EaseExpress

User Case

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1. Agreements with clients

The agreements with the client could be divided into 3 sections: Core, Major, and Minor. Core requirements are the fundamental ones. As for Major requirements, they are seen as important and at last, Minor, the least important.

2. Functional Requirements

2.1 Core Requirements
- NFR-01: Maintainable and extendable
- NFR-02: Bug-free solution
- NFR-03: Secure software
- FR-01: Log into the application
  - FR-01-A: Log in the system.
  - FR-01-B: Log out of the system.
  - FR-01-C: Create an account as a customer.
  - FR-01-D: Create an account as an employee
- FR-02: Ensuring Travels
  - FR-02-A: Searching a place to go by train and select a departure date (cities in Holland)
- FR-03: Support of placing an order
  - FR-03-A: Add a journey to the cart.
  - FR-03-B: Remove a journey from the cart.
  - FR-03-C: Complete the order by checking out the shopping cart
- FR-04: Managing system
  - FR-04-A: Station Managing.
  - FR-04-B: Season Ticket Managing.
  - FR-04-C: Ticket Managing.
  - FR-04-D: Register an employee.

2.2 Major Requirements
- FR-05: Season Tickets
  - FR-05-A: View Season Tickets
  - FR-05-B: Purchase Season Tickets
- FR-06: Point system
  - FR-06-A: Collect points after purchasing a ticket.
  - FR-06-B: Redeem the points on deals (Apple, Nike)
  - FR-06-C: Manage the payment methods.
- FR-07: Advertisement

2.3 Minor Requirements
- FR-08: Costumer Service
  - FR-08-A: Having a chat helper
  - FR-08-B: Having a Number to call

2.4 Additional Requirements

- FR-09: Return of the tickets.
  - ○

2.5 MoSCoW

Must	Should	Could	Won't
NFR-01, NFR-02, NFR-03, FR-01, FR-02, FR-03, FR-04, FR-05		FR-09 FR-06	FR-07, FR-08

3. Use Cases

UC-01 (FR-01-A): Log into EaseExpress.
Actor: User
Pre-Condition: User has an account.
Main Success Scenario:
1. User is sent to the Log In form.
2. User sets the determined credentials.
3. User gets an e-mail with a security code.
4. User inputs the code.
5. User is sent to the managing system.

UC-02 (FR-01-B): Log out of the system.
Actor: User
Pre-Condition: User has logged in.
Main Success Scenario:
1. User is in the main page.
2. User presses the log out button.

UC-03 (FR-01-C): Create an account in EaseExpress as a User.
Actor: Customer
Pre-Condition: User is in the web application and has navigated to the registration page.
Main Success Scenario:
1. User is sent to the Log In form.
2. User selects to register.
3. User sets credentials (Username, Adress, E-mail, Password, Phone Number)
4. User presses on create account.
5. User is sent an e-mail.
6. User confirms the e-mail

7. User is sent to the Log In form.

    4a. Account already exists
        1. User goes back to the Log In form.

UC-04 (FR-01-D): Create an account in EaseExpress as an Employee.
Actor: Employee
Pre-Condition: Employee is in the Managing system, in the registration tab.
Main Success Scenario:
    1. Employee fills all of the specific fields.
    2. Employee presses the Add Employee button.
    3. App notifies the new employee has been added.

Extensions:
    2a. Account already exists or employee has filled the fields incorrectly
        1. App notifies the user of an error and sends the employee back to the registration tab.

UC-05 (FR-02-A): Searching for a ticket.
Actor: Customer
Pre-Condition: Customer is on the home page of the website.
Main Success Scenario:
    1. User selects a "Start-Destination", "End-Destination", a departure date and a time(optionally).
    2. User presses the button "search".
    3. System sends the user to a new page and provides data on what is available for the determined date

Extensions:
    2a. There are no tickets available.
        1. System notifies that there are no available tickets.
        2. User is sent to the home page.

UC-06 (FR-03-A): Add an item to the cart.
Actor: Customer
Main Success Scenario:
    1. User selects an item to add.
    2. User presses the add to cart button.
    3. User is able to see the products added in the cart page.

UC-07 (FR-03-B): Removing an item from the cart.
Actor: Customer
Pre-Condition: Customer has previously added an item to the cart.
Main Success Scenario:
    1. User selects an item to remove.
    2. User gets a notification confirming this.

UC-08 (FR-03-C): Checking out the cart

Actor: Customer

Pre-Condition: Customer has previously added an item to the cart.

Main Success Scenario:
1. User revises information.
2. System checks if the user has a Season Ticket and based on this the price will change.
3. User presses the checkout.

UC-09 (FR-04-A): Station Managing.

Actor: Employee

Pre-Condition: Employee is in the Managing system, more specifically in the station management.

Main Success Scenario:
1. System displays all the Stations.
2. Employee is able to update or remove specific stations.
3. Employee is able to add a new station.
4. System saves whatever the user does.

UC-10 (FR-04-B): Season Ticket Managing

Actor: Employee

Pre-Condition: Employee is in the Managing system, more specifically in the Season Ticket management.

Main Success Scenario:
1. System displays all the Season Tickets.
2. Employee is able to update or remove specific Season Tickets.
3. Employee is able to add a Season Tickets.
4. System saves the changes of the user and notifies.

UC-11 (FR-04-C): Ticket Managing

Actor: Employee.

Pre-Condition: Employee is in the Managing system, more specifically in the Ticket management.

Main Success Scenario:
1. System displays all the tickets.
2. Employee is able to update or remove specific Tickets.
3. Employee is able to add new Tickets.
4. System saves changes of the user and notifies.

UC-12 (FR-05-A): Viewing Season Tickets

Actor: User

Pre-Condition: User is in the web application and has navigated to the Season Tickets section.

Main Success Scenario:
1. System displays the available season tickets

UC-13 (FR-05-B): Purchasing Season Tickets

Actor: User

Main Success Scenario:

      1. System displays the available season tickets
      2. User selects a desired season ticket
      3. User subscribes to the season ticket.
      4. User extends the subscription after the determined period of time.

Extensions:

    1a. User does not understand what each ticket offers.
        1. User searches for the description below the ticket.

    4a. User does not want to extend the subscription
        1. User selects his subscription
        2. User sees the details of the ticket.
        3. User cancels the subscription
        4. User goes back to the front page

UC-14 (FR-06-A): Collecting points after each order

Actor: User

Main Success Scenario:

      1. User books a ticket.
      2. Depending on the price, the user gets more or fewer points.
      3. Points added to Users account

Extensions:

    3a. Points were not added to the account
        4. The user restarts the application.
        5. User contacts for support.

UC-15 (FR-06-B): Redeem Points

Actor: User

Main Success Scenario:

      1. User goes to the Redeem Section
      2. System displays available products to redeem.
      3. User selects a product
      4. User gets the product
      5. System notifies the user of the order.

Extensions:

    4a. User does not get the product.
        1. User revises if it had enough points

2. User contacts support.
4b. User gets the product but can't see it anywhere.
1. User gets an e-mail.
2. User sees the product in the e-mail.

UC-16 (FR-06-C): Manage Payment Methods
Actor: Employee
Main Success Scenario:
1. System displays all the payment Methods.
2. Employee updates the system
3. Employee saves in the system.

UC-17 (FR-07): Advertisement
Actor: User
Main Success Scenario:
1. User enters the application.
2. User gets an ad that covers the whole screen.
3. User presses the X button.
4. User closes the ad and continues.

UC-18 (FR-08-A): Chat helper
Actor: User
Main Success Scenario:
1. User has a problem or a question.
2. User goes to "Configuration"
3. User asks for the Chat Helper.
4. It tries to help the User find an answer.
5. User goes back to the front page.
Extensions:
4a. Chat helper is not able to help.
1. User calls the customer service number.

UC-19 (FR-08-B): Customer Service
Actor: User
Main Success Scenario:
1. User has a problem or a question.
2. User Calls the service phone number.
3. User is set on the waitlist.
4. User is helped by the workers

UC-20 (FR-09): Returning Tickets

Actor: User

Main Success Scenario:

1. User buys a ticket.
2. User has the QR Code.
3. User presses on "return"
4. System checks if the ticket has been used.
5. System gives back the money to the User.
6. User is sent to the front page.

Extensions:

4a. The Ticket has been used.

1. The system won't return the ticket
2. User is sent to the front page.

5a. Money is not received.

1. Wait 2 weeks
2. Contact the workers