit his request.

7.1.6 Post-Conditions

The content manager would successfully be able to publish or discard any content that has been submitted.

7.2 Publish Content

7.2.1 Brief Description

This use case describes how the content manager publishes the content on to the website.

7.2.2 Preconditions

1. The content manager must be logged in.
2. The content manager must have reviewed content that has been uploaded by the artist such as blogs, art, etc.

7.2.3 Basic Flow of Events

1. The content manager clicks on “publish content” where he can choose the type of content that he needs to publish.
2. He then publishes the content that the artists have submitted accordingly.

7.2.4 Alternate Flow of Events

1. If the content manager wishes to publish events or any other content that has not been submitted by an artist, he directly clicks on “publish content”, chooses the type of content and publishes them accordingly.

7.2.5 Exception Flow of Events

There is no exception flow of events for this use case.

7.2.6 Post-Conditions

The content manager successfully publishes content on the website

7.3 Update Inventory

7.3.1 Brief Description

This use case describes how the content manager updates inventory on the website.

7.3.2 Preconditions

1. The content manager must receive the inventory records from the sales agent

7.3.3 Basic Flow of Events

1. The content manager after receiving the sales record from the sales department, searches for the product by product Id and updates the inventory

7.3.4 Alternate Flow of Events

1. There is no alternate flow of events for this use case.

7.3.5 Post-Conditions

The content manager successfully updates the inventory on the website.

8 Use Cases –Shipping Department

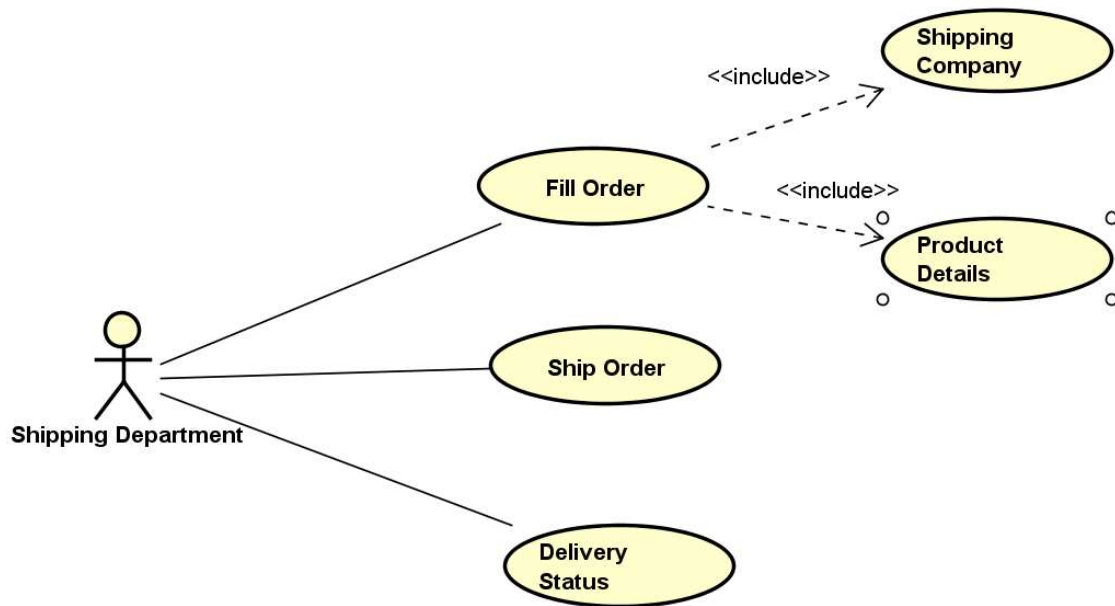


Figure 6 Shipping Department manages shipping

8.1 Fill Order

8.1.1 Brief Description

To stock the goods that a customer has ordered. This grants the user to check in the items as they are delivered, The Use Case starts when the shipping department starts the ship order operation.

8.1.2 Preconditions

Since it is the first use case in the system there are no pre-conditions for this use case to operate

8.1.3 Basic Flow of Events

1. The Use Case begins when the clerk outset the fill and ship order application.
2. The order will be placed in the system.
3. The system exhibit the fill order screen with a list of all confirmed orders.
4. While the shipping department selects an order.

8.1.4 Alternate Flow of Events

1. The system exhibit the order all the items in the order.
 - a. department gives Product Information.
 - b. The system exhibits stock and provide information for the item.
 - c. If the item is out of stock, the system marks the item as return order.
 - d. The system assign a return order request to the inventory system.

- e. The order is marked as a return orders.

8.1.5 Post-Conditions

Sufficient details are needed to proceed for shipping.

8.2 Ship Order

8.2.1 Brief Description

A record used by a business to delineate what items are to be transferred from a storage area or warehouse to what customer and to what location. A shipping order consistently sent along with a shipment of goods so that the customer receiving them can authenticate that the document perfectly reflects the items that they collect.

8.2.2 Preconditions

Once the order is shipped from the ware-house it will notify that order is shipped for the destination

8.2.3 Basic Flow of Events

1. The user will demonstrate that he or she wants to order the items that have been selected early.
2. The system will present the billing and shipping information that the user gathered.
3. The user will corroborate that the actual billing and shipping information should be used for this order.
4. The system will present the chunk that the order will cost, including applicable taxes and shipping charges.
5. The user will affirm that the order report is accurate.

8.2.4 Alternate Flow of Events

1. The user will demonstrate that this order should use backup for billing or shipping information.
2. The user will invade billing and shipping information for this order.
3. The system will approve the billing and shipping information.
4. The use case continues.

8.2.5 Post-Conditions

The user must create account to check his / her shipping details that will be delivered.

8.3 Delivery Status

8.3.1 Brief Description

After Shipment item automatically determine a status to each checkpoint when getting tracking information from carrier. Premium users can adopt to send out email notifications or SMS notifications when a exact status happens.

8.3.2 Preconditions

Once the order is shipped from the ware house, shipping department sends a tracking code to customers to track the order.

8.3.3 Basic Flow of Events

1. The system will provide contribute the user with a tracking ID for the placed order.
2. The system will submit the order to the gratified system for evaluation.
3. The gratification system will provide the system with an estimated delivery date.
4. The system will provide the estimated delivery date to the user.
5. The user will specify that the order should be placed.
6. The system will specify to the user that the order has been placed.
7. The user will exit out of the system.

8.3.4 Alternate Flow of Events

1. The user will demand that the order be cancelled.
2. The system will confirm to the user that order has been cancelled.
3. The use case ends.

8.3.5 Post-Conditions

The user may login or can use as guest to check the status of delivery where it has been located. If the order is delivered late he can cancel the order and request for refund.

9 Use Cases – Support Agent managing User Queries

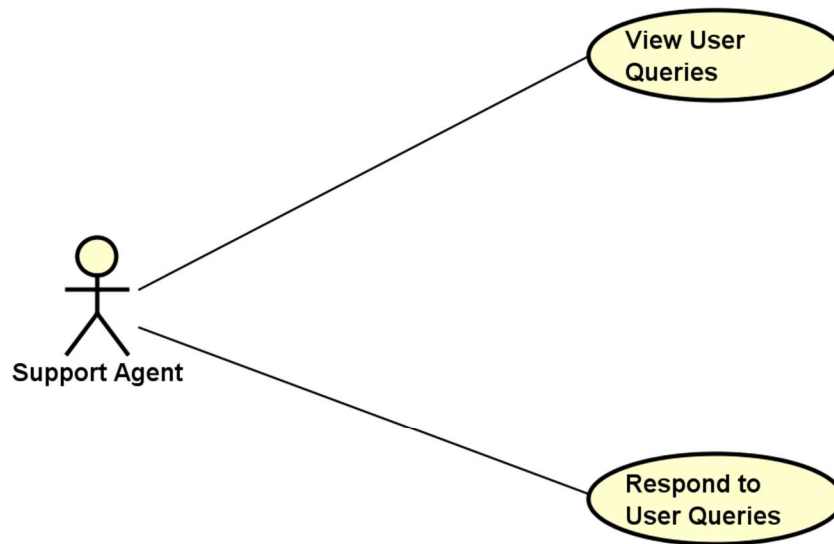


Figure 7 Support Agent managing user queries

9.1 View User Queries

9.1.1 Brief Description

This use case defines how the VinciArts support team will view all the user queries. Users can contact the support team through e-mail.

9.1.2 Preconditions

The member of the support team must login to view queries.

9.1.3 Basic Flow of Events

1. The support team member is successfully logged in.
2. When the member is successfully logged in, he can view the customer's queries.

9.1.4 Alternate Flow of Events

There is no alternate flow of events for this use case.

9.1.5 Post-Conditions

The team member has viewed the desired questions of the customer.

9.2 Respond to User Queries

9.2.1 Brief Description

This use case defines how the support team will respond to all the questions of the customer. Team members responds to the user questions regarding paint, service or any website issue.

9.2.2 Preconditions

The support team member must login to respond to the user questions.

9.2.3 Basic Flow of Events

1. The support agent selects a query posted by a user.
2. He then responds to it by selecting the reply option.

9.2.4 Alternate Flow of Events

There is no alternate flow of events for this use case.

9.2.5 Post-Conditions

The support agent successfully responds to user queries.