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**Group01**

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**Tập Hóa Chuối Bì To**  
**Use-Case Specification**  
Version <1.0>

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## Revision History

Date	Version	Description	Author
20/Nov/2022	1.0	Released	Lê Hồ Bảo Nhật Trần Minh Hiệp Nguyễn Thiện Hoàng Trí Ninh Trần Hoàng Quân

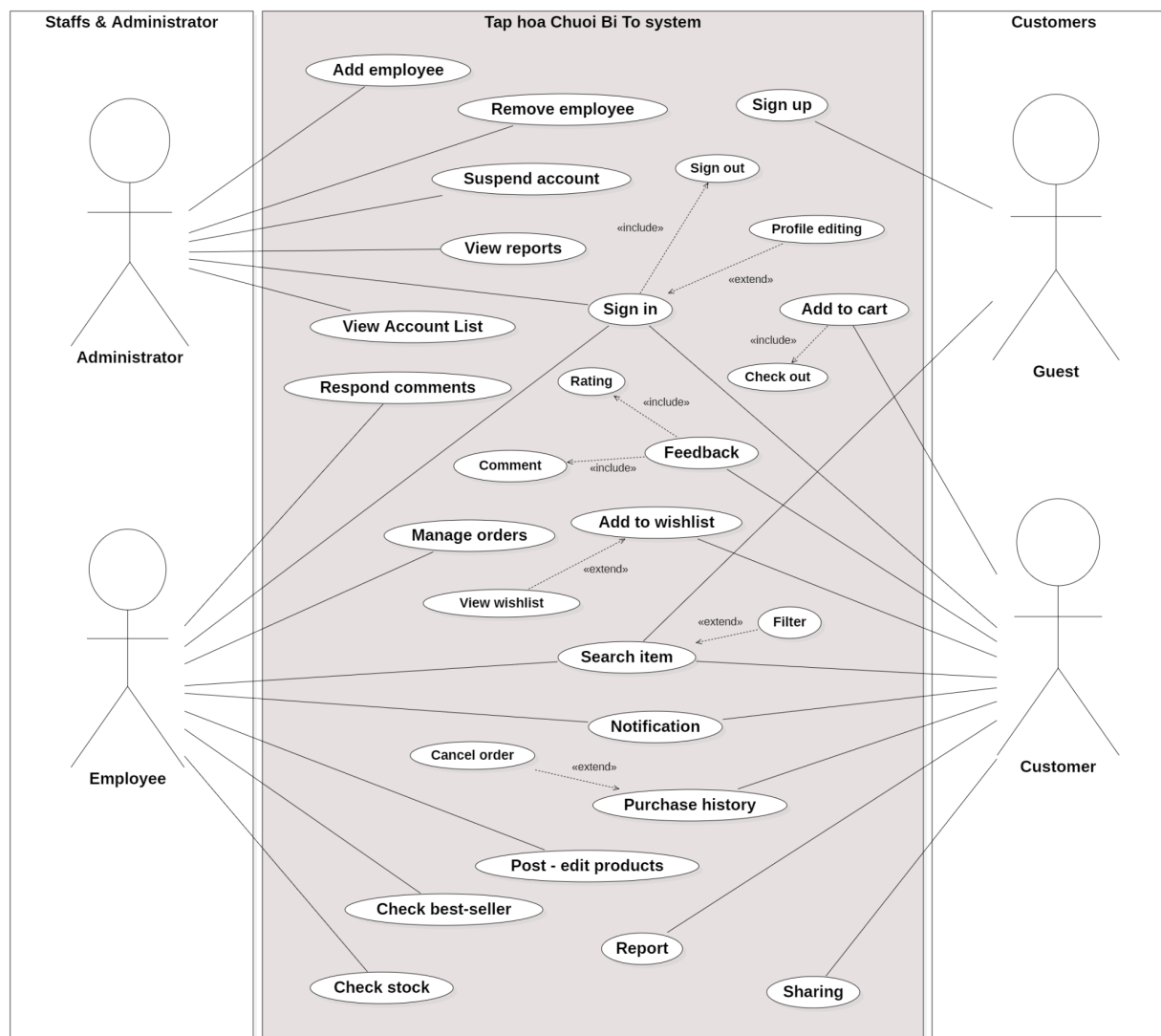
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## 1. Use-case Model



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## 2. Use-case Specifications

### 2.1 Use-case: Sign in

Use case Name	Sign in
Brief description	This use case describes how to sign in to the system
Actors	Customer, Employee
Basic Flow	<ol style="list-style-type: none"> <li>1. Successfully access the website</li> <li>2. The user clicks 'Sign in' button</li> <li>3. The system shows the sign in page</li> <li>4. User input username and password</li> <li>5. User clicks sign in button in sign in page</li> <li>6. System check if an account is available</li> <li>7. System moves to the homepage with the validated account.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1:</b></p> <ol style="list-style-type: none"> <li>1. In #5 user can press enter instead clicking sign in button</li> </ol> <p><b>Alternative flow 2: Sign in failed</b></p> <ol style="list-style-type: none"> <li>1. In #6 if account does not exist due to unavailability or the wrong username or password, system will notice "Wrong username or password"</li> </ol> <p><b>Alternative flow 3: Blank in username or password</b></p> <ol style="list-style-type: none"> <li>1. The user can not press enter or click in sign in button in sign in page</li> </ol>
Pre-conditions	User must access our website User must have an account
Post-conditions	The user logins successfully and can buy vegetables and can interact with other features Employees login successfully and can do their job.

### 2.2 Use-case: Sign out

Use case Name	Sign out
Brief description	This use case describes how to sign out
Actors	Customer, Employee
Basic Flow	<ol style="list-style-type: none"> <li>1. User clicks the log out button</li> <li>2. System logs the user out and stops providing some features for a validated account.</li> <li>3. Web gets back to the default condition.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1:</b></p> <ol style="list-style-type: none"> <li>1. System will not log user out if the user's network has been corrupted</li> </ol>
Pre-conditions	Users must have logged in to their accounts
Post-conditions	Log out successfully

### 2.3 Use-case: Profile editing

Use case Name	Profile Editing
Brief description	This use case describes how to edit user profile
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> <li>1. User clicks avatar button at top right corner</li> <li>2. System move to "profile editing" page</li> <li>3. User makes changes</li> <li>4. User click save button</li> </ol>

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	<ol style="list-style-type: none"> <li>System notice save successfully</li> <li>System moves back to homepage</li> </ol>
Alternative Flows	<p><b>Alternative flow 1:</b></p> <ol style="list-style-type: none"> <li>In 3# if users choose change profile picture</li> <li>The system will let users upload their picture from computer</li> </ol> <p><b>Alternative flow 2:</b></p> <ol style="list-style-type: none"> <li>In 3# if users choose change name, but they do not fill fully, then when users click save</li> <li>The system will notice about “Have a blank information”</li> </ol> <p><b>Alternative flow 3:</b></p> <ol style="list-style-type: none"> <li>In 3# if users choose change password</li> <li>System will move to change password page</li> <li>User will have to fill in current password</li> <li>User will have to fill in new password</li> <li>User will have to fill in confirmed password</li> <li>System check if new password and confirmed pass are matched</li> <li>User click save button</li> <li>System moves back to homepage</li> </ol> <p><b>Alternative flow 4:</b></p> <ol style="list-style-type: none"> <li>In 4# if user does not want to save the changes, they can click cancel</li> <li>System will not save changes</li> <li>System moves back to homepage</li> </ol> <p><b>Alternative flow 5:</b></p> <ol style="list-style-type: none"> <li>In 4# if users connection is corrupted, when they click save</li> <li>The System will not save new changes</li> </ol>
Pre-conditions	<p>Users must have logged in to their accounts</p> <p>User must move successfully to change profile page</p>
Post-conditions	The users successfully save their new profile

## 2.4 Use-case: Account Creating

Use case Name	Account Creating
Brief description	This use case describes how to sign up new account
Actors	Customer, Employee
Basic Flow	<ol style="list-style-type: none"> <li>Guest successfully access our website</li> <li>Guest click sign up button</li> <li>System show the sign up page</li> <li>User will have to input required information</li> <li>User click sign up button to create new account</li> <li>System check if user information is valid</li> <li>System show “Sign up successfully”</li> <li>System moves back to sign in page and let the guest sign in</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: “Not fully filled information”</b></p> <ol style="list-style-type: none"> <li>In 4# if user did not fully fill information, system will highlight the place where was missing data.</li> </ol> <p><b>Alternative flow 2: “Invalid character”</b></p> <ol style="list-style-type: none"> <li>In 4# if user use did not use “UTF-8” encoding characters in their information, the system will require user to make a change to “UTF-8”</li> </ol> <p><b>Alternative flow 3: “Already existed username”</b></p> <ol style="list-style-type: none"> <li>In 6# if system checked and found that username has already existed, system will require user to enter different username</li> </ol>

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	<b>Alternative flow 4: “Password and Re-enter password do not match”</b> 1. System will display notifications “Re-enter password does not match, try again” under Re-enter password field
Pre-conditions	Users must access our website
Post-conditions	User new has full access to our website’s features

## 2.5 Use-case: Purchasing history

Use case Name	Purchasing history
Brief description	This use case describes how user can interact with purchasing history
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> <li>1. Customer click in “Purchasing history” button</li> <li>2. System moves user to purchasing history page</li> <li>3. Users can see details about what they bought</li> </ol>
Alternative Flows	<b>Alternative flow 1:</b> 1. In 3# if users clicks an item bought, the system will move them to that item page
Pre-conditions	Users must have logged in to their account
Post-conditions	Users can see what they have bought

## 2.6 Use-case: Canceling order

Use case Name	Canceling order
Brief description	This use case describes how users cancel their order
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> <li>1. Users move into purchasing history page</li> <li>2. System highlights orders which can be modified</li> <li>3. Users click “cancel” an order that they do not want to buy anymore</li> <li>4. System asks them one more time if they truly want to cancel that order</li> <li>5. User click Yes</li> <li>6. System cancels order</li> <li>7. System notices “Cancel order successfully”</li> <li>8. System labels that order as cancellation</li> </ol>
Alternative Flows	<b>Alternative flow 1:</b> In 5# if users click No, system will not cancel that order
Pre-conditions	Users must have logged in to their account Users must have been staying on purchasing history page Users bought something
Post-conditions	Users can cancel an order

## 2.7 Use-case: Notification

Use case Name	Notification
Brief description	This use case describes how users can see special notifications for them
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> <li>1. Users click on a belt button</li> <li>2. System shows a container about new notifications for users</li> <li>3. Users click on a new notification</li> <li>4. System moves them to “Notification” page</li> <li>5. Users can read fully</li> </ol>
Alternative Flows	<b>Alternative flow 1:</b>

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	In 3# if user click “more”, system will move them to the “Notification” page
Pre-conditions	Users must have logged in to their account
Post-conditions	Users can see special notifications like discount

## 2.8 Use-case: Adding a new item to cart

Use case Name	Adding a new item to cart
Brief description	This use case describes how to add customer’s items to cart for preparation for payment.
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> <li>1. Users click the “Add cart” button after selecting the properties of items ( colors, material, size, etc)</li> <li>2. System adds a new product to cart.</li> <li>3. System moves to the “Cart” page.</li> <li>4. Users will be directed to the “Cart” page containing the items they have selected.</li> </ol>
Alternative Flows	<b>Alternative flow 1: Shopping cart has already had the product</b> <ol style="list-style-type: none"> <li>1. From #5, system increases the quantity of selected product.</li> </ol>
Pre-conditions	Users must have logged in to their accounts Users must be at the post of selected item (information item page)
Post-conditions	The user successfully adds a new item to the cart or increases the quantity of the existing item in the cart.

## 2.9 Use-case: Check out

Use case Name	Check out
Brief description	This use case describes how customers purchase their order.
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> <li>1. Users select products existing in cart by ticking the box check.</li> <li>2. Users click the “Purchase” button at the bottom of the page.</li> <li>3. System shows an authentication challenge for checking if the user is a person.</li> <li>4. Users complete the challenge for determining.</li> <li>5. System moves to “Payment Order” interface and show the basic information of order (Prices, Name, Quantities, etc)</li> <li>6. Users fill necessary information of themselves (Full name,Address, Phone number, etc)</li> <li>7. Users choose only one payment method (Credit card, Directly)</li> <li>8. Users click the “Confirm” button for finishing the progress.</li> <li>9. System sends a successful notification to users.</li> <li>10. System changes the order's status to “Wait for Checking”.</li> </ol>
Alternative Flows	<b>Alternative flow 1: Failed over 3 times authentication challenge</b> <ol style="list-style-type: none"> <li>1. In 4# If users cannot finish over 3 times, System will show a notification “Do again after 10 seconds” and send the user back to the “Cart” page.</li> <li>2. Do again from step #2.</li> </ol> <b>Alternative flow 2: Blank information.</b> <ol style="list-style-type: none"> <li>1. In 8# if users do not fill in all the information, System will send a notification “Have a blank information”.</li> <li>2. System highlights the blank information for users.</li> <li>3. Go back to step #6 and continue the progress.</li> </ol> <b>Alternative flow 3: Cancel the order.</b> <ol style="list-style-type: none"> <li>1. In 8# Users can also click the “Cancel” button beside the “Confirm” button to cancel this order.</li> <li>2. System moves back to the “Cart” page.</li> </ol> <b>Alternative flow 4: Credit card method.</b>



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	<ol style="list-style-type: none"> <li>1. In 7# If users select the credit card method, System will move to “Credit Card” display.</li> <li>2. Users select their bank account( Sacombank, Agribank, Vietcombank, etc)</li> <li>3. Users must fill in the information of their bank account ( ID bank, Port Code, etc).</li> <li>4. System move back to “Payment Order” page and continue step #8.</li> </ol>
Pre-conditions	Users must have logged in to their accounts Users must be at the “Cart” page.
Post-conditions	The users successfully check out the order.

## 2.10 Use-case: Add to wishlist

Use case Name	Add to wishlist
Brief description	This use case describes how users add an item to their wishlist
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> <li>1. User clicks the “Heart” icon at the bottom right corner of the post.</li> <li>2. System notify user and save this post to user’s “Wishlist”.</li> <li>3. Users can see the “Heart” icon will be highlighted which means this post has been added to “Wishlist”.</li> </ol>
Alternative Flows	<b>Alternative flow 1: Double click “Heart” icon</b> <ol style="list-style-type: none"> <li>1. In #1 If the user clicks the “Heart” icon again, the user will cancel the emoticon for this post.</li> <li>2. System remove this post from “Wishlist”.</li> </ol>
Pre-conditions	Users must have logged in to their accounts Users must have accessed to the post page
Post-conditions	Below the post will show the number of “Love” icons which means this item is one of the most popular items. That post will be placed in the trending section of the homepage.

## 2.11 Use-case: View wishlist

Use case Name	View wishlist
Brief description	This use case describes how to show posts which users have liked.
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> <li>1. Users click the avatar of their accounts in the top right corner.</li> <li>2. System will show the list of account’s features such as sign out, edit information, security account, wishlist, etc.</li> <li>3. Users click the “Wishlist” option.</li> <li>4. System moves to the “Wishlist” page and shows the favorite items of the user's account added.</li> </ol>
Alternative Flows	<b>Alternative flow 1: Remove item in WishList</b> <ol style="list-style-type: none"> <li>3. If the users click the “Heart” emotion of a post, this post will be removed after users refresh page or access to this page next time.</li> </ol> <b>Alternative flow 2: Users did not save any favorite posts.</b> <ol style="list-style-type: none"> <li>1. Users access this page (maybe for the First time).</li> <li>2. System show notification “You have not loved any post. Let pick some favorite items”.</li> <li>3. System show tutorial of “Love” items for adding them to Wishlist. (Use-case</li> </ol>

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	specification about this task is recommended in section 2.7)
Pre-conditions	Users must have logged in to their accounts
Post-conditions	The user can see their wishlist and will recommend purchasing those items in future.

## 2.12 Use-case: Feedback

Use case Name	Feedback
Brief description	This use case describes how users see a list of their orders which they did not give feedback.
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> <li>1. Users click the avatar of their accounts in the top right corner.</li> <li>2. System will show the list of account's features such as sign out, edit information, security account, wishlist, etc.</li> <li>3. Users select the "Feedback" option.</li> <li>4. System moves to the "Feedback" page.</li> <li>5. System shows the list of orders which they did not give feedback on.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: Feedback successful.</b></p> <ol style="list-style-type: none"> <li>1. If the users successfully feedback an order , it will be removed from the feedback list.</li> </ol> <p><b>Alternative flow 2: Not feedback after a day.</b></p> <ol style="list-style-type: none"> <li>1. If the users do not give feedback on the order after a day, the system will notify the user by highlighting a red bubble beside the user's avatar.</li> </ol>
Pre-conditions	Users must have logged in to their accounts Users must have purchased the order after feedback.
Post-conditions	Admin aspect: Help admins to receive the feedback from customers. Admins will know more about the necessity from customers and continue to develop this system. Customer aspect: They can express their pleasure of the product or exchange their product if it is damaged.

## 2.13 Use-case: Rating

Use case Name	Rating
Brief description	This use case describes how users rate their orders.
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> <li>1. Users click the order in which they want feedback.</li> <li>2. System will show a 5 empty stars bar.</li> <li>3. Users drag their mouse to fill this bar.</li> <li>4. System will display a status under the star bar corresponding to the number of stars filled. (1: Bad, 2:Not Bad, 3:No Idea, 4:Great, 5: Perfect).</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: Deny Rating</b></p> <ol style="list-style-type: none"> <li>1. If users select the "x" button at the top right corner, users will be back to "Feedback" page.</li> </ol>
Pre-conditions	Users must have logged in to their accounts Users must have purchased the order after feedback.
Post-conditions	Below the post will show the number of customers rating in variety degrees. Customers express their pleasure level of the product by rating.

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#### 2.14 Use-case: Comment

Use case Name	Comment on post
Brief description	This use case describes how a user comments on a post item.
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> <li>1. After rating, the system will show a textbox with the message “Add your Comment here”.</li> <li>2. Users add their comment of order in that box and click the “send” button at the bottom.</li> <li>3. System save this comment to the post item page and add it to the newest comment in the comment list below the post.</li> <li>4. System show the notification “Thank you for your feedback”</li> <li>5. Users click the “Confirm” button.</li> <li>6. System moves back to the “Feedback” page and removes this order from this page.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: Limit the number of characters.</b></p> <ol style="list-style-type: none"> <li>1. System will set the number of characters limited to 200 words for avoiding spam.</li> <li>2. If the number of characters reaches the limit, the system will not allow the user to enter any characters.</li> </ol> <p><b>Alternative flow 2: Press Enter.</b></p> <ol style="list-style-type: none"> <li>1. In #3, Instead of clicking the “send” button ,users can press enter on the keyboard to send their comment.</li> </ol>
Pre-conditions	Users must have logged in to their accounts Users must have finished rating their order.
Post-conditions	Below the post will show a list of comments of users. Admin or employees can like or respond to those comments.

#### 2.15 Use-case: Sharing

Use case Name	Sharing
Brief description	This use case describes how users share a post to their social platform.
Actors	Customer, Employee
Basic Flow	<ol style="list-style-type: none"> <li>1. Users click the “Share” button beside the post.</li> <li>2. System shows a display about 3 logo icons of popular social platforms (Facebook, Instagram, Zalo) to share.</li> <li>3. Users click the logo icon of the social platform they want to share.</li> <li>4. System moves to that platform page.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: Link to social platform.</b></p> <ol style="list-style-type: none"> <li>1. In #3 If users did not link the account to the social platform, System will display a linking message and ask users to confirm the link.</li> </ol>
Pre-conditions	Users must have logged in to their accounts
Post-conditions	Below the post will show the number of shares.

#### 2.16 Use-case: Report

Use case Name	Report a comment
Brief description	This use case allows the users to report a comment which is not suitable to appear on the comment list.
Actors	Customer, Employee
Basic Flow	<ol style="list-style-type: none"> <li>1. Users click “...” at the upper right corner of the comment wanting to report.</li> <li>2. System shows some features about this comment.</li> <li>3. Click ‘Report this port to administrator’</li> </ol>

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	<ol style="list-style-type: none"> <li>System will display a list of reporting options and ask users to tick the reason why they report this comment.</li> <li>Users tick some options suitable for reporting reasons.</li> <li>System shows a text box below to explain in detail about what the comment violates.</li> <li>Users enter the content to report and click the “send” button to complete.</li> <li>System will send this report to the administrator and notify the administrator to handle it.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1:</b></p> <ol style="list-style-type: none"> <li>In #7, Users must choose at least 1 option to report and fill the box below.</li> </ol> <p><b>Alternative flow 2:</b></p> <ol style="list-style-type: none"> <li>In #7, System will set the number of characters limited to 200 words for avoiding spam.</li> <li>If the number of characters reaches the limit, the system will not allow the user to enter any characters.</li> </ol>
Pre-conditions	Users must have logged in to their accounts
Post-conditions	The report will be sent to the administrator and they will check if there are any violations in the comment reported.

## 2.17 Use-case: Searching (by keywords)

Use case Name	Searching
Brief description	This use case describes how users search for an expected item.
Actors	Customer, Employee, Administrator.
Basic Flow	<ol style="list-style-type: none"> <li>In the home page, Users click the “Search” bar at the upper of the page.</li> <li>System set authority for users to use the “Search” bar.</li> <li>Users type a keyword of the item to find (Product name, Short description).</li> <li>Users click the “Search” button beside that bar.</li> <li>System will look for the posts in relation to the keyword and will move to the result page.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: Could not find any post</b></p> <ol style="list-style-type: none"> <li>System will display the notification “Cannot find posts related to your keyword ! To support this problem, please contact us for more information.”</li> </ol> <p><b>Alternative flow 2: Limit the number of characters.</b></p> <ol style="list-style-type: none"> <li>System will set the number of characters limited to 50 words for avoiding spam.</li> <li>If the number of characters gets the limit, the system will not allow the user to enter any characters.</li> </ol> <p><b>Alternative flow 2: Press Enter</b></p> <ol style="list-style-type: none"> <li>In #4, Instead of clicking the “Search” button ,users can press enter on the keyboard to search for a keyword.</li> </ol>
Pre-conditions	Users must have logged in to their accounts
Post-conditions	Posts which match the keywords will appear at the top. Help users easily to find their expected product.

## 2.18 Use-case: Filter results

Use case Name	Filter results
Brief description	This use case describes how users filter their results.
Actors	Customer, Employee, Administrator.

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Basic Flow	<ol style="list-style-type: none"> <li>1. Users click the “Filter results” button.</li> <li>2. System will display the categories box for selecting.</li> <li>3. Users select wanted categories for their result.</li> <li>4. Users click the “Apply” button.</li> <li>5. System will load the website to get the result page.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1:</b></p> <ol style="list-style-type: none"> <li>1. In #4, if the users do not select any category, the system will reload again the recent page.</li> </ol> <p><b>Alternative flow 2:</b></p> <ol style="list-style-type: none"> <li>1. In #6, if the system can not find any result matched, the system will return a display “Nothing suitable to your filter results ! Please try other categories”.</li> </ol>
Pre-conditions	<p>Users must have logged in to their account.</p> <p>This function can work after the user searches for their products.</p>
Post-conditions	The products will be shown to the users after filtering the results successfully.

## 2.19 Use-case: View accounts list

Use case name	View accounts list
Brief description	Administrators view all registered accounts (range from customers to admin) on the system.
Actors	Administrator
Basic Flow	<ol style="list-style-type: none"> <li>1. User log in with an administrator account</li> <li>2. On the Navigation panel, click View Accounts</li> <li>3. The system displays all registered accounts split into tables of roles, each row has username, create date, status (Active/Suspended), additional notes.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: No accounts on specific roles.</b></p> <ol style="list-style-type: none"> <li>1. Show “No Accounts registered as this role” instead of a table of accounts.</li> </ol> <p><b>Alternative flow 2: Suspended accounts</b></p> <ol style="list-style-type: none"> <li>1. Users with suspend as status will have a Note record as for the reason why they suspended from the system. (Example: spamming, ...)</li> </ol>
Pre-conditions	User logged in as administrator first
Post-conditions	System displays all available accounts.

## 2.20 Use-case: Add employee

Use case name	Add employee
Brief description	Allow administrator to add an employee to existing system database
Actors	Administrator

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Basic Flow	<ol style="list-style-type: none"> <li>1. User log in with an administrator account</li> <li>2. On the Navigation panel, click Add employee</li> <li>3. Admin enter username</li> <li>4. User hit confirm button to perform action</li> <li>5. Display loading animation</li> <li>6. Push notification</li> <li>7. Refresh the page</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: User already existed in system as Employee</b></p> <ol style="list-style-type: none"> <li>1. Push fail notification “User already existed as employee”</li> </ol> <p><b>Alternative flow 2: User already existed in system as another role</b></p> <ol style="list-style-type: none"> <li>1. Push notification ask if admin want to override user information</li> <li>2. Display two button for admin to choose</li> <li>3. Admin confirm action</li> <li>4. Push notification to confirm if succeed, a fail notification if error occurs in server</li> </ol>
Pre-conditions	User logged in as administrator first
Post-conditions	Employee added to system, push notification to notify admin whether it succeeded or not

## 2.21 Use-case: Remove employee

Use case name	Remove employee
Brief description	Allow administrator to remove an employee from existing system database
Actors	Administrator
Basic Flow	<ol style="list-style-type: none"> <li>1. User log in with an administrator account</li> <li>2. On the Navigation panel, click Remove employee</li> <li>3. Admin enter username</li> <li>4. User hit confirm button to perform action</li> <li>5. Display loading animation</li> <li>6. Push notification</li> <li>7. Refresh the page</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: User not in system database</b></p> <ol style="list-style-type: none"> <li>1. Push fail notification “User not exists, check your input”</li> </ol> <p><b>Alternative flow 2: User in system database</b></p> <ol style="list-style-type: none"> <li>1. Display two choices (Delete account completely from database or Remove Employee role, the account still in database but cannot access Employee-permitted features – technically a customer.)</li> <li>2. Admin confirm action</li> <li>3. Push notification to confirm if succeed, a fail notification if error occurs in server.</li> </ol>

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Pre-conditions	User logged in as administrator first At least 1 employee existed in the system
Post-conditions	Employee added to system, push notification to notify admin whether it succeeded or not

## 2.22 Use-case: Suspend account

Use case name	Suspend account
Brief description	Admin can suspend accounts for spamming, ...
Actors	Administrator
Basic Flow	<ol style="list-style-type: none"> <li>1. User log in with an administrator account</li> <li>2. On the Navigation panel, click Suspend account</li> <li>3. Display two buttons suspend or unsuspend</li> <li>4. Admin enter username, reason to suspend/unsuspend that account.</li> <li>5. User hit confirm button to perform action</li> <li>6. Display loading animation</li> <li>7. Push notification</li> <li>8. Refresh the page</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: User not in system database</b></p> <ol style="list-style-type: none"> <li>1. Push fail notification “User does not exist, check your input !”</li> </ol> <p><b>Alternative flow 2: User not suspended</b></p> <ol style="list-style-type: none"> <li>1. #3 If Admin chose unsuspend and enter the username that is not yet suspended</li> <li>2. Push fail notification “User is not suspended !”</li> </ol> <p><b>Alternative flow 3: User in system database</b></p> <ol style="list-style-type: none"> <li>1. #4 Display two choices (Remove inappropriate action – spamming, fake reviewing, ... or suspend that account)</li> <li>2. Admin confirm action</li> <li>3. Push notification to confirm if succeed, a fail notification if error occurs in server</li> <li>4. If succeed notify the user for their next session on the website</li> </ol> <p><b>Alternative flow 3b: Suspend duration</b></p> <ol style="list-style-type: none"> <li>1. AF2/#1 If admin chose suspend account</li> <li>2. Display duration text box for admin to submit</li> </ol>
Pre-conditions	User logged in as administrator first At least 1 user registered (not admin or employee)
Post-conditions	User accounts with inappropriate action will be suspended or the system will remove that inappropriate action.

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### 2.23 Use-case: Check best-seller

Use case name	Check best-seller
Brief description	Employees can check which items are the bestsellers
Actors	Employee
Basic Flow	<ol style="list-style-type: none"> <li>1. Employee logs in with an employee account</li> <li>2. Navigate and click on the “BestSellers” button</li> <li>3. The button will drop down a list of number</li> <li>4. Click on the desire number to see the top “number” bestseller (i.e. 5 for top 5 bestseller)</li> <li>5. Website displays a list of bestsellers (each item in the list has name, image, price, date, stock).</li> </ol>
Alternative Flows	
Pre-conditions	Users must log in with their employee account.
Post-conditions	A list of top “x” bestsellers is displayed on the website.

### 2.24 Use-case: Respond comments

Use case name	Respond comments
Brief description	Employees can reply to comments in the comment section of each item.
Actors	Employee
Basic Flow	<ol style="list-style-type: none"> <li>1. Users logs in with their employee account</li> <li>2. Users choose click on an item displayed on the website</li> <li>3. Website shows full detail of that item</li> <li>4. Users scroll down to the rating/comment section, all the customer’s comments about the product are displayed here.</li> <li>5. Users click the “reply” word under the comments that the user wants to reply.</li> <li>6. Users type their response.</li> <li>7. Click confirm</li> <li>8. Response is now displayed right under the chosen comment.</li> </ol>



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Alternative Flows	<p><b>Alternative flow 1: Comment no longer exists</b></p> <ol style="list-style-type: none"> <li>In #7, after clicking the confirm button, if the comment no longer exists (deleted by the customer or admin), a message box will pop up and say: “comment no longer exists”, therefore the reply will be canceled.</li> <li>User clicks “OK” to return to the website.</li> </ol> <p><b>Alternative flow 2: Replying to a suspended account</b></p> <ol style="list-style-type: none"> <li>In #5, if the comment belongs to a suspended account, a warning will pop up and say: “The account you’re replying to has been suspended! Continue replying?”</li> <li>User chooses “Yes” to continue replying, “No” to return to cancel the reply.</li> </ol>
Pre-conditions	<p>Users must log in with their employee account.</p> <p>There must be at least one comment to reply to.</p>
Post-conditions	Customers’ comments are replied.

## 2.25 Use-case: Check stock

Use case name	Check stock
Brief description	Employees can check the number of items available in stock of each item type.
Actors	Employee
Basic Flow	<ol style="list-style-type: none"> <li>Users logs in with their employee account</li> <li>Navigate and click on the “Stock” button</li> <li>Website will display a list of products, by default the list is sorted descending based on the amount of items of the product available in stock.</li> <li>Each product has its name, image, amount of items in stock, latest restock date displayed.</li> <li>The amount of items in stock is highlighted in color (green: plenty in stock; yellow: low in stock; red: nearly depleted or depleted).</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: Sort by ascending order</b></p> <ol style="list-style-type: none"> <li>In #3, after the web has displayed the product list, the user can click on the “sort by” button, 2 options - ascending and descending - drop down.</li> <li>The user can choose ascending to sort the list instead of descending by default.</li> </ol> <p><b>Alternative flow 2: Search for a specific product (search key matches)</b></p> <ol style="list-style-type: none"> <li>In #3, after the web has displayed the product list, the user can type in the “search” box, press enter.</li> <li>Displayed the products that match the search key.</li> </ol> <p><b>Alternative flow 2*: Search for a specific product (search key not matches)</b></p>

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	1. If the search key doesn't match any product on the website, a line saying "No product found" will appear.
Pre-conditions	Users must log in with their employee account. There must be at least one product on the website.
Post-conditions	A list of products with their product having their number of items in stock highlighted is displayed .

## 2.26 Use-case: Post/Edit Products

Use case name	Post/Edit products
Brief description	Allow employees to post new products on the website or edit existing products.
Actors	Employee
Basic Flow	<ol style="list-style-type: none"> <li>1. User logs in with their employee account</li> <li>2. User navigate and click on button "Post/Edit product"</li> <li>3. Display two options: Post and Edit</li> <li>4. User choose one of the two options above.</li> <li>5. Website refreshes and directs to a new page.</li> <li>6. User type the information of new products to post or edit existing products.</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: User chooses post new products option</b></p> <ol style="list-style-type: none"> <li>1. In #4 if user chooses the post product option.</li> <li>2. A form about new products will be displayed.</li> <li>3. Employee fills in this form.</li> <li>4. Employee types in product's name.</li> <li>5. Employee types in product's price.</li> <li>6. Employee types in product's latest restock date.</li> <li>7. Employee types in product's harvest date.</li> <li>8. Employee types in a brief description about the product,</li> <li>9. Employee chooses a category for the product.</li> <li>10. Employee uploads some images of the product.</li> <li>11. After filling all the requirements in the form, the employee can then click on the "confirm" button to post the new products on the website.</li> <li>12. The system then checks if all the information provided is valid. If valid, the system will put the post about the new product on the web.</li> <li>13. A notification saying "Post product successfully" will pop up.</li> </ol> <p><b>Alternative flow 2: User chooses edit an existing product option</b></p> <ol style="list-style-type: none"> <li>1. In #4 if user chooses the edit product option.</li> </ol>

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	<ol style="list-style-type: none"> <li>2. A search bar will appear.</li> <li>3. Employee enters the search key and presses enter.</li> <li>4. Display a list of matching products.</li> <li>5. Click on one product in the list.</li> <li>6. A form will appear displaying the current information of that product in different boxes (current name, price, ...)</li> <li>7. Employees can change the information in the boxes.</li> <li>8. After changing the employee can then click on the “confirm” button to save the changes.</li> <li>9. The system then checks if all the information is valid. If valid, all the changes made will be saved.</li> <li>10. A notification saying “Edit successfully” will pop up.</li> </ol> <p><b>Alternative flow 2*: No matching products found</b></p> <ol style="list-style-type: none"> <li>1. In #3 (alternative flow 2), if the input search key doesn’t match any product, a line saying “No product found” will appear.</li> <li>2. No product will be displayed.</li> </ol> <p><b>Alternative flow a: User input invalid product’s price</b></p> <ol style="list-style-type: none"> <li>1. In #4 (Alternative flow 1 or 2 ), if the employee inputs invalid product’s price (not numerical value).</li> <li>2. When pressing the “confirm” button the system will not proceed to put the post on the website.</li> <li>3. A red line proposing an error will appear on top of the invalid box in the form. The line says “Invalid input price!”</li> </ol> <p><b>Alternative flow b: User input invalid product’s latest restock date</b></p> <ol style="list-style-type: none"> <li>1. In #5 (Alternative flow 1 or 2), if the employee inputs invalid product’s latest restock date (not datetime value).</li> <li>2. When pressing the “confirm” button the system will not proceed to put the post on the website.</li> <li>3. A red line proposing an error will appear on top of the invalid box in the form. The line says “Invalid input date!”</li> </ol> <p><b>Alternative flow c: User input invalid product’s harvest date</b></p> <ol style="list-style-type: none"> <li>1. In #5 (Alternative flow 1 or 2), if the employee inputs invalid product’s harvest date (not datetime value).</li> <li>2. When pressing the “confirm” button the system will not proceed to put the post on the website.</li> <li>3. A red line proposing an error will appear on top of the invalid box in the form. The line says “Invalid input date!”</li> </ol>
Pre-conditions	<p>User must log in with an employee account</p> <p>When editing or posting products, employees must leave no box in the form empty.</p> <p>There must be at least 1 product to be edited.</p>
Post-conditions	<p>New information of an existing product is updated.</p> <p>A new post about a product is upload to website.</p>

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## 2.27 Use-case: Manage Customer's Orders

Use case name	Manage customer's orders
Brief description	Allow employees to manage customer's orders
Actors	Employee
Basic Flow	<ol style="list-style-type: none"> <li>1. Users log in with their employee account</li> <li>2. Users navigate and click on "Orders" button</li> <li>3. Two options drop down: completed and ongoing</li> <li>4. Users choose one of the two option</li> <li>5. A list of customer's orders will be displayed</li> <li>6. A search bar is also displayed on top of the list</li> <li>7. Detail of an order: account name, products ordered, price, order made time, current state of the order.</li> <li>8. The list is sorted by the date of the orders. (Latest dates on top)</li> </ol>
Alternative Flows	<p><b>Alternative flow 1: Users choose complete orders</b></p> <ol style="list-style-type: none"> <li>1. In #3, if the user choose the completed orders option.</li> <li>2. A list of completed orders (orders that have completed their final step - the delivery step) will be displayed.</li> </ol> <p><b>Alternative flow 2: User choose ongoing orders</b></p> <ol style="list-style-type: none"> <li>1. In #4, if the user choose the ongoing orders option.</li> <li>2. A list of ongoing orders (orders that haven't completed their final step - the delivery step) will be displayed.</li> </ol> <p><b>Alternative flow 3: User use the search bar to search for a specific customer</b></p> <ol style="list-style-type: none"> <li>1. In #5, after the orders list is displayed, user types in the search bar to search for a specific account, then presses enter.</li> <li>2. The system checks the search key and displays a list of orders that has the account name matching the search key.</li> </ol> <p><b>Alternative flow 3*: No user found</b></p> <ol style="list-style-type: none"> <li>3. In alternative flow 3, if the search key the user input doesn't match any of the account name.</li> <li>4. A line saying "No user found" will appear, which means that no order will be displayed.</li> </ol>
Pre-conditions	<p>User logged in as employee first</p> <p>There must be at least 1 completed or ongoing order.</p>
Post-conditions	A list of orders is displayed for the employees to manage.

## 2.28 Use-case: View user reports

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Use case name	View user reports
Brief description	Administrators view all reports from users.
Actors	Administrator
Basic Flow	<ol style="list-style-type: none"> <li>1. User log in with an administrator account</li> <li>2. On the Navigation panel, click View Reports</li> <li>3. The system displays all registered accounts split into tables of roles, each row has username, create date, status (Active/Suspended), additional notes.</li> <li>4. The system displays all reports sent to the admin. Each report includes a username for the user who reported, another username for the user that has been reported and a note for the reason why they reported.</li> </ol>
Alternative Flows	<b>Alternative flow 1: No reports</b> <ol style="list-style-type: none"> <li>1. Show “No reports !” instead of a list of users reports.</li> </ol>
Pre-conditions	User logged in as administrator first
Post-conditions	System displays all reports sent to the system.