

EaseExpress

User Case

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Table of Contents

1. Agreements with the client.
2. Functional Requirements
 - 2.1 Core Requirements
 - 2.2 Major Requirements
 - 2.3 Minor Requirements
 - 2.4 Additional Requirements
 - 2.5 MoSCoW
3. Use Case

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: Ensuring Travels
 - FR-01-A: Searching a place to go by train (cities in Holland/Spain)
 - FR-01-B: Finding and adding a travel to the Cart
- FR-02: Support of placing an order
 - FR-02-A: Add a journey to the cart
 - FR-02-B: Remove a journey from the cart.
 - FR-02-C: Complete the order by checking out the shopping cart
- FR-03: Managing system
 - FR-03-A: Ban a User.
 - FR-03-B: Add/Remove an employee.
 - FR-03-C: Manage the places to go.

2.2 Major Requirements

- FR-04: Season Tickets
 - FR-04-A: Purchase Season Ticket
 - FR-04-B: Manage Season Tickets
- FR-05: Point system
 - FR-05-A: Collect points after purchasing a ticket.
 - FR-05-B: Redeem the points on deals (Apple, Nike)
 - FR-05-C: Manage the payment methods.
- FR-06: Advertisement

2.3 Minor Requirements

- FR-07: Costumer Service
 - FR-07-A: Having a chat helper
 - FR-07-B: Having a Number to call
- FR-08: Return of the tickets.

2.4 Additional Requirements

- FR-09: Log into the application
 - FR-09-A: Log in as an Administrator.
 - FR-09-B: Log in as an Employee.
 - FR-09-C: Log in as a User.
 - FR-09-C: Create an account on the web application

2.5 MoSCoW

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

3. Use Cases

Use Case – FR-01-A: Searching for a ticket.

Actor: User

Main Success Scenario:

1. User selects a "Start-Destination" and an "End-Destination".
2. User selects a date of travel.
3. User presses the button "search".
4. System provides data on what is available for the determined date.

Extensions:

- 1a.** System can't find the start/end destination
 1. The user tries again.
 2. User selects a destination that is close by.
 3. User asks for customer service
- 3a.** The system can't provide data.
 1. System notifies that something has gone wrong.
 2. User restarts the app.

Use Case – FR-01-B: Finding a suitable trip and adding it to the cart.

Actor: User

Main Success Scenario:

1. User finds an acceptable ticket.
2. User selects the trip.
3. User sees details.
4. User adds the ticket to the cart.
5. System notifies that it has been added to the cart.

Extensions:

- 5a.** System can not add it to the cart.
 1. User restarts the application.

Use Case – FR-02-A: Add an item to the cart.

Actor: User

Main Success Scenario:

1. User selects to add an item to their shopping cart
2. The user sees a summary of the order.

Use Case – FR-02-B: Removing a ticket from the cart.

Actor: User

Main Success Scenario:

1. User decides to change decision.
2. User deletes the order from the cart.
3. User gets a notification confirming this.

Extensions:

- 3a.** User doesn't get any notification whatsoever.
1. User restarts the application.

Use Case – FR-02-C: Checking out the cart

Actor: User

Main Success Scenario:

1. User revises information
2. The user chooses the method to pay (Apple Pay, IDEAL)
3. The user pays and completes the order.
4. System displays the ticket QR code.

Extensions:

- 2a.** User does not have Apple Pay or IDEAL
1. User creates one of both.
 2. User retries.
- 3a.** User has a problem while paying.
1. User shuts the application.
 2. User tries again.
- 4a.** The system does not display a QR code.
1. System sends e-mail
 2. User checks e-mail.

Use Case – FR-03-A: Banning a User

Actor: Employee

Main Success Scenario:

1. System displays all the Users.
2. Employee filters the User.
3. Employee clicks on "ban".
4. Employee saves in the system.

Extensions:

- 3a.** Employee banned a user on accident.
 1. Employee clicks on "unban".
 2. Employee saves in the system
- 4a.** Employee forgot to save
 1. The employee has to do the process again.

Use Case – FR-03-B: Add/Remove Employee

Actor: Admin

Main Success Scenario:

1. System displays all the Employees.
 2. Admin selects the Add Employee button
 3. Admin inputs the credentials.
 4. Admin saves.
- 2a.** Admin wants to remove Employee
1. Admin selects on the employee
 2. Admin presses the remove button.
 3. Admin saves.

Use Case – FR-03-C: Adding/Removing Locations

Actor: Employee

Main Success Scenario:

1. Employee wants to add a Location
2. System shows all the available Locations
3. Employee presses the Add Location button.
4. Employee inputs the information of the place
5. Employee saves.

Extensions:

- 1a.** Employee wants to remove Location
1. Employee selects the Location
 2. Employee presses on delete
 3. Employee saves.

Use Case – FR-04-A: Purchasing 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
 2. The user calls customer service.
- 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

Use Case – FR-04-B: Managing the Season Tickets

Actor: Employee

Main Success Scenario:

1. System displays all the Season Tickets
2. Employee Adds a Season Ticket
3. Employee saves in the system

Extensions:

- 2a.** Employee wants to remove a Season Ticket
 1. Employee selects the determined Ticket
 2. Employee presses the remove button.
 3. Employee saves in the system.

Use Case – FR-05-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.

Use Case – FR-05-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.

Use Case – FR-05-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.

Use Case – FR-06: 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.

Use Case – FR-07-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.

Use Case – FR-07-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

Use Case – FR-08: 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

Use Case – FR-09-A: Log into EaseExpress as an admin.

Actor: Admin

Main Success Scenario:

1. Admin is sent to the Log In form.
2. Admin sets the determined credentials.
3. Admin gets an e-mail with a security code.

4. Admin inputs the code.
5. Admin is sent to the managing system.

Extensions:

- 3a. The e-mail code does not work
 1. Set the confidential code which will always work.

Use Case – FR-09-B: Log into EaseExpress as an employee.

Actor: Employee

Main Success Scenario:

1. Employee is sent to the Log In form.
2. Employee inputs credentials.
3. Employee answers some personal questions.
4. Employee is sent to the managing system.

Extensions:

- 2a. Employee's credentials are not right.
 1. Employee calls admin.
 2. Admin gives the credentials
 3. Employee logs in.

Use Case – FR-09-C: Log into EaseExpress as a User.

Actor: User

Main Success Scenario:

1. User is sent to the Log In form.
2. User inputs its credentials.
3. User is sent to the Home Page

Extensions:

- 2a. User has filled the wrong credentials
 1. User has forgotten password.
 2. User asks for new password.
 3. The User is sent an e-mail with the option of changing the password.
 4. User confirms and logs in again.

Use Case – FR-09-D: Create an account in EaseExpress as a User.

Actor: User

Main Success Scenario:

1. User is sent to the Log In form.
2. User selects to register.
3. User sets credentials (Username, Address, 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.

Extensions:

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