
Use Cases

for

NTUFoodies

Version 2.1 approved

Prepared by King Hei

<NTUFoodies>

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Revision History

Name	Date	Reason For Changes	Version
King Hei	09/09/2024	First Version	1.1
King Hei	23/09/2024	Refined use cases	1.2
Anthony	24/09/2024	Edited Login & View Map use case	2.1

Use Case Description

Use Case: Sign Up

Use Case ID:	ACCOUNT_UC_1		
Use Case Name:	Sign Up		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	03/09/2024	Date Last Updated:	03/09/2024

Actor:	User / Store Owner
Description:	This use case allows users to sign up for an account to access the relevant functions according to the user's role. The various user roles that are required to sign up are user & store owner. To sign up for the account, the user has to key in their email address and password. Once the account has been created, the user will be redirected to the login page
Preconditions:	NA
Postconditions:	The user will be redirected to the relevant home page
Priority:	High
Frequency of Use:	Once per user
Flow of Events:	<ol style="list-style-type: none"> 1. The user enters their email and password 2. The user submits their email and password 3. The system validates and verifies the submitted email and password 4. The system displays a message saying "Account has been created" when the sign-up is successful 5. The system will redirect the user to the relevant home page 6. The use case ends
Alternative Flows:	<p>AF-S3a: If the email is used by another user</p> <ol style="list-style-type: none"> 1. The system displays a message saying "Invalid email! Email is used by another user" 2. The use case resumes at main flow step 1 <p>AF-S3b: If the password is invalid</p> <ol style="list-style-type: none"> 1. The system displays a message saying "Invalid password! Password must contain at least 8 characters with at least 1 number" 2. The user case resumes at main flow step 1 <p>AF-S3c: If the email and/or password is missing</p> <ol style="list-style-type: none"> 1. The system displays a message saying "Email or password must be filled"

	2. The use case resumes at main flow step 1
Exceptions:	If any required information is missing or invalid, an error message is displayed.
Includes:	NA
Special Requirements:	The system needs to validate data input by the user
Assumptions:	NA
Notes and Issues:	NA

Use Case: Login

Use Case ID:	ACCOUNT_UC_2		
Use Case Name:	Login		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	03/09/2024	Date Last Updated:	23/09/2024

Actor:	User / Store Owner / System Admin / Google API
Description:	This use case allows users to log into the system to access the relevant functions according to the user's role. The various user roles that can log in are user, store owner & system admin. To log in, all users have to enter their email and password or sign in with their Google Account. Upon successful login, the system display the relevant user's home page
Preconditions:	The user has to have a valid account created beforehand
Postconditions:	The system displays the relevant homepage
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. The user enters their email and password 2. The user submits their email and password 3. The system validates and verifies the submitted email and password 4. The system will display the user's homepage 5. The use case ends <p>OR</p> <ol style="list-style-type: none"> 1. The user clicks the "G" icon 2. The user is redirected to Google sign-in page 3. The user clicks on the email account 4. The user clicks "Continue" 5. The system will display the user's homepage 6. The use case ends
Alternative Flows:	<p>AF-S3a: If the email and/or password is invalid</p> <ol style="list-style-type: none"> 1. The system displays a message saying "Invalid email or password! Please try again" 2. The use case resumes at main flow step 1

	<p>AF-S3b: If the email and/or password is not filled in</p> <ol style="list-style-type: none"> 1. The system displays a message saying “Email and/or password must be filled” 2. The use case resumes at main flow step 1 <p>AF-S3C:</p> <ol style="list-style-type: none"> 1. The system displays a message saying “Your account is banned. Please contact the administrator!” 2. The use case resumes at main flow step 1
Exceptions:	<ol style="list-style-type: none"> 1. If any required information is missing or invalid, an error message is displayed. 2. If the user account is banned, an error message is displayed.
Includes:	NA
Special Requirements:	The system needs to validate data input by the user
Assumptions:	NA
Notes and Issues:	NA

Use Case: Logout

Use Case ID:	ACCOUNT_UC_3		
Use Case Name:	Logout		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	03/09/2024	Date Last Updated:	03/09/2024

Actor:	User / Store Owner / System Admin
Description:	This use case allows users to log out of the system. The various user roles that can log out are user, store owner & system admin. Upon successful logout, the system will display a message saying “Bye! Hope to see you next time!” and the login page will be displayed
Preconditions:	The user has to be signed in
Postconditions:	<ol style="list-style-type: none"> 1. The system displays a message saying “Bye! Hope to see you next time!” 2. The system displays the login homepage
Priority:	Medium
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. The user clicks on the profile button 2. The system will display the user’s profile page 3. The user clicks on “Sign out” 6. The system displays a message saying Bye! Hope to see you next time! 7. The system redirects the user back to the Login page 8. The use case ends
Alternative Flows:	NA

Exceptions:	NA
Includes:	NA
Special Requirements:	NA
Assumptions:	NA
Notes and Issues:	NA

Use Case: Update Profile

Use Case ID:	ACCOUNT_UC_4		
Use Case Name:	Update Profile		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	03/09/2024	Date Last Updated:	03/09/2024

Actor:	User / Store Owner
Description:	This use case allows users to update their profiles. The various user roles that can update their profiles are the users and store owners. The user can update the display name, profile picture and password. Upon successful update, the system will display a message saying "Profile updated"
Preconditions:	The user has to be signed in
Postconditions:	<ol style="list-style-type: none"> 1. The system displays a message saying "Profile updated" 2. The system redirects the user back to the Profile page
Priority:	Medium
Frequency of Use:	Low
Flow of Events:	<ol style="list-style-type: none"> 1. The user clicks on the profile button 2. The system will display the user's profile page 3. The user clicks on "Update profile" 4. The user enters the new input on the relevant fields 5. The user clicks on the "Update" 6. The system displays a message saying "Profile Updated" 7. The system redirects the user back to the Profile page 8. The use case ends
Alternative Flows:	<p>AF-S4a: If the password is invalid</p> <ol style="list-style-type: none"> 1. The system displays a message saying "Invalid password! Password must contain at least 8 characters with at least 1 number" 2. The use case resumes at main flow step 1
Exceptions:	If any password is invalid, an error message is displayed.
Includes:	NA
Special Requirements:	The system needs to validate data input by the user
Assumptions:	NA
Notes and Issues:	NA

Use Case: Delete Account

Use Case ID:	ACCOUNT_UC_5		
Use Case Name:	Delete Account		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	03/09/2024	Date Last Updated:	03/09/2024

Actor:	User / Store Owner
Description:	This use case allows users to delete their accounts. The various user roles that can delete their accounts are the users and store owners. When the user clicks on the “Delete Account” button, the system displays a confirmation message saying “Do you want to delete your account?”. Upon successful deletion, the system will display a message saying “Account deleted”
Preconditions:	The user has to be signed in
Postconditions:	The system redirects the user back to the login page
Priority:	Medium
Frequency of Use:	Low
Flow of Events:	<ol style="list-style-type: none"> 1. The user clicks on the profile button 2. The system will display the user’s profile page 3. The user clicks on “Delete Account” 4. The system displays a message saying “Do you want to delete your account?” 5. The user clicks on the “Delete” 6. The system displays a message saying “Account deleted” 7. The system redirects the user back to the login page 8. The use case ends
Alternative Flows:	AF-S5a: If the user clicks “Back” <ol style="list-style-type: none"> 1. The system will display the user’s profile page 2. The use case ends
Exceptions:	NA
Includes:	NA
Special Requirements:	NA
Assumptions:	NA
Notes and Issues:	NA

Use Case: View Notifications

Use Case ID:	ACCOUNT_UC_6		
Use Case Name:	View Notifications		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	04/09/2024

Actor:	User / System Admin
Description:	This use case allows the user or system admin to view notifications.

	When the user clicks on the Bell button at the top of their Home page, the system displays all the notifications that the user has. When the system admin clicks on the “Notifications”, the system displays all the notifications that the system admin has.
Preconditions:	The user (user and system admin) has to be signed in
Postconditions:	The system sends all the notifications the user has
Priority:	Medium
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. The user clicks on the Bell button at the top of their Home page 2. The system displays all the notifications the user has 3. The use case ends OR <ol style="list-style-type: none"> 1. The system admin clicks on the “Notifications” button 2. The system displays all the notifications the system admin has 3. The use case ends
Alternative Flows:	NA
Exceptions:	If there are no notifications, the system will display “You have no notifications”
Includes:	NA
Special Requirements:	NA
Assumptions:	NA
Notes and Issues:	NA

Use Case: View Map

Use Case ID:	CONSUMER_UC_1		
Use Case Name:	View map		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	03/09/2024	Date Last Updated:	23/09/2024

Actor:	User
Description:	This use case allows users to view the map that shows the food areas in NTU. When the user clicks on the “Map” button, the system displays a map that shows the food areas in NTU. The map will be fetched from the Singapore Land Authority via an API call
Preconditions:	User has to enable Location sharing in their local device
Postconditions:	The system displays a map that shows the food areas in NTU
Priority:	Medium
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. The user clicks on the map button 2. The system will display a map that shows the food areas in NTU

	3. The use case ends
Alternative Flows:	AF-S1a: If location sharing is not enabled on the user's local device 1. The system displays an error message saying "Please enable location sharing to use Map" 2. The user will be redirected back to the relevant user's home page 3. The use case ends
Exceptions:	If location sharing is not enabled on the user's local device, the map will not work
Includes:	Display Map
Special Requirements:	Location sharing must be enabled for the user's local device
Assumptions:	NA
Notes and Issues:	NA

Use Case: View Food

Use Case ID:	CONSUMER_UC_2		
Use Case Name:	View Food		
Created By:	King Hei	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	23/09/2024

Actor:	User
Description:	This use case allows the user to view the available food in NTU. When the user clicks on the "Food button", the system displays the available food from the various stalls in NTU
Preconditions:	The user has to be signed in
Postconditions:	The system displays the available food from the various stalls in NTU
Priority:	High
Frequency of Use:	High
Flow of Events:	1. The user clicks on the "Food" button 2. The system displays the available food from the various stalls in NTU 3. The use case ends
Alternative Flows:	NA
Exceptions:	NA
Includes:	NA
Special Requirements:	NA
Assumptions:	NA
Notes and Issues:	NA

Use Case: Search Food

Use Case ID:	CONSUMER_UC_3		
Use Case Name:	Search Food		
Created By:	King Hei	Last Updated By:	Anthony

Date Created:	04/09/2024	Date Last Updated:	23/09/2024
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Actor:	User
Description:	This use case allows the user to search for food by food name or by location. When the user enters a specific food or location on the Search bar within the “Food” page, the system displays the relevant results based on the query
Preconditions:	The user has to be signed in
Postconditions:	The food options related to the query will be displayed
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. The user clicks on the “Food” button 2. The user clicks on the Search bar within the “Food” page 3. The user types in a food name 4. The system will show all stalls that sell that particular food 5. The use case ends <p>OR</p> <ol style="list-style-type: none"> 1. The user clicks on the “Food” button 2. The user clicks on the Search bar within the “Food” page 3. The user types in the location of one of the food areas in NTU 4. The system will show the available food located in that particular food area 5. The use case ends
Alternative Flows:	AF-S2a: If the user clicks “Back” within the Search page <ol style="list-style-type: none"> 1. The system will redirect the user back to the “View Food” page 2. The use case ends
Exceptions:	If the user types in an invalid location or food name, the system will display a message saying “No results found”.
Includes:	View Food
Special Requirements:	NA
Assumptions:	NA
Notes and Issues:	NA

Use Case: Filter Food

Use Case ID:	CONSUMER_UC_4		
Use Case Name:	Filter Food		
Created By:	King Hei	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	04/09/2024

Actor:	User
Description:	This use case allows the user to filter food by Cuisine, Type, Price

	or Discount. When the user clicks on the filter button, the system will display the options for the user to filter food by. Upon clicking the “Apply Filter” button after selecting the fields to filter by, the system will display the relevant results based on the query
Preconditions:	The user has to be signed in
Postconditions:	The food options related to the query will be displayed
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. The user clicks on the “Food” button 2. The user clicks on the filter button 3. The user selects one of the filters or a combination of them <ol style="list-style-type: none"> a. If the user selects Price, the system will display the food, from the cheapest/most expensive food at the top of the list b. If the user selects a Cuisine, the system will display the food from stalls that sell that specific cuisine c. If the user selects Discount, the system will display all the food that are listed on a discount d. If the user selects Type, only stalls that sell that specific type of food will be shown in the list 4. The use case ends
Alternative Flows:	AF-S3a: If the user clicks “Cancel” within the Filter Food page <ol style="list-style-type: none"> 1. The system will redirect the user back to the “View Food” page 2. The use case ends
Exceptions:	NA
Includes:	View Food
Special Requirements:	NA
Assumptions:	NA
Notes and Issues:	NA

Use Case: Submit Food Review

Use Case ID:	CONSUMER_UC_5		
Use Case Name:	Submit Food Review		
Created By:	King Hei	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	23/09/2024

Actor:	User
Description:	This use case allows the user to submit their food review. When the user clicks the “Leave a review” button shown on the stall page, the user can rate the food, upload a photo and write a description about the food. Upon successful submission, the system displays a message saying “Review submitted”

Postconditions:	The user has to be signed in
Priority:	Medium
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. The user clicks the “Leave a review” button 2. The system displays a form to be filled up 3. The user fills up relevant portions of the form and clicks “Submit Review” 4. The system displays a message saying “Review submitted” 5. The system redirects the user to the relevant stall page 6. The use case ends
Alternative Flows:	AF-3a: If there are missing fields on the form <ol style="list-style-type: none"> 1. The system displays a message “Please fill up relevant parts of the form” 2. The use case resumes at main flow step 2
Exceptions:	If any required information is missing or invalid, an error message is displayed.
Includes:	NA
Special Requirements:	The system needs to validate the input from the user
Assumptions:	NA
Notes and Issues:	NA

Use Case: Update Food Review

Use Case ID:	CONSUMER_UC_6		
Use Case Name:	Update Food Review		
Created By:	King Hei	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	23/09/2024

Actor:	User
Description:	This use case allows the user to edit a review that they have previously submitted. When the user clicks on the “Edit review” button on a previously submitted review, the user can enter the new inputs in the form. Upon successful submission, the system displays a message saying “Review edited”
Preconditions:	<ol style="list-style-type: none"> 1. The user has to be signed in 2. There must be a review that was previously submitted by the user
Postconditions:	<ol style="list-style-type: none"> 1. The system displays a message saying “Review edited” 2. The system redirects the user to the Reviews page
Priority:	Medium
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. The user clicks on the “Published Reviews” button 2. The user clicks on the “Edit Review” button on a previously

	<p>submitted review</p> <ol style="list-style-type: none"> 3. The system displays a form with details of their submitted review 4. The user edits relevant portions of the form and selects “Save” 5. The system displays a message saying “Review edited” 6. The system redirects the user to the Reviews page 7. The use case ends
Alternative Flows:	<p>AF-S4a: If there is missing input for the mandatory fields on the form</p> <ol style="list-style-type: none"> 1. The system displays a message “Please fill up relevant parts of the form” 2. The use case resumes at main flow step 2
Exceptions:	If any required information is missing or invalid, an error message is displayed.
Includes:	NA
Special Requirements:	The system needs to validate the input from the user
Assumptions:	NA
Notes and Issues:	NA

Use Case: Delete Food Review

Use Case ID:	CONSUMER_UC_7		
Use Case Name:	Delete Food Review		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	23/09/2024

Actor:	User / System Admin
Description:	<p>This use case allows the user or system admin to delete a review. When the user clicks on the “Delete review” button on a previously submitted review, the system displays a confirmation message saying “Delete your review?”. Upon successful deletion, the system displays a message saying “Review deleted”.</p> <p>When the system admin has processed the review, the system admin may delete the review</p>
Preconditions:	<ol style="list-style-type: none"> 1. The user has to be signed in 2. There must be a review that was previously submitted by the user
Postconditions:	<ol style="list-style-type: none"> 1. The system displays a message saying “Review deleted” 2. The system redirects the user to the Reviews page
Priority:	Medium
Frequency of Use:	Low
Flow of Events:	<ol style="list-style-type: none"> 1. The user clicks on the “Published Reviews” button

	<ol style="list-style-type: none"> The user clicks on the “Delete review” on a previously submitted review The system displays a confirmation message saying “Delete your review?” The user clicks on the “Delete” button The system displays a message saying “Review deleted” The system redirects the user to the Reviews page The use case ends
Alternative Flows:	AF-S5a: If the user clicks “Back” <ol style="list-style-type: none"> The system will display the Published Reviews page The use case ends
Exceptions:	NA
Includes:	NA
Special Requirements:	NA
Assumptions:	NA
Notes and Issues:	NA

Use Case: Flag Food Review

Use Case ID:	CONSUMER_UC_8		
Use Case Name:	Flag Food Review		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	23/09/2024

Actor:	User
Description:	This use case allows the user to flag a food review. When the user clicks on the “Flag” button on a previously submitted review, the system sends a notification to the system admin about the flagged review and the system displays a message saying “Review flagged”
Preconditions:	<ol style="list-style-type: none"> The user has to be signed in There must be a review that was previously submitted by the user
Postconditions:	<ol style="list-style-type: none"> The system sends a notification to the system admin The system displays a message saying “Review flagged”
Priority:	Medium
Frequency of Use:	Low
Flow of Events:	<ol style="list-style-type: none"> The user clicks on a previously submitted review by another user The user clicks on the “Flag button” The system sends a notification to the system admin The system displays a message saying “Review flagged” The use case ends

Alternative Flows:	AF-S2a: If the user clicks “Back” on the Review page 1. The system redirects the user back to the relevant page 2. The use case ends
Exceptions:	NA
Includes:	NA
Special Requirements:	NA
Assumptions:	NA
Notes and Issues:	NA

Use Case: Submit Food Listing

Use Case ID:	STORE OWNER_UC_1		
Use Case Name:	Submit Food Listing		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	04/09/2024

Actor:	Store Owner
Description:	This use case allows the store owner to submit food listings onto the app. The store owner can submit food listings such as new and/or discounted food onto the app for users to view. Upon successful submission, the system will display a message saying “Food submitted”
Preconditions:	The store owner has to be signed in
Postconditions:	The system displays the newly listed food submitted by the store
Priority:	High
Frequency of Use:	High
Flow of Events:	<ol style="list-style-type: none"> 1. The store owner clicks on the “Submit Food” button 2. The store owner enters the details (price, image, description and discount if any) of the food 3. The store owner clicks on the “Submit” button 4. The system displays a message saying “Food submitted” 5. The use case ends
Alternative Flows:	<p>AF-S2a: If the store owner clicks “Back” within the Submit Food page</p> <ol style="list-style-type: none"> 1. The system will redirect the store owner back to the relevant store owner home page 2. The use case ends <p>AF-3a: If there are missing fields on the form</p> <ol style="list-style-type: none"> 1. The system displays a message “Please fill up relevant parts of the form” 2. The use case resumes at main flow step 2
Exceptions:	If any required information is missing or invalid, an error message is displayed.
Includes:	NA

Special Requirements:	The system needs to validate the input from the store owner
Assumptions:	NA
Notes and Issues:	NA

Use Case: Update Food Listing

Use Case ID:	STORE OWNER_UC_2		
Use Case Name:	Update Food Listing		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	04/09/2024

Actor:	Store Owner
Description:	This use case allows the store owner to update the submitted food listings on the app. The user can update the name, category, price, picture and discount if any. Upon successful update, the system will display a message saying "Listing updated"
Preconditions:	<ol style="list-style-type: none"> 1. The store owner has to be signed in 2. There must be a food listing that was previously submitted by the store owner
Postconditions:	The system displays a message saying "Listing updated"
Priority:	High
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. The store owner clicks on the specific food listing to update 2. The store owner clicks on the "Edit Listing button" 3. The store owner enters the new input on the relevant fields 4. The store owner clicks on the "Update" button 5. The system displays a message saying "Listing updated" 6. The use case ends
Alternative Flows:	<p>AF-S3a: If the store owner clicks "Back" within the Update Food page</p> <ol style="list-style-type: none"> 1. The system will redirect the store owner back to the food listing page 2. The use case ends <p>AF-S4a: If there is missing input for the mandatory fields on the form</p> <ol style="list-style-type: none"> 1. The system displays a message "Please fill up relevant parts of the form" 2. The use case resumes at main flow step 3
Exceptions:	If any required information is missing or invalid, an error message is displayed.
Includes:	NA
Special Requirements:	The system needs to validate the input from the store owner
Assumptions:	NA

Notes and Issues:

NA

Use Case: Delete Food Listing

Use Case ID:	STORE OWNER_UC_3		
Use Case Name:	Delete Food Listing		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	04/09/2024

Actor:	Store Owner
Description:	This use case allows the store owner to delete the submitted food listings on the app. The user can delete any of the submitted food listings. Upon successful deletion, the system will display a message saying "Listing deleted"
Preconditions:	<ol style="list-style-type: none"> 3. The store owner has to be signed in 4. There must be a food listing that was previously submitted by the store owner
Postconditions:	The system displays a message saying "Listing deleted"
Priority:	Medium
Frequency of Use:	Low
Flow of Events:	<ol style="list-style-type: none"> 1. The store owner clicks on the specific food listing to update 2. The store owner clicks on the More (3 dots) button 3. The systems displays a message saying "Do you want to delete this listing?" 4. The store owner clicks on the "Delete" button 5. The system displays a message saying "Listing deleted" 6. The use case ends
Alternative Flows:	AF-S2a: If the store owner clicks "Back" within the Delete Food page <ol style="list-style-type: none"> 1. The system will redirect the store owner back to the food listing page 2. The use case ends
Exceptions:	NA
Includes:	NA
Special Requirements:	NA
Assumptions:	NA
Notes and Issues:	NA

Use Case: Process Review

Use Case ID:	ADMIN_UC_1		
Use Case Name:	Process Review		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	04/09/2024

Actor:	System Admin
Description:	This use case allows the system admin to process the food reviews. The system admin can process the flagged food reviews that are flagged by users. When the user clicks on the “Process Review” button, the system displays all the flagged food reviews, with the most recent ones at the top
Preconditions:	The system admin has to be signed in
Postconditions:	NA
Priority:	Medium
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. The system admin clicks on the “Process Review” button 2. The system displays all the flagged reviews with the most recent ones at the top 3. The system admin can click on the More (3 dots) button to see further actions available for any specific review 4. The system admin clicks on “Delete review” button 5. The system displays a message saying “Review deleted” 6. The system sends a notification to the user saying the review has been deleted 7. The use case ends <p>OR</p> <ol style="list-style-type: none"> 1. The system admin clicks on the “Process Review” button 2. The system displays all the flagged reviews with the most recent ones at the top 3. The system admin can click on the More (3 dots) button to see further actions available for any specific review 4. The system admin clicks on “Resolve” button 5. The system removes the review from the list 6. The use case ends
Alternative Flows:	<p>AF-S3a: If the store owner clicks “Back”</p> <ol style="list-style-type: none"> 1. The system will redirect the store owner back Process Review page
Exceptions:	NA
Includes:	NA
Special Requirements:	NA
Assumptions:	NA
Notes and Issues:	NA

Use Case: Ban User

Use Case ID:	ADMIN_UC_2
Use Case Name:	Ban User

Created By:	Anthony	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	04/09/2024

Actor:	System Admin
Description:	This use case allows the system admin to ban users. The system admin can ban users from using the app. Upon successful banning, the system will display a message saying "User banned"
Preconditions:	<ol style="list-style-type: none"> 1. The system admin has to be signed in 2. The target account must not be banned beforehand
Postconditions:	<ol style="list-style-type: none"> 1. The system displays a message saying "User banned" 2. The banned account system admin will not be able to log in 3. The system redirects the system admin to the relevant page that displays the user list (users excluding store owner)
Priority:	Medium
Frequency of Use:	Low
Flow of Events:	<ol style="list-style-type: none"> 1. The system admin clicks on the "Ban User" button 2. The system displays the user list for the system admin to ban 3. The system admin clicks on the target account to ban 4. The system displays the Ban Account page 5. The system admin enters the relevant description 6. The system clicks on the "Ban" button 7. The system displays a message saying "Do you want to ban the user?" 8. The system admin clicks on the "Yes" button 9. The system displays a message saying "User banned" 10. The system redirects the system admin to the page that displays the user list 11. The use case ends
Alternative Flows:	<p>AF-5a: If the system admin clicks "Back" within the Ban account page:</p> <ol style="list-style-type: none"> 1. The use case resumes at main flow step 2 <p>AF-8a: If the system admin clicks the "No" button</p> <ol style="list-style-type: none"> 1. The use case resumes at main flow step 5
Exceptions:	NA
Includes:	NA
Special Requirements:	NA
Assumptions:	NA
Notes and Issues:	NA

Use Case: Notify User

Use Case ID:	ADMIN_UC_3		
Use Case Name:	Notify User		
Created By:	Anthony	Last Updated By:	Anthony
Date Created:	04/09/2024	Date Last Updated:	23/09/2024

Actor:	System Admin
Description:	This use case allows the system admin to notify users. The system admin can send notifications to users directly. When the system admin clicks the “Notify” button, the system sends a notification to the target user
Preconditions:	The system admin has to be signed in
Postconditions:	<ol style="list-style-type: none"> 1. The user receives a notification from the system admin 2. The system redirects the system admin back to the Notifications page
Priority:	Medium
Frequency of Use:	Medium
Flow of Events:	<ol style="list-style-type: none"> 1. The system admin clicks on “Notifications” button 2. The system displays the Notification page 3. The system admin clicks on the Plus (+) button 4. The system admin the input on the relevant fields on the Notification form 5. The system admin clicks the “Notify” button 6. The system sends a notification to the target user 7. The system redirects the system admin back to the Notification page 8. The use case ends
Alternative Flows:	AF-3: If system admin clicks “Cancel” or Cross (x) button, <ol style="list-style-type: none"> 1. The system redirects the system admin back to the Notifications page
Exceptions:	If any required information is missing or invalid, an error message is displayed.
Includes:	NA
Special Requirements:	The system needs to validate the input from the store owner
Assumptions:	NA
Notes and Issues:	NA

