

# 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-02: Ensuring Travels
  - FR-02-A: Searching a place to go by train (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: Ban a User.
  - FR-04-B: Add an employee
  - FR-04-C: Remove an employee.
  - FR-04-D: Adding Locations.
  - FR-04-E: Removing Locations

### 2.2 Major Requirements

- FR-05: Season Tickets
  - FR-05-A: View Season Tickets
  - FR-05-B: Purchase Season Tickets
  - FR-05-C: Manage 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.
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## 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-06	FR-09	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, 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.

**UC-04 (FR-02-A):** Searching for a ticket.

**Actor:** Customer

**Pre-Condition:** Customer is in the home page.

**Main Success Scenario:**

1. User selects a "Start-Destination", "End-Destination", a departure date and (optionally) return date.
2. User presses the button "search".
3. System provides data on what is available for the determined date, the price and distance.

**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.

**UC-05 (FR-03-A):** Add an item to the cart.

**Actor:** Customer

**Main Success Scenario:**

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

**UC-06 (FR-03-B):** Removing a ticket from the cart.

**Actor:** Customer

**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.

**UC-07 (FR-03-C):** Checking out the cart

**Actor:** Customer

**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.

**UC-08 (FR-04-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.

**UC-09 (FR-04-B): Add Employee**

**Actor:** Executive

**Main Success Scenario:**

1. System displays all the Employees.
2. Admin selects the Add Employee button
3. Admin inputs the credentials.
4. Admin saves.

**UC-10 (FR-04-C): Remove Employee**

**Actor:** Executive

**Main Success Scenario:**

- 2a. Admin wants to remove Employee
  1. Admin selects on the employee
  2. Admin presses the remove button.
  3. Admin saves.

#### **UC-11 (FR-04-D): Adding 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.

#### **UC-12 (FR-04-E): Removing Locations**

**Actor:** Employee

##### **Main Success Scenario:**

##### **Extensions:**

1. Employee selects the Location
2. Employee presses on delete
3. Employee saves.

#### **UC-14 (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-14 (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
  - 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

#### **UC-15 (FR-05-C): 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.

#### **UC-16 (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-17 (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-18 (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-19 (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-20 (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-21 (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-22 (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