**Team Alpha Kiosk Use Cases**

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| Use Case ID | UC-1 | Use Case Name | | Log In |
| Created by | Souleymane Yeo Mehinhoua | Last Updated by | | Souleymane Yeo Mehinhoua |
| Date Created | 03/05/2015 | Date Last Updated | | 03/05/2015 |
| Actor | User or Admin | | | |
| Description | There are two options: Create Account and Log In | | | |
| Preconditions | Database updated | | | |
| Post Conditions | Able to make a purchase or update database, inventory or post an item | | | |
| Priority: (low/medium/high) | High for admin | | | |
| Frequency of Use | Once | | | |
| Normal Course | **Sign In** | | | |
|  | **User Actions**  1. Click login  2. Enter User ID and Password  3. Click Submit | | **System Responses**  1. Display the login form (user ID and password area)  2. Checks database for User ID and Password.  3. Checks if user ID is for Admin  4. If normal user, display main menu for customers.  5. If admin, display main menu for admin. | |
| Alternative Courses | **Create Account** | | | |
|  | **User Actions**  1. Click create account  2. Enter first name  3. Enter last name  4. Enter street address  5. Enter city  6. Enter State  7. Enter zip code  8. Enter User ID  9. Enter Password  10. Re-enter password  11. Enter email address  12. Re-enter email address  7. Click submit | | **System Responses**  1. Display form to fill up  2. Check if user ID exist in database  3. if user ID not exist, save account information to database  4. Display message for account created successfully  4. Send confirmation email.  5. Display main menu for customers. | |
| **Cancel Create Account** | | | |
| **Actor Actions**  1. User is creating an account.  2. User clicks Cancel | | **System Responses**  3. Discard any fields that were entered.  4. Display login screen | |
| Exceptions | **ID already exist** | | | |
|  | **Actor Actions**   1. User enters all fields 2. User clicks submit. | | **System Responses**  2. Sees that user ID is taken.  2. Message: Please go back to login and enter user ID and password, or use another User ID  3. Goes back to create account page with all fields filled out and display an error that the user ID is taken. | |
| **Any exception** | | | |
| **Actor Actions**   1. User enters a wrong user ID or password. 2. User enter a wrong e-mail address 3. User clicks OK on error message. | | **System Responses**  1. System displays error message indicating the error that occurs  1. System ask to go back to the previous action | |
| Includes (another use case id) |  | | | |
| Special Requirements | none | | | |
| Assumptions | Customer logged in successfully. | | | |
| Notes and Issues | Create Account course will only create user accounts. Admin accounts will have to be added into the database directly.  Password will have a regular expression to deter short passwords. Re-enter password will check if it’s the same as password once entered. Email will have a regular expression to check for valid email. Re-enter email will check if it’s the same as email once entered. | | | |

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| Use Case ID | UC-2 | Use Case Name | Create account |
| Created by | Souleymane Yeo Mehinhoua | Last Updated by | Souleymane Yeo Mehinhoua |
| Date Created | 03/05/2015 | Date Last Updated | 03/05/2015 |
| Actor | User | | |
| Description | There are two options: Create Account and Log In | | |
| Preconditions | Database updated with current flight and reservation information | | |
| Post Conditions | Able to make a purchase or update database, inventory or post an item | | |
| Priority: (low/medium/high) | High for admin | | |
| Frequency of Use | Once | | |
| Normal Course | **Create account** | | |
|  | **User Actions**  1. Click create account  2. Enter first name  3. Enter last name  4. Enter street address  5. Enter city  6. Enter State  7. Enter zip code  8. Enter User ID  9. Enter Password  10. Re-enter password  11. Enter email address  12. Re-enter email address  7. Click submit | | **System Responses**  1. Display form to fill up  2. Check if user ID exist in database  3. if user ID not exist, save account information to database  4. Display message for account created successfully  4. Send confirmation email.  5. Display main menu for customers. |
| Alternative Courses | **Log In** | | |
|  | **User Actions**  1. Click login  2. Enter User ID and Password  3. Click Submit | | **System Responses**  1. Display the login form (user ID and password area)  2. Checks database for User ID and Password.  3. Checks if user ID is for Admin  4. If normal user, display main menu for customers.  5. If admin, display main menu for admin. |
| Exceptions | **Any exception** | | |
|  | **Actor Actions**  1. User does something to cause exception.  2. User clicks OK on error message. | | **System Responses**  1. Create log of exception.  2. Display error dialog box.  3. Remove error message. |
| Includes (another use case id) |  | | |
| Special Requirements | Have an e-mail address | | |
| Assumptions | Customer logged in successfully. | | |
| Notes and Issues | none | | |

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| Use Case ID | UC-3 | Use Case Name | Find item |
| Created by | Souleymane Yeo Mehinhoua | Last Updated by | Souleymane Yeo Mehinhoua |
| Date Created | 03/05/2015 | Date Last Updated | 03/05/2015 |
| Actor | User | | |
| Description | The customer is looking for a specific item | | |
| Preconditions | Customer runs the application | | |
| Post Conditions | Able to view item details, add item to cart, or place an order | | |
| Priority: (low/medium/high) | High | | |
| Frequency of Use | Any time the user clicks on the find item button | | |
| Normal Course | **Find item** | | |
|  | **Actor Actions**  1. User enters the item description in the search area.  3. User clicks on the search button | | **System Responses**   1. Displays all the items related to description entered 2. If description is specific enough, displays the exact item view with all detail information, and option to add item to cart |
| Alternative Course | **Browse the app** | | |
|  | **Actor Actions**  1. User opens the home page.  2. User browse the home page and clicks on a desired item image or hyperlink text  3. User clicks on a new page hyperlink | | **System Responses**   1. Displays the homepage 2. Displays the item details, and option to add item to cart 3. Display the new page |
| **Go Back** | | |
| **Actor Actions**  1. User clicks back. | | **System Responses**  2. Hide My Information page and display Main Menu for customers. |
| Exceptions | **Invalid Information** | | |
|  | **Actor Actions**  1. User enter invalid description  3. User clicks search button | | **System Responses**  2. Display error message explain item cannot be find, and ask to try another search.  4. Go back to the search area |
| **Any other exception** | | |
| **Actor Actions**  1. User does something to cause exception.  4. User clicks OK on error message. | | **System Responses**  2. Create log of exception.  3. Display error dialog box.  5. Remove error message. |
| Includes (another use case id) | UC-1, UC-2 | | |
| Special Requirements | none | | |
| Assumptions | Customer logged in successfully. | | |
| Notes and Issues | none | | |

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| Use Case ID | UC-4 | Use Case name | Add To Cart |
| Created by | Souleymane Yeo Mehinhoua | Created by | Souleymane Yeo Mehinhoua |
| Date Created | 03/05/2015 | Date Created | 03/05/2015 |
| Actor | User | | |
| Description | The customer select an item to add it to the cart for an order he/she is intending to place | | |
| Preconditions | Customer runs the application | | |
| Post Conditions | Able to remove item from cart, or place an order | | |
| Priority: (low/medium/high) | High | | |
| Frequency of Use | Any time the user clicks on the Add To Cart button | | |
| Normal Course | **Add To Cart** | | |
|  | **Actor Actions**   1. User clicks on an item to view it. 2. User clicks the add to cart button | | **System Responses**   1. Displays the item details, 2. Displays the “add to cart” button 3. Adds item to the cart 4. Display the number of items in the cart 5. Displays the subtotal amount 6. Displays the “checkout” button 7. Displays the “keep shopping” button |
| Alternative Course | **Remove item** | | |
|  | **Actor Actions**   1. User clicks on the “Remove Item” button | | **System Responses**   1. Deletes the item from the cart, 2. Update the number of items in the cart. 3. Update the subtotal amount 4. If there still some item in the cart, Display the checkout button 5. Displays the “keep shopping” button 6. Displays message for item removed successfully |
| **Clear cart** | | |
| **Actor Actions**   1. User clicks clear cart button | | **System Responses**   1. delete all items from the cart 2. displays the “keep shopping” button |
| Exceptions |  | | |
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| Includes (another use case id) | UC-1, UC-2 | | |
| Special Requirements | none | | |
| Assumptions | The user is able to search or browse the app | | |
| Notes and Issues | none | | |

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| Use Case ID (UC - 5) | | | Use Case Name | | **Make Purchase** | |
| Created by | Alisha Locust | Last Updated by | | Alisha Locust | | |
| Date Created | 03/06/2015 | Date Last Updated | | 03/06/2015 | | |
| Actor | | Customer | | | | |
| Description | | The customer will pay for the item(s) they would like to purchase and choose where to ship it to. | | | | |
| Preconditions | | The customer must have at least one item in their cart. | | | | |
| Post conditions | | The customer’s order details are added to the database and the inventory is updated. | | | | |
| Priority: (low/medium/high) | | High | | | | |
| Frequency of Use | | Handle many transactions per day | | | | |
| Normal Course | | **UC-5: Case Make Purchase** | | | | |
|  | | **Actor Actions**  1. Customer clicks checkout button.  4. Customer selects shipping method  6.Customer inputs or verifies shipping address  9.  Customer enters credit card number and expiration date.  11. Customer confirms order. | | | | **System Responses**  2. System checks if customer is logged in.  3. System prompts user to select shipping method  5. System prompts user to enter or verify address.  7. System displays total of order.  8. System prompts user to input credit card information.  10. Display order details to customer.  12. System adds customer’s order information to database.  13. System updates inventory quantity of items in the order.  14. System informs customer order has been placed. |
| Alternative Course | |  | | | |  |
|  | | **Actor Actions**   2a. In step 2 of normal flow, customer is not logged in.    2a-2. Customer chooses log-in option.  2a-3. Use case resumes in step 3 of normal flow.  4a. In step 4 of normal flow, user selects home shipping and they are logged in.  4a-1. Customer chooses to have order shipped to their home.      4b. In step 4 of normal flow, user selects ship to store.  4b-1. Customer chooses to have order shipped to the store. | | | | **System Responses**      2a-1. System prompts user to log in now or checkout as guest.  4a-2. System retrieves user’s address from their account info in database.  4a-3. Use case resumes in step 5 of normal flow.    4b-2. System displays list of stores and addresses.  4b-3. Use case resumes in step 5 of normal flow. |
| Exceptions | |  | | | |  |
|  | | **Actor Actions**  11a. In step 11 of normal flow, user opts to cancel purchase.  11a-1. Customer clicks cancel button. | | | | **System Responses**        11a-2. System cancels purchase, disregards previous address and card input, and returns user to home page. |
| Includes (another use case id) | | UC-1, UC-2 | | | |  |
| Special requirements | | Customer can cancel at any point. | | | |  |
| Assumptions | | The customer has a valid credit card. | | | |  |
| Notes and issues | | Determine if system will prompt user one more time with related slower selling items at beginning of purchase. | | | |  |
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| Use Case ID **(UC - 6)** | | | | Use Case Name | | | | **Review Product** | | |
| Created by | | Alisha Locust | | Last Updated by | | | Alisha Locust | | | |
| Date Created | | 03/06/2015 | | Date Last Updated | | | 03/06/2015 | | | |
| Actor | | | | Customer | | | | | | |
| Description | | | | The customer will leave a rating or feedback on a product they have purchased. | | | | | | |
| Preconditions | | | | The customer has previously purchased the item they wish to review. | | | | | | |
| Post conditions | | | | The product feedback is added to the database. | | | | | | |
| Priority: (low/medium/high) | | | | High | | | | | | |
| Frequency of Use | | | | Handle many review postings per day. | | | | | | |
| Normal Course | | | | **UC-6: Case Review Product** | | | | | | |
|  | | | | **Actor Actions**  1. Customer clicks review button.  5. Customer selects rating for item.  6. Customer writes feedback in the text area.  7. Customer submits form. | | | | | | **System Responses**  2. System checks if customer is logged in.  3. System checks if customer has previously purchased the item.  4. System displays product feedback form.  8. System adds feedback to database.  9. Inform user their review has been submitted. |
| Alternative Course | | | |  | | | | | |  |
|  | | | | **Actor Actions**  None | | | | | | **System Responses**   None |
| Exceptions | | | |  | | | | | |  |
|  | | | | **Actor Actions**   2a. In step 2 of normal flow, customer is not logged in.  2a-2. Customer logs in.  2a-3. Use case resumes in step 3 of normal flow.  2b. In step 2 of normal flow, customer is not logged in.  2b-2. Customer cancels.        3a. In step 3 of normal flow, customer has not purchased item.  7a. In step 7 or normal flow, customer cancels review form.  7a-1. Customer clicks cancel button. | | | | | | **System Responses**        2a-1. System prompts customer to log in.  2b-1. System prompts customer to log in.  2b-3. System ends function and returns customer to homepage.  3a-1. System informs user they must purchase the product before leaving a review.  3a-2. System ends function and returns customer to homepage.  7a-2. System cancels transaction, ignores input in form, and returns user to homepage. |
| Includes (another use case id) | | | | None | | | | | | None |
| Special requirements | | | | None | | | | | | None |
| Assumptions | | | | None | | | | | | None |
| Notes and issues | | | | Determine how important it is for customer to have purchased item they are wanting to review. | | | | | |  |
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| Use Case ID **(UC - 7)** | | Use Case Name | | **Contact store** | |
| Created by | Alisha Locust | Last Updated by | Alisha Locust | | |
| Date Created | 03/05/2015 | Date Last Updated | 03/05/2015 | | |
| Actor | | Customer | | | |
| Description | | The customer will submit a request or feedback to the store. | | | |
| Preconditions | | None | | | |
| Post conditions | | The customer’s feedback/request is added to the database. | | | |
| Priority: (low/medium/high) | | Medium | | | |
| Frequency of Use | | Handle many contacts per day | | | |
| Normal Course | | **UC-7: Case Contact Store** | | | |
|  | | **Actor Actions**  1. Customer clicks contact button.  3. Customer inputs information including: type of message, message, and email.  4. Customer submits form. | | | **System Responses**  2. System displays contact form.  5. System verifies data has been entered in fields  6. System updates database with customer’s feedback/request info.  7. Inform customer their form has been submitted. |
| Alternative Course | |  | | |  |
|  | | **Actor Actions**   None | | | **System Responses**  None |
| Exceptions | |  | | |  |
|  | | **Actor Actions**  5a.In step 5 of normal flow, customer leaves out a field.  5a-2. Customer inputs needed data.  5a-3. Use case resumes on step 4 of normal flow.   4a. In step 4 of normal flow, customer exits form.  4a-1. Customer clicks cancel button. | | | **System Responses**    5a-1. System prompts user to fill in the field they left empty    4a-2. System ignores form input and returns user to homepage. |
| Includes (another use case id) | | None | | | None |
| Special requirements | | None | | | None |
| Assumptions | | The customer will be leaving either a compliment, complaint, suggestion, or request. | | |  |
| Notes and issues | | The customer’s email will currently be the method of communication regarding the customer’s feedback/request. | | | Try to have the system add a flag to new feedback/request to help keep everything organized. |
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| Use Case ID **(UC - 8)** | | Use Case Name | | **Name: Update Product** | | |
| Created by | Tim Oliver | Last Updated by: | | | Tim Oliver | |
| Date Created | 3/6/15 | Date Last Updated: | | | 3/6/15 | |
| Actor: | | Admin | | | | |
| Description: | | The Admin will have the ability to alter various factors of a products Entry (Ammount in Inventory, Cost, etc) | | | | |
| Preconditions | | User must be logged in as Admin, User is on an Inventory Page. | | | | |
| Post conditions | | User, still logged in as Admin, User remains on Inventory Page, after a change to a Products record has been made, or canceled. | | | | |
| Priority: (low/medium/high) | | Medium | | | | |
| Frequency of Use | | Any time the Admin needs to make a change to a Product’s record. | | | | |
| Normal Course | | **UC-8: Case** | | | | |
|  | | **Actor Actions**  1. Admin enters an Inventory page.  3. Admin Clicks the Update Product Button.  5. Users Edits one/both/all of the editable fields.  6. User Presses the Update Product button  12. User is returned to Inventory page. | | | | **System Responses**  2. System Recognizes user as Admin and display’s the Update Product button next to the poduct.  4. An external window is created  4.1 new window is a form holding/displaying the current Product data.  4.2 quantity, and price fields are set to editable.  4.3 Update Product and Cancel buttons at the bottom.  7. Program checks the editable fields for proper input.  8. Program finds edited Fields to be valid.  9. The Data for the product is rewritten in the database, according to the Admin’s changes.  10. Confirmation of the change is displayed.  11.external window form closes |
| Alternative Course | |  | | | |  |
|  | | **Actor Actions**  5B. Admin Enters invalid data into the editable fields.  6B. Admin clicks the Update Product button  10B. Admin may try again or cancel. | | | | **System Responses**   7B. Program checks the editable fields for proper input. 8B. Program finds invalid input.  9B. Program Resets fields to their values prior to being edited. |
| Exceptions | |  | | | |  |
|  | | **Actor Actions**   5E. User clicks cancel | | | | **System Responses**  6E. External window closes.  7E. User is returned to Inventory page. |
| Includes (another use case id) | |  | | | |  |
| Special requirements | | User must be signed in as an Admin. | | | |  |
| Assumptions | |  | | | |  |
| Notes and issues | | Admins cannot purchase Items. | | | |  |
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| Use Case ID **(UC - 9)** | | Use Case Name | | **Name: Add** | |
| Created by | Tim Oliver | Last Updated by | Tim Oliver | | |
| Date Created | 3/6/15 | Date Last Updated | 3/6/15 | | |
| Actor | | Admin | | | |
| Description | | The Admin will have the ability to Add a Product to the Kiosk Database. | | | |
| Preconditions | | User is Signed in as Admin, User is on an Inventory Page. | | | |
| Post conditions | | User is Signed in as Admin, A product has been removed | | | |
| Priority: (low/medium/high) | | Medium. | | | |
| Frequency of Use | | Whenever a new Item needs to be Added to the Kiosk without directly altering the Database. | | | |
| Normal Course | | **UC-9: Case** | | | |
|  | | **Actor Actions**  1.Admin clicks New item.  3. Admin fills in the Empty Fields.  4. Admin clicks Add Item.  8. Admin accepts the verification. | | | **System Responses**  2. External window displays Empty fields required for product data.  5. The program checks for empty fields and invalid entries.  6. The program finds no empty fields or invalid entries.  7. Verification of the Item’s Addition is displayed.  9. External Window Closes. |
| Alternative Course | |  | | |  |
|  | | **Actor Actions** | | | **System Responses** |
| Exceptions | |  | | |  |
|  | | **Actor Actions**   9A. Admin clicks continue. | | | **System Responses**   6A. The program finds an invalid/empty entry   7A. Error is displayed to the user.  8A. User is asked to continue  10A. Window closes. |
| Includes (another use case id) | |  | | |  |
| Special requirements | | The User is signed in as an Admin. | | |  |
| Assumptions | | The user has access to all required data to fill the required fields for a new product. | | |  |
| Notes and issues | | When an Item is “Removed” it is simply deindexed, The data regarding it remains in the database. | | | Specifics of “Inventory Page” still needs to be discussed and finalized. |
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| Use Case ID **(UC - 10)** | | Use Case Name | | **Name: Respond to Feedback** | |
| Created by | Tim Oliver | Last Updated by | Tim Oliver | | |
| Date Created | 3/6/15 | Date Last Updated | 3/6/15 | | |
| Actor: | | Admin | | | |
| Description | | The Admin will be able to Add | | | |
| Preconditions | | User is Signed in as an Admin. Feedback from customers has been sent, and Admin is on the Message Page. | | | |
| Post conditions | | User is still signed in as an Admin, is on the message page, and has responded to a customer feedback message. | | | |
| Priority: (low/medium/high) | | Low. | | | |
| Frequency of Use | | Whenever a feedback message from a customer requires some form of response from the Admin/Company. | | | |
| Normal Course | | **UC-10: Case** | | | |
|  | | **Actor Actions**  1. Admin clicks on view messages.  3. Admin clicks on a message to respond.  5. Admin Types a message  6. Admin clicks send. | | | **System Responses**  2. Program displays feedback messages from customers, in order of most recent to least recent.  4. Window pops up with a text area, for the Admin to type a message.  7. The message is sent to the customer’s Email address/account messages.  8. The window closes.  9. The message from the customer is marked as responded to. |
| Alternative Course | |  | | |  |
|  | | **Actor Actions** | | | **System Responses** |
| Exceptions | |  | | |  |
|  | | **Actor Actions**   6. Admin clicks cancel | | | **System Responses**   7.Window closes  8. The message is not sent to the customer’s Email/ account messages.  9. The message from the customer is marked as read. |
| Includes (another use case id) | |  | | |  |
| Special requirements | | Signed in as Admin. | | |  |
| Assumptions | | The user who sent the original message was signed in on an account. | | |  |
| Notes and issues | | The Message page needs to be discussed and planned further. | | |  |
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