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| **Use Case ID:** | 15 | | | |
| **Use Case Name:** | Feedbacks of Products | | | |
| **Created By:** |  | | **Last Updated By:** |  |
| **Date Created:** | 29/03/2019 | | **Last Revision Date:** |  |
| **Actors:** | | Customer | | |
| **Description:** | | Customer can give feedback on a product and it will be present on product’s home page. | | |
| **Trigger:** | | The functionality of feedback will be triggered after the delivery of product .The customer will give feedback for the product. | | |
| **Preconditions:** | | **1. Customer purchases the product.**  **2. The customer opens the “My Order” home page for the feedback.** | | |
| **Post conditions:** | | For the other customers, the feedback will be uploaded on respective product details window. | | |
| **Normal Flow:** | | 1. Customer opens “My order” home page and the respective product’s link.  2. Customer writes the feedback related to the product.  3. Customer updates feedback.  4. System uploads the product feedback for other customer. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | |  | | |
| **Includes:** | | Steps 1-4 in the normal flow would be required for all “My Order” pages. | | |
| **Frequency of Use:** | | Multiple feedbacks for each and every product. | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | The Customer has already purchased the product and used it. | | |
| **Notes and Issues:** | | Customer can give negative views without even using the product. | | |