

A2: Actors and User Stories

This artifact contains the specification of the actors and their respective user stories, functioning as an agile documentation of the project's requirements. Our project features an information system capable of supporting an online store, which would allow users to buy products from a wide range of categories.

Actors

An Actor specifies a role played by an entity that interacts with the subject, but which is external to the system. Actors may represent roles played by human users, external hardware, or other entities. For our company, *Amazonas*, the actors are shown in figure 1. Table 1 provides a more detailed description of the actors.

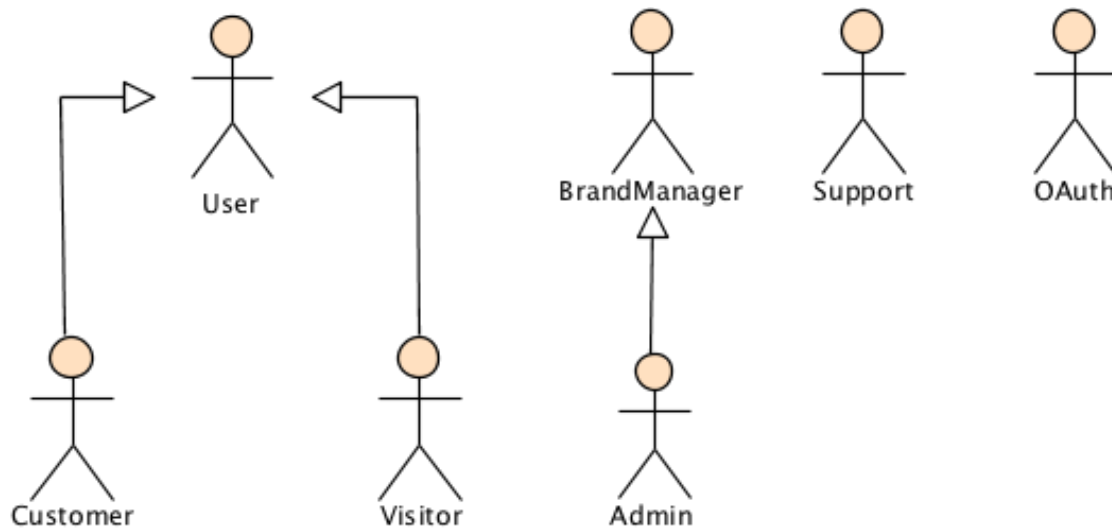


Figure 1: Actors

ID	Description	Example
User	Generic user can only consult the public information, namely the products of the collection.	n/a
Customer	Authenticated user can consult the information, manage your wish list, comment and buy products.	beatrizHm
Visitor	Non-authenticated user can register or sign in (login) in the system.	n/a
Support	Authenticated user helps the buyers in real time using the chat.	sprrt.LuisSaraiva
Admin	Authenticated user is responsible for the management of the entire system, in other words, responsible for user management and specific supervision and moderation of the users, control of the brands and add/remove support people.	admin.Francisco
BrandManager	Authenticated user is responsible for the management of a brand, in other words, it is responsible for the management of stock and has the power to add, edit or remove a product from that brand.	bm.LuisOnofre
OAuth	Platform that can be used to register and authenticate users or share some items.	n/a

Table 1: Actor descriptions

User Stories

User

Identifier	Name	Priority	Description
US001	Search	High	As <i>User</i> , I want to search for a specified product.
US002	View	High	As <i>User</i> , I want to view a specific product.

Table 2: User's user stories

Customer

Identifier	Name	Priority	Description
US101	Log out	High	As a <i>Customer</i> I want to be able to log out so that no one else can use my account.
US102	Update Profile	High	As a <i>Customer</i> I want to be able to edit my information (eg. name, email, password) so that it can be up to date.
US103	View wishlist	High	As a <i>Customer</i> I want to be able to see the list of products on my wishlist.
US104	Add to wishlist	High	As a <i>Customer</i> I want to be able to add a product on my wishlist.
US105	Delete from wishlist	High	As a <i>Customer</i> I want to be able to delete a product from the wishlist.
US106	Purchase List	High	As a <i>Customer</i> I want to be able to see all the products I previously bought.
US107	New comment	High	As a <i>Customer</i> I want to be able to add a comment to a product I previously bought.
US108	Edit comment	High	As a <i>Customer</i> I want to be able to edit a comment I previously wrote.
US109	Delete comment	High	As a <i>Customer</i> I want to be able to delete a comment I previously wrote.
US110	Rate Product	High	As a <i>Customer</i> I want to be able to give a classification to a product I bought (zero to five stars).
US111	Ask question	Medium	As a <i>Customer</i> I want to be able to ask a question to Support.
US112	View Cart	Medium	As a <i>Customer</i> I want to consult the products that are in a certain cart

Continuation of Table 3			
Identifier	Name	Priority	Description
US113	Add Cart	Medium	As a <i>Customer</i> I want to be able to add a product to the Cart.
US114	Edit Cart	Medium	As a <i>Customer</i> I want to be able to edit the quantity of a certain product in the Cart.
US115	Delete from Cart	Medium	As a <i>Customer</i> I want to be able to delete a product from the Cart.
US116	Delete Cart	Medium	As a <i>Customer</i> I want to be able to delete a Cart.
US117	Checkout Cart	Medium	As a <i>Customer</i> I want to pay for the products in a Cart.
US118	Like comment	Low	As a <i>Customer</i> I want to be able to like a comment from another Customer about a product I previously bought.
US119	Unlike comment	Low	As a <i>Customer</i> I want to be able to unlike on a comment.
US120	Send gift card	Low	As a <i>Customer</i> I want to be able to send a gift card to a friend.
US121	Cancel order	Low	As a <i>Customer</i> I want to be able to cancel an order already paid.
US122	Address List	Low	As a <i>Customer</i> I want to be able to have several addresses.

Table 3: Customer's user stories

Visitor

Identifier	Name	Priority	Description
US201	Register	High	As a <i>Visitor</i> I want to be able to create an account.
US202	Log in	High	As a <i>Visitor</i> I want to be able to begin my session.
US203	Apply Support	Medium	As a <i>Visitor</i> I want to be able to apply to be a Support.
US204	Apply Brand Manager	Low	As a <i>Visitor</i> I want to be able to apply to be a Brand Manager.

Table 4: Visitor's user stories

Support

Identifier	Name	Priority	Description
US301	Answer Chat	Medium	As a <i>Support</i> I want to be able to answer customers' questions in a chat about products from brands which are assigned to me.

Table 5: SupportChat's user stories

Admin

Identifier	Name	Priority	Description
US401	Add Support	Medium	As <i>Admin</i> I want to be able to check the profile of people who want to be Support.
US402	Remove Support	Medium	As <i>Admin</i> I want to be able to remove the profile of a person who integrates the Support team.
US403	Block account	Medium	As <i>Admin</i> I want to be able to block an account from a Costumer that has violated ethics rules.
US404	Add Brand Manager	Medium	As <i>Admin</i> I want to be able to check the profile of people who want to be Brand Manager.
US405	Remove Brand Manager	Medium	As <i>Admin</i> I want to be able to remove the profile of the person who integrates the Brand Manager team.
US406	Validate cancel order	Low	As <i>Admin</i> I want to be able to validate the cancel order request from a Customer.

Table 6: Admin's user stories

Brand Manager

Identifier	Name	Priority	Description
US501	New product	High	As <i>Brand Manager</i> I want to be able to add a new product to the database.
US502	Edit product	High	As <i>Brand Manager</i> I want to be able to edit a product (eg. price).
US503	Delete product	High	As <i>Brand Manager</i> I want to be able to delete a product from the database.
US504	Delete comment	High	As <i>Brand Manager</i> I want to be able to delete a comment I previously wrote.
US505	New comment	Medium	As <i>Brand Manager</i> I want to be able to add a comment to a product of my brand.
US506	Edit comment	Medium	As <i>Brand Manager</i> I want to be able to edit a comment I wrote.

Table 7: Brand Manager's user stories

OAuth

Identifier	Name	Priority	Description
US601	Share	Low	Share a product on a social media network like Facebook or Pinterest.
US602	Create Account	Low	Create an account with a social media network like Facebook.

Table 8: API's user stories

Appendix A

Business Rules

Identifier	Name	Description
BR01	Ownership	Only a <i>Customer</i> can buy a product from the site.
BR02	Buy Product	A <i>User</i> can only buy a product if the quantity is at least 1.
BR03	Products	Products from Portuguese brands only.

Table 9: Business Rules

Technical Requirements

Identifier	Name	Description
TR01	Availability	The system must be available 99 percent of the time in each 24-hour period.
TR02	Accessibility	The system must ensure that everyone can access the pages, regardless of whether they have any handicap or not, or the Web browser they use.
TR03	Usability	The system should be simple and easy to use.
TR04	Performance	The system should have response times shorter than 2s to ensure the user's attention.
TR05	Web application	The system should be implemented as a Web application with dynamic pages (HTML5, JavaScript, CSS3 and PHP).
TR06	Portability	The server-side system should work across multiple platforms (Linux, Mac OS, etc.).
TR07	Security	The system must be prepared to handle and continue operating when runtime errors occur.
TR08	Robustness	The system shall protect information from unauthorized access through the use of an authentication and privilege verification system.
TR09	Scalability	The system must be prepared to deal with the growth in the number of users and corresponding operations.
TR010	Ethics	The system must respect the ethical principles of software development (for example, the password must be stored encrypted to ensure that only the owner knows it).

Table 10: Technical Requirements

Restrictions

Identifier	Name	Description
C01	Deadline	The system should be ready to be used at the end of the semester.
C02	Payment	Accept Paypal, Credit Cards and Gift Card as payment methods.

Table 11: Restrictions

Revision history

Changes made to the first submission:

- Added a sentence in the Introduction explaining what is our project
- Specified the *API* that we are going to use
- Added the User Story *View* for *User*
- Added the User Stories *View Cart*, *Delete from Cart* and *Checkout Cart* for *Client*
- Renamed the User Story *Answer Chat* for *Support*
- Changed the Actors image so that *Admin* inherits all the properties of *BrandManager*

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