**UI UX Final Project Use Cases and Research Methods**

1. **User Login and Sign up**

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| Use Case: | User Login and Sign up |
| Actor: | Existing User / New user |
| Stakeholder | Walmart |
| Scenario: | The user visits the e commerce website to either login or register a new account. |
| Basic Flow: | 1. They enter a username and password if they are an existing user to login. 2. A new user selects “register for a new account.” 3. The user then enters their personal details, such as name, email, address, and phone number. 4. In either case, the user agrees to the website's terms and conditions. |
| Outcome: | The user who already has an account can successfully login and a new user can create an account and then login. |

1. **Product Return and Refund**

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| Use Case: | Product Return and Refund |
| Actor: | Existing User |
| Stakeholder | Walmart |
| Scenario: | The user receives a product they are not satisfied with and decides to return it for a refund. |
| Basic Flow: | 1. The user searches and orders a required product. 2. The product is delivered within a time limit. 3. The user receives a product they are not satisfied with and decides to return it for a refund. 4. They contact customer support to start the return process, ship the product back to the retailer, and receive a refund after a few businesses' days |
| Outcome: | The user who already has an account can successfully login and claim a return of their product and get a full refund. |
| Alternate Flow 1: | 1. The user receives a product they are not satisfied with and decides to return it for a refund. 2. The user encounters difficulties starting the return process and contacts customer support for aid. 3. The customer support then solves the encounters faced by the user and help request a refund for the returned product |
| Alternate Flow 2: | 1. The user receives a product they are not satisfied with and decides to return it for a refund. 2. The user receives a refund for the product, but the amount is incorrect or takes longer than expected. They contact customer support for aid. 3. The customer care then finds out the cause of this issue and raises a ticket to solve the user's issue. |

1. **Subscription Service**

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| Use Case: | Subscription Service |
| Actor: | Existing User |
| Stakeholder | Walmart |
| Scenario: | The user signs up for a subscription service that automatically delivers a product to them regularly. |
| Basic Flow: | 1. The user signs up for a subscription service that automatically delivers a product to them regularly. 2. They choose the product they want to subscribe to, select the delivery frequency, and supply payment information. 3. The website will automatically charge the user and deliver the product according to the chosen schedule. 4. The user can manage their subscription, change the frequency of delivery, and cancel the subscription if they wish. |
| Outcome: | The user who has taken a subscription can choose for a product to be delivered on a regular basis. |
| Alternate Flow 1: | 1. They enter a username and password if they are an existing user to login. 2. They choose the product they want to subscribe to, select the delivery frequency, and supply payment information. 3. The user meets an error when trying to sign up for the subscription service and contacts customer support for aid. 4. The customer support then solves the encounters faced by the user and helps to sign up for the subscription of the product |
| Alternate Flow 2: | 1. They enter a username and password if they are an existing user to login. 2. They choose the product they want to subscribe to. 3. The user wants to change their payment method or address and contact customer support for aid. 4. The customer support then solves the encounters faced by the user and edits the details of the subscription for the user |

1. **Payment Service**

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| Use Case1: | Card Payment |
| Actor: | Existing User |
| Stakeholder | Walmart |
| Use Case Overview | The user is signed in the application and checking out of the cart and making purchase for the items in cart. |
| Subject Area | Card Payment |
| Trigger | Checkout Button is clicked on Application/website |
| Precondition 1 | Checkout Button is clicked. |
| Precondition 2 | There are items in cart. |
| Basic Flow: Credit Payment |  |
| Description | This scenario describes the situation actor is trying to purchase the items in cart and trying to check out. |
|  | 1. User signs in the application. 2. The user searches for the items he wants to purchase. 3. The user adds products in the cart. 4. The user verifies the total amount in the cart with tax and delivery charges. 5. The user checks out of the cart using check out button. 6. The user must give the details of the delivery location 7. User makes the payment using card option. 8. After successfully placing the order user can track the order placed |
| Termination Outcome | Order placed successfully. |
| Outcome: | The user who has placed the order will successfully receive the ordered items. |
| Alternate Flow 1: Credit Card is declined |  |
| Description | This scenario describes the situation actor is trying to make the payment and credit card is declined while making the payment. |
| 4A | * 1. User finds out the Credit card is declined.   2. User re-tries the payment with debit card. |
| Termination Outcome | Order placed successfully. |

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| Alternate Flow 2: Debit Card is declined |  |
| Description | This scenario describes the situation actor is trying to make the payment and debit card is declined while making the payment. |
| 4B | * 1. User finds out the Debit card is declined.   2. User re-tries the payment with Credit card. |
| Termination Outcome | Order placed successfully. |

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| Use Case2: | Online Payment |
| Actor: | Existing User |
| Stakeholder | Walmart |
| Use Case Overview | The user is signed in the application and checking out of the cart and making purchase for the items in cart using online payment options |
| Subject Area | Online Payment |
| Trigger | Checkout Button is clicked on Application/website |
| Precondition 1 | Checkout Button is clicked. |
| Precondition 2 | There are items in cart. |
| Basic Flow: Credit Payment |  |
| Description | This scenario describes the situation actor is trying to purchase the items in cart and trying to check out through online payment gateway. |
|  | * 1. User signs in the application.   2. The user searches for the items he wants to purchase.   3. The user adds products in the cart.   4. The user verifies the total amount in the cart with tax and delivery charges.   5. The user checks out of the cart using check out button.   6. The user must give the details of the delivery location   7. User makes the payment using online payments like Venmo/PayPal.   8. After successfully placing the order user can track the order placed |
| Termination Outcome | Order placed successfully. |
| Outcome: | The user who has placed the order will successfully receive the ordered items. |
| Alternate Flow 1: PayPal Card is declined |  |
| Description | This scenario describes the situation actor is trying to make the payment and online payment is declined |
| 5A | * 1. User finds out the PayPal is declined.   2. User re-tries the payment with Venmo. |
| Termination Outcome | Order placed successfully. |

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| Alternate Flow 2: Venmo is declined |  |
| Description | This scenario describes the situation actor is trying to make the payment, online payment is declined. |
| 5B | 1. User finds out the Venmo is declined. 2. User re-tries the payment with PayPal |
| Termination Outcome | Order placed successfully. |

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| Use Case3: | Cash on Delivery |
| Actor: | Existing User |
| Stakeholder | Walmart |
| Use Case Overview | The user is signed in the application and checking out of the cart and making purchase for the items in cart using COD. |
| Subject Area | Cash On Delivery |
| Trigger | Checkout Button is clicked on Application/website |
| Precondition 1 | Checkout Button is clicked. |
| Precondition 2 | There are items in cart. |
| Basic Flow: Credit Payment |  |
| Description | This scenario describes the situation actor is trying to purchase the items in cart and trying to check out using COD option. |
|  | * 1. User signs in the application.   2. The user searches for the items he wants to purchase.   3. The user adds products in the cart.   4. The user verifies the total amount in the cart with tax and delivery charges.   5. The user checks out of the cart using check out button.   6. The user must give the details of the delivery location   7. User makes the payment using online payments like COD option.   8. After successfully placing the order user can track the order placed |
| Termination Outcome | Order placed successfully. |
| Outcome: | The user who has placed the order will successfully receive the ordered items. |
| Alternate Flow 1: PayPal Card is declined |  |
| Description | This scenario describes the situation actor is trying to make the payment and COD is not available on the items |
| 6A | * 1. User finds out the COD is declined.   2. User re-tries the payment with Card/Online. |
| Termination Outcome | Order placed successfully. |