

### **Use case: Purchase a product**

**Summary:** Customer will be able to log into the system and purchase a product from the bomb defusal pamphlet

**Actor:**

- Pamphlet customer

**Triggers:**

- The customer indicates that they want to purchase a product

**Precondition:**

- The customer has selected a product that they would like to purchase

**Post conditions:**

- The customer has placed an order in the system
- The customer has received an email which contains the receipt

**Normal flow:**

1. The customer selects an item to purchase from the products overview page
2. The system provides the description of the product
3. The system provides price, return policy, tax and shipping charges
4. The customer will confirm that the item is accurate
5. The customer will indicate that the order should be placed by selecting buy
6. The system will keep track of the customers purchase in a continuous database file.

**Alternate Flow:**

4A1: The customer discovers that the item selected is not the item they intended to order

1. The customer will need to email support to cancel or change the order
2. The customer can return to the previous page after selecting buy
3. The customer can select the correct item that they would like to order

8A1: The customer reviews total price with the tax and shipping and realizes that the product is too expensive

1. The customer can email support and have them manually refund the order

8A2: The customer reviews the estimated arrival and decides that the order is not going to arrive soon enough and wants to cancel the order

1. The customer can email support and have them manually refund the order

11A1. The customer discovers that they entered the wrong email

1. The customer will be able to enter another email into the system
2. The customer should also email support to have the unused email deleted

### **Use case: Sales pitch**

**Summary:** Customer can view the sales pitch on the bomb defusal robot pamphlet

**Actor:**

- Pamphlet customer

**Triggers:**

- The customer indicates that they want to view the sales pitch

**Precondition:**

- The screen displays the main menu by default

**Post conditions:**

- The customer has read the sales pitch
- The customer is familiar with the details of the products
- The customer can read the testimonial through a link if desired

**Normal flow:**

1. The system takes the customer to the main menu page
2. The customer can view the sales pitch option on the main menu page
3. The customer can read the sales pitch
4. The customer can click on the testimonials tab after reading the sales pitch on the main menu

**Alternate Flow:**

2A1: The customer is unable to find the sale pitch on the main menu

1. The customer will have an option to go to a help menu in order to help them navigate the pamphlet
2. The customer should email support if he or she still cannot find the sales pitch after reading the help menu

**Use case: Add Customer**

**Summary:** The admin uses a valid log in to update the customer list by adding one or more new customers

**Actor:**

- Pamphlet admin

**Triggers:**

- The admin clicks a button to allow them to update the list

**Precondition:**

- The screen displays a welcome message for the admin to log in

**Post conditions:**

- The updated customer list can be viewed
- The updated list will be accessible in future runs of the program

**Normal flow:**

1. The admin enters the universal password on the log-in page of the pamphlet
2. If the password is valid, the system logs the admin in and a new menu is displayed
3. The system allows only the admin to see and operate the new admin menu
4. The admin clicks on the customer list option on the admin menu

5. The system shows the admin the customer list
6. The admin clicks on the add customer option of the page
7. The admin inputs the name, address, and other personal detail of the new customer
8. The admin clicks of the save customer option of the page
9. The system saves the new information to the list

**Alternate Flow:**

2A1: The admin enters an invalid password and is unable to enter into the system

1. The system will let the admin know that the entered information is not valid
2. The admin will be able to enter the password again

7A1: The admin enters an invalid input into a box, such as a customer who is already in the list, or they put words in a box meant to accept numeric input

1. The system will let the admin know that the entered information is not valid
2. The system disards the incorrect information and allows the admin to restart

7A2: The admin wishes to cancel inputting a new customer

1. The admin clicks on the cancel option of the page