

**Instructions**

Upload a word document (use the same name as your .drawio file except that the extension will be .docx) for use case description and use the same template for all use cases across the team members.

**Use Case Descriptions (L20-0921)**

| **ID:** | 0921\_1 |
| --- | --- |
| **Title:** | Issue Card |
| **Description:** | · This use-case will be used to issue Silver, Gold, Platinum and Loyalty cards to customers according to the category they belong to. |
| **Primary Actor:** | Admin, Customer |
| **Preconditions:** | Customer requests to issue a card to Admin and is eligible. |
| **Postconditions:** | · Card(s) will be issued. |
| **Main Success Scenario:** | · Customers will request Admin to issue them a card.  · The admin will click on the issue card. Then according to the category, the customer belongs to, a specific type of card will be issued. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | if a customer does not belong to any category / is not eligible , a card will not be issued. |
| **Frequency of Use:** | Cards will be issued to customers almost quite frequently. About 60% of the time. |
| **Status:** | Complete |
| **Owner:** | Aisha Muhammad Nawaz |
| **Priority:** | Medium |

| **ID:** | 0921\_2 |
| --- | --- |
| **Title:** | Issue Points |
| **Description:** | · This use-case will be used to issue points to customers |
| **Primary Actor:** | Admin, Customer |
| **Preconditions:** | Admin wishes to issue points to customers. |
| **Postconditions:** | · Points will be issued. |
| **Main Success Scenario:** | * · Customer will request Admin to issue them points· * If points must be issued to a customer, the admin will check if the customer has a card already issued. If so, points will be awarded. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | . If a customer does not own a card, points cannot be issued. |
| **Frequency of Use:** | Points will be issued to new customers quite frequently. About 70% of the time. |
| **Status:** | Complete |
| **Owner:** | Aisha Muhammad Nawaz |
| **Priority:** | Medium |

| **ID:** | 0921\_3 |
| --- | --- |
| **Title:** | Reset Points |
| **Description:** | · This use-case will be used to reset points at the end of each fiscal year. |
| **Primary Actor:** | Admin |
| **Preconditions:** | it’s the end of fiscal year, so points should be reset |
| **Postconditions:** | · Points will be set to zero. |
| **Main Success Scenario:** | Admin will click on reset points to reset all points to zero in cards, given it is the end of fascial year. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | Points will not be reset if it is not the end of the fiscal year. |
| **Frequency of Use:** | It will be used at the end of every fiscal year so not very frequently about 10% of the time. |
| **Status:** | Complete |
| **Owner:** | Aisha Muhammad Nawaz |
| **Priority:** | Low |

| **ID:** | 0921\_4 |
| --- | --- |
| **Title:** | Redeem Award Points |
| **Description:** | This use-case will be used for the purpose of redeeming reward points. |
| **Primary Actor:** | Admin, Customer |
| **Preconditions:** | Customer requests to redeem award points to Admin and has some. |
| **Postconditions:** | · Points will be redeemed |
| **Main Success Scenario:** | · Customers will request the admin to redeem points. Admin will then redeem points, if any present in customer’s card. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | If no award points available in card of customer, the points cannot be redeemed |
| **Frequency of Use:** | Points will be redeemed by customers rarely. About 5% of the time. |
| **Status:** | Complete |
| **Owner:** | Aisha Muhammad Nawaz |
| **Priority:** | Low |

| **ID:** | 0921\_5 |
| --- | --- |
| **Title:** | Display Collection Online |
| **Description:** | This use-case will be used to view the collection available at S&J boutique. It can be used by all types of customers. |
| **Primary Actor:** | Customer |
| **Preconditions:** | The customer wishes to view the collection. |
| **Postconditions:** | The customer has seen the collection available. |
| **Main Success Scenario:** | ·The customer clicks on the display collection online and then views products.  · |
| **Extensions:**  **Alternate & Exceptional Scenarios** | None |
| **Frequency of Use:** | Most frequently used. The first thing customers will do is browse the collection available. |
| **Status:** | Complete |
| **Owner:** | Aisha Muhammad Nawaz |
| **Priority:** | High |

| **ID:** | 0921\_6 |
| --- | --- |
| **Title:** | Add/Remove from cart |
| **Description:** | · This use-case will be used to add a product to cart or remove it. |
| **Primary Actor:** | Customer |
| **Preconditions:** | Customer wants to add a product to the cart after already having clicked on Display Collection Online. |
| **Postconditions:** | · Customers have saved products to their cart. |
| **Main Success Scenario:** | · Once a product is viewed the customer can add to the cart or remove from the cart the product. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | If the product is not in stock , the customer cannot add it to cart. |
| **Frequency of Use:** | Products will be added/removed from cart very frequently. About 90% of the time. |
| **Status:** | Complete |
| **Owner:** | Aisha Muhammad Nawaz |
| **Priority:** | High |

| **ID:** | 0921\_7 |
| --- | --- |
| **Title:** | Checkout |
| **Description:** | · This use-case will be used to finally order a product that the user has added to cart. |
| **Primary Actor:** | Customer |
| **Preconditions:** | A customer must have the product in the cart and must be logged in. |
| **Postconditions:** | · Customer has ordered a product. |
| **Main Success Scenario:** | · Customers will checkout after adding the product to cart and after the successful use of external systems: Order processing system, FBR System and Payment System . The customer will place an order |
| **Extensions:**  **Alternate & Exceptional Scenarios** | If when using the system : payment service , payment is not successful the order will not be placed.  If when using the system : Order Processing System ,an error occurs the order will not be placed.  If when using the system : FBR System ,an error occurs the order will not be placed. |
| **Frequency of Use:** | Orders will be placed quite frequently. About 80% of the time. |
| **Status:** | Complete |
| **Owner:** | Aisha Muhammad Nawaz |
| **Priority:** | High |

| **ID:** | 0921\_8 |
| --- | --- |
| **Title:** | Point of sale |
| **Description:** | · This use-case will be used by customers who do not wish to shop online and prefer to physically go to the shop to buy products. |
| **Primary Actor:** | Customer |
| **Preconditions:** | Customers have scanned a loyalty card. |
| **Postconditions:** | · Customer has bought something |
| **Main Success Scenario:** | · Customers will scan loyalty cards and buy something then the fbr system will be used to finish payment. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | None |
| **Frequency of Use:** | POS customers will come quite frequently. About 90% of the time. |
| **Status:** | Complete |
| **Owner:** | Aisha Muhammad Nawaz |
| **Priority:** | High |

**Use Case Description 20L-1116**

| **ID:** | 1116\_1 |
| --- | --- |
| **Title:** | Manage and Assign Roles To User |
| **Description:** | This use case will be used to manage users as in their profiles in the system and to make updates ,if any,in their profiles.It can also add new users to the system  It is also used to assign them appropriate role according to their profile information |
| **Primary Actor:** | Store Admin |
| **Preconditions:** | The Store Admin wants to assign a role to the user or he wants to update the status of the user.  The store Admin can also add a new user through this use case |
| **Postconditions:** | A new role was assigned to a user  There has been an update in the status of user in his profile |
| **Main Success Scenario:** | The store admin wants to make an update in the user profile regarding his performance or his status.  The store admin would enter the ID of user and will open his profile  Once the admin has the user's profile displayed he will make the changes he wants and also can assign or change their roles to a new one. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | if an invalid ID is entered the system will display no records. |
| **Frequency of Use:** | The store admin can visit the profile of a user whenever he wants. It would be used most of the time to keep track of the users.70%-80% |
| **Status:** | Complete |
| **Owner:** | Faiqa Adnan |
| **Priority:** | Medium |

| **ID:** | 1116\_2 |
| --- | --- |
| **Title:** | Deactivate Account |
| **Description:** | This use case will be used to deactivate accounts of those users which leave the store |
| **Primary Actor:** | Store Admin |
| **Preconditions:** | The user has to leave the store in order to deactivate his account |
| **Postconditions:** | The user can no longer have an access to the account once he has left the store |
| **Main Success Scenario:** | There can be multiple reasons why users might leave the store.  Once the user has left the store his account has to be deactivated by the store admin so that he can no longer gain access to his account until and unless he is not back in the store. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | None |
| **Frequency of Use:** | This use case will be used whenever the user leaves the store. 50% |
| **Status:** | Complete |
| **Owner:** | Faiqa Adnan |
| **Priority:** | High |

| **ID:** | 1116\_3 |
| --- | --- |
| **Title:** | Manage Inventory |
| **Description:** | This use case is for managing the inventory. It can be used to update,add or delete any item in the inventory. It can also be used to allocate inventory to different outlets |
| **Primary Actor:** | Inventory Manager |
| **Preconditions:** | Any update required in inventory. Or a new inventory has to be assigned to the outlet |
| **Postconditions:** | Update in inventory completed. Can be used by other outlets once assigned to them |
| **Main Success Scenario:** | The inventory manager will make a change if any is required in the inventory.  The inventory manager can make an update regarding prices,quantity or can mark which item is in stock or out of stock on digital systems. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | Inventory Managers can then assign the inventories to different outlets as well |
| **Frequency of Use:** | Will be used frequently by the manager to keep record of the inventory and make changes accordingly. It can also be used for reviewing performance of each product in the inventory.70%-80% |
| **Status:** | Complete |
| **Owner:** | Faiqa Adnan |
| **Priority:** | High |

| **ID:** | 1116\_4 |
| --- | --- |
| **Title:** | Update Policy |
| **Description:** | This use case is used for defining a new policy to reserve stocks or make a change in already existing policies |
| **Primary Actor:** | Inventory Manager |
| **Preconditions:** | A change required in a policy. There is a need to define a new policy in store. |
| **Postconditions:** | The users and outlets will abide to the new policies set by inventory manager |
| **Main Success Scenario:** | The inventory manager can define or change policies in order to reserve stock for digital sales.  If the inventory manager thinks that less stock is being kept for online services, then they can devise a new policy |
| **Extensions:**  **Alternate & Exceptional Scenarios** | None |
| **Frequency of Use:** | It will only be used according to the demand of products at digital platforms.60% |
| **Status:** | Complete |
| **Owner:** | Faiqa Adnan |
| **Priority:** | Medium |

| **ID:** | 1116\_5 |
| --- | --- |
| **Title:** | Scan Loyalty Card |
| **Description:** | This use case is used to scan the RFID chip on the loyalty card of the customer |
| **Primary Actor:** | Sales Agent |
| **Preconditions:** | The customer has to scan the loyalty card at the entry of the store |
| **Postconditions:** | The customer is then given various discounts on his/her card at the store |
| **Main Success Scenario:** | When the customer scans the RFID chip on a loyalty card, his information is displayed to the branch manager.  The customers show their card to the Sales Agent at the POS counter to scan their card so their sale can be recorded and the award points be assigned to them |
| **Extensions:**  **Alternate & Exceptional Scenarios** | None |
| **Frequency of Use:** | It will be used every time a customer enters the outlet. It will be used most of the time by the customers to redeem their loyalty points and to get various discounts. 90% |
| **Status:** | Complete |
| **Owner:** | Faiqa Adnan |
| **Priority:** | High |

| **ID:** | 1116\_6 |
| --- | --- |
| **Title:** | Display Customer Record |
| **Description:** | This use case is used to get customer record once they have scanned their loyalty cards |
| **Primary Actor:** | Sales Agent |
| **Preconditions:** | The customer has to scan the loyalty card at the entry of the store |
| **Postconditions:** | The customer is given discounts according to their card and status after checking their profile |
| **Main Success Scenario:** | When the customer scans the RFID chip on a loyalty card, his information is displayed to the branch manager.  The branch manager can then handle the customer according to their status and can offer them various discounts.  The sales agent can then also update their points in their card |
| **Extensions:**  **Alternate & Exceptional Scenarios** | None |
| **Frequency of Use:** | It will be used various times by the sales agent and branch managers so that they can know how to treat their customers. 80% |
| **Status:** | Complete |
| **Owner:** | Faiqa Adnan |
| **Priority:** | High |

| **ID:** | 1116\_7 |
| --- | --- |
| **Title:** | Mark Attendance |
| **Description:** | This use case is used to Mark Attendance of the sales agent present at the outlet everyday. |
| **Primary Actor:** | Sales Agent |
| **Preconditions:** | The sales agent has to be present at the workplace in order to mark attendance |
| **Postconditions:** | The attendance of the sales agent is marked and is added to the record |
| **Main Success Scenario:** | The sales agents have to mark their attendance everyday they are present in the outlet. They have to scan their fingerprint and have to specify whether they are checking in or checking out. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | None |
| **Frequency of Use:** | It will be used everyday by the sales agent whenever they come to work. 100% |
| **Status:** | Complete |
| **Owner:** | Faiqa Adnan |
| **Priority:** | High |

| **ID:** | 1116\_8 |
| --- | --- |
| **Title:** | Manage Sales Agents |
| **Description:** | This use case is used to assign roles to sales agents or to keep track of their records. |
| **Primary Actor:** | Floor Managers |
| **Preconditions:** | The floor manager wants to assign a different role to the sales agent in his outlet. Or he wants to make an update in the profile of the sales agent based on his performance |
| **Postconditions:** | The profile of the sales agent is updated after making changes |
| **Main Success Scenario:** | Floor managers can run reports to keep track of the performance of the sales agents.  They can assign different roles to sales agents |
| **Extensions:**  **Alternate & Exceptional Scenarios** | None |
| **Frequency of Use:** | It will be used frequently by the floor manager to keep records of sales agents. 80% |
| **Status:** | Complete |
| **Owner:** | Faiqa Adnan |
| **Priority:** | Medium |

| **ID:** | 1116\_9 |
| --- | --- |
| **Title:** | Login |
| **Description:** | This use case will be used by online customers while checking out. |
| **Primary Actor:** | Customers |
| **Preconditions:** | The customer adds items to the cart and wants to checkout and complete the order |
| **Postconditions:** | After login the customer will be able to place the order. |
| **Main Success Scenario:** | When the customer adds items in the cart and wishes to place his/her order,the customer has to login into his account in order to place an order  Once the customer has login into his account he/she can proceed further with his/her order |
| **Extensions:**  **Alternate & Exceptional Scenarios** | If the customer is a new customer then they have to create a new account and only then can they proceed further with placing their order |
| **Frequency of Use:** | It will be used every time an online customer wants to place an order. 100% |
| **Status:** | Complete |
| **Owner:** | Faiqa Adnan |
| **Priority:** | High |

20L-1186

| **ID:** | 1186\_1 |
| --- | --- |
| **Title:** | **Track Attendance of Staff** |
| **Description:** | This use-case will be used to keep the track of attendance of staff at each outlet. |
| **Primary Actor:** | Floor Manager |
| **Preconditions:** | Sales agents mark their attendance by scanning their thumb/finger at the fingerprint scanner in their outlet. |
| **Postconditions:** | Attendance will be recorded. |
| **Main Success Scenario:** | Work shift of the sales agent has started and he comes and checks-in ,checks-out by scanner and it will be recorded in the record. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | None |
| **Frequency of Use:** | Attendance will be recorded every time the sale agent comes and checks-in/checks-out.So its frequency of use will be 100% |
| **Status:** | Complete |
| **Owner:** | Humaira batool |
| **Priority:** | Medium |

| **ID:** | 1186\_2 |
| --- | --- |
| **Title:** | **Process Return of Item** |
| **Description:** | This use-case is to process returns of items.If the customer wants to return any item this use-case will be used |
| **Primary Actor:** | Floor Manager |
| **Preconditions:** | Customer must have purchased that item and the return date must not have expired. |
| **Postconditions:** | Item will be returned to the outlet and its price will be given back to the customer. |
| **Main Success Scenario:** | If the customer purchases an item and returns the item within the period of return date, without using it, its price will be returned to the customer. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | If the customer wants to return the item but its return date has expired, it will not be returned. |
| **Frequency of Use:** | Items will be returned in a few cases,so its frequency of use will be 30%. |
| **Status:** | Complete |
| **Owner:** | Humaira Batool |
| **Priority:** | High |

| **ID:** | 1186\_3 |
| --- | --- |
| **Title:** | **Change sale’s Agent Work Shift** |
| **Description:** | This use-case will be used to change the work shift of the sales agent within the same outlet. |
| **Primary Actor:** | Floor manager |
| **Preconditions:** | Sale agent is currently working in any work shift.Sale agent will request his floor manager to change his shift |
| **Postconditions:** | The Sales agent will work in the new shift assigned by the Floor manager. |
| **Main Success Scenario:** | The Sale agent ,currently working in any shift, wants to change his shift  The Sales agent will request his floor manager to change his shift. Manager will change his shift and that sale agent will come then in new shift |
| **Extensions:**  **Alternate & Exceptional Scenarios** | None |
| **Frequency of Use:** | Agents will request to change their shift in few cases,,so its frequency of use will be 20% |
| **Status:** | Complete |
| **Owner:** | Humaira Batool |
| **Priority:** | Low |

| **ID:** | 1186\_4 |
| --- | --- |
| **Title:** | **Run Annual and Monthly repor**t |
| **Description:** | This use-case will be used to create annual and monthly reports to view how different products and sale agents are performing. |
| **Primary Actor:** | Store manager,Floor Manager |
| **Preconditions:** | Store /Floor manager makes an annual/monthly report every year/month |
| **Postconditions:** | Store/Floor manager will review the performance of products and sale agents at the end of month/year |
| **Main Success Scenario:** | Store /Floor manager will run an annual/monthly report then he will also analyze the performances of sales agents and products every month/year. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | None |
| **Frequency of Use:** | Store/Floor managers will run reports every month/ year,so its frequency of use will be 90%. |
| **Status:** | Complete |
| **Owner:** | Humaira Batool |
| **Priority:** | High |

| **ID:** | 1186\_5 |
| --- | --- |
| **Title:** | **Update Outlet** |
| **Description:** | This use-case is used to update new outlets. |
| **Primary Actor:** | Store Admin |
| **Preconditions:** | The outlet to be updated must exist. |
| **Postconditions:** | Updated outlet will be changed from the previous one. |
| **Main Success Scenario:** | If the store admin wants to block,open,close,relocate or ,delete an outlet he will use this use-case.The admin takes the ID of the outlet to make changes. Then he makes changes according to it. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | if the outlet does not exist admin can not make any update. |
| **Frequency of Use:** | Store Admin will update outlets in most cases. So, its use of frequency will be 60% |
| **Status:** | Complete |
| **Owner:** | Humaira Batool |
| **Priority:** | High |

| **ID:** | 1186\_6 |
| --- | --- |
| **Title:** | **Create Outlet** |
| **Description:** | This use-case is used to create new outlets. |
| **Primary Actor:** | Store Admin |
| **Preconditions:** | The new outlet to be created must have a new location. |
| **Postconditions:** | An ID will be assigned to that outlet when it is created. |
| **Main Success Scenario:** | If the store admin wants to create a new outlet.He will first select the location where there is no outlet already.Then he will create the outlet and assign it with a new ID. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | If the outlet exists already with the same ID and same location then the admin can not create it again. |
| **Frequency of Use:** | Store Admin will create a new outlet in a few cases. So, its use of frequency will be 30% |
| **Status:** | Complete |
| **Owner:** | Humaira Batool |
| **Priority:** | High |

| **ID:** | 1186\_7 |
| --- | --- |
| **Title:** | Offer Discount |
| **Description:** | This use-case is used to offer discounts to the customers. |
| **Primary Actor:** | Admin |
| **Preconditions:** | National and Religious event discounts or customers have loyalty cards. |
| **Postconditions:** | Purchased points will be assigned to the customer |
| **Main Success Scenario:** | If a customer makes a purchase from any outlet either online or physical and customer either has a loyalty card or any event discount is currently being offered then one of the discounts will be given to the customer. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | If there is no any event discount and customer do not has any card then discount will not be offered to him |
| **Frequency of Use:** | Admin will run different event campaigns from time to time to offer discounts. So, its use of frequency will be 50%. |
| **Status:** | Complete |
| **Owner:** | Humaira Batool |
| **Priority:** | Very High |

| **ID:** | 1186\_8 |
| --- | --- |
| **Title:** | **Modify Discount Policy** |
| **Description:** | This use-case is used to modify discount policies.  Like if the customer holds more than one discount then one of the maximum discounts will be given to the customer. |
| **Primary Actor:** | Store Manager |
| **Preconditions:** | National and Religious event discounts or customers have loyalty cards.. |
| **Postconditions:** | Purchase points will be assigned to the customer |
| **Main Success Scenario:** | If a customer makes a purchase from any outlet either online or physical and customer either has a loyalty card or any event discount is currently being offered then one of the discounts will be given to the customer. |
| **Extensions:**  **Alternate & Exceptional Scenarios** | If there is no any event discount and customer do not has any card then discount will not be offered to him |
| **Frequency of Use:** | The Store Manager will use this use-case every time a customer makes any purchase. So, its frequency will be 80%. |
| **Status:** | Complete |
| **Owner:** | Humaira Batool |
| **Priority:** | High |