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| **Use Case ID:** | 30 | | | |
| **Use Case Name:** | Rating | | | |
| **Created By:** | Komal Agrawal | | **Last Updated By:** |  |
| **Date Created:** | 29/03/2019 | | **Last Revision Date:** |  |
| **Actors:** | | Customer | | |
| **Description:** | | A customer can rate product out of 5 stars, based on that an average rating will be given to the product. Based on products average rating merchant will be rated. | | |
| **Trigger:** | | The functionality of rating will be triggered when the customer receives the product and uses it. | | |
| **Preconditions:** | | **Customer should receive the product.** | | |
| **Post conditions:** | | Merchant will be rated according to the customer rating. | | |
| **Normal Flow:** | | 1. Customer will buy product.  2. Customer will receive product by courier service.  3. Customer will use the product.  4. Customer has to provide rating for product. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | | 1: In step 1 of normal flow if customer is unable to buy product-  1a: If the desired payment mode is not mentioned.  1b: Payment fails while purchasing product.  2: In step 3 of the normal flow if customer didn’t receive the product -  2a: Poor courier service.  3: In step 4 of the normal flow if customer didn’t give rating. | | |
| **Includes:** | | It is a part of common feedback as rating has to be sent to admin. Admin will provide an average rating for Merchant. | | |
| **Frequency of Use:** | | Customer can rate product number of times he buys a product. | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | Rating for product will be provided by the customer. | | |
| **Notes and Issues:** | | Maximum and minimum rating for a product | | |