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| **Use Case ID:** | 16 | | | |
| **Use Case Name:** | Feedbacks common | | | |
| **Created By:** | Tanu Sharma | | **Last Updated By:** |  |
| **Date Created:** | 29/03/2019 | | **Last Revision Date:** |  |
| **Actors:** | | Customer | | |
| **Description:** | | A customer can send feedback to admin; It can be for direct merchants or for Third party merchants. Admin will forward the feedbacks to the merchants and also redirect their responses to customers. | | |
| **Trigger:** | | The functionality of feedback will be triggered after the product’s delivery .The customer gives a common feedback to admin for the merchants and merchant gives response for the respective feedback. | | |
| **Preconditions:** | | **1. Customer purchases the product.**  **2. The customer will open the “My Order” home page for the feedback.** | | |
| **Postconditions:** | | The feedback for the merchant will be send to the admin and receive responses for their feedback. | | |
| **Normal Flow:** | | 1. Customer opens the “My Order” home page and respective product link.  2. Customer writes a common feedback related to the product to merchant through admin.  3. Customer will receive response from merchant through admin. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | |  | | |
| **Includes:** | | Steps 1-3 in the normal flow would be required for all “My Order” home pages. | | |
| **Frequency of Use:** | | One product has multiple feedbacks. | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | The Customer has purchased the product and used it. | | |
| **Notes and Issues:** | | 1. The Customer can give the negative views without even using the product. 2. The customer didn’t get any response related to their feedback from the merchant. | | |