USER CASE DESCRIPTION

[Flipkart Shopping Use Case Diagram]

- Actors:

- Guest User
- Registered User
- Admin

- Use Cases:

1. Browse Products
2. Search Products
3. Add Product to Cart
4. Remove Product from Cart
5. View Cart
6. Proceed to Checkout
7. Make Payment
8. Track Order
9. Rate and Review Product
10. Manage Account
11. Manage Orders
12. Manage Products (Admin only)

- Relationships and Associations:

- Guest User can perform:
  - Browse Products
  - Search Products
  - Add Product to Cart
  - View Cart
  - Proceed to Checkout

- Registered User inherits all use cases from Guest User and can also:

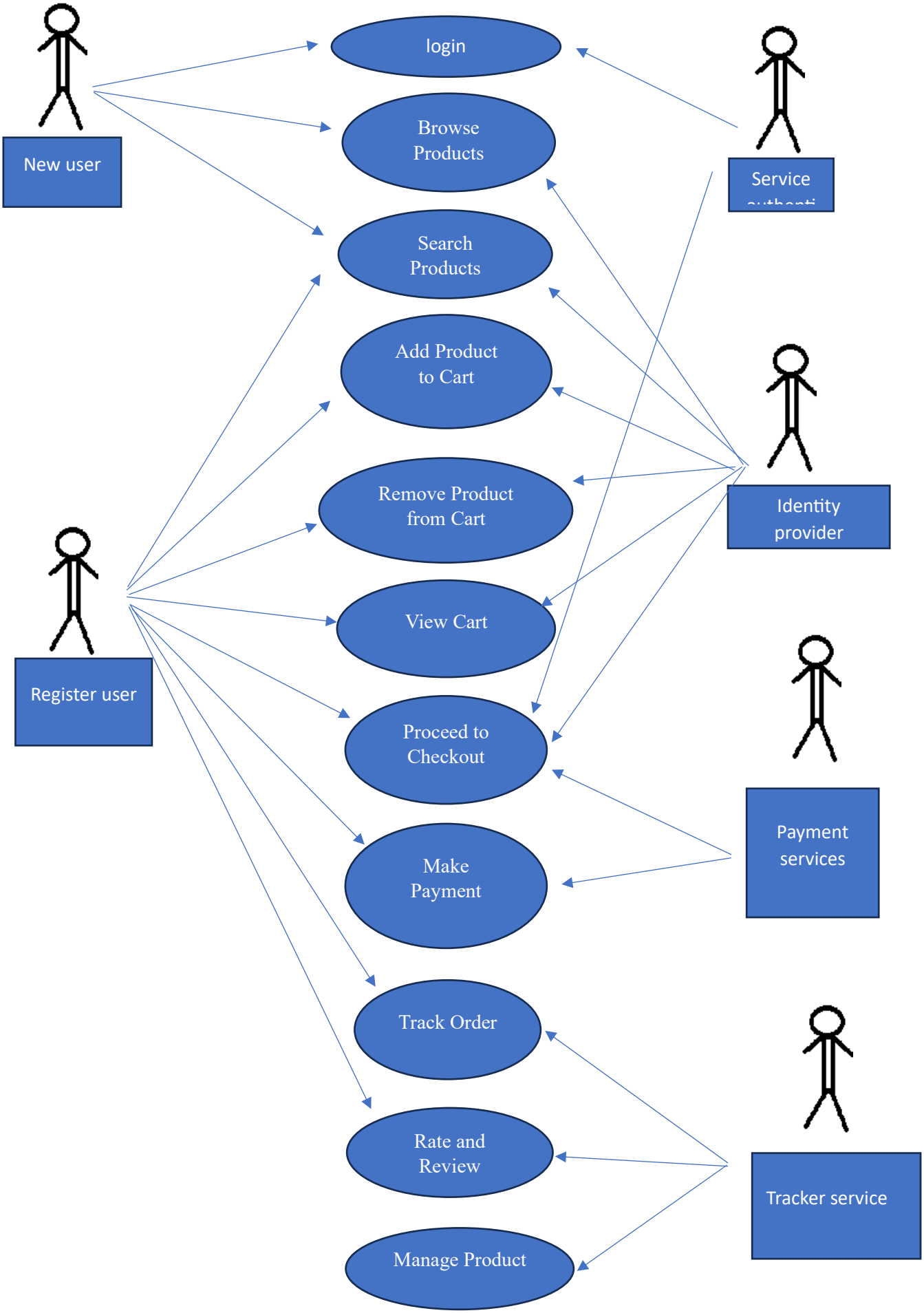
- Remove Product from Cart
- Make Payment
- Track Order
- Rate and Review Product
- Manage Account
- Manage Orders

- Admin can perform all use cases, including:

- Manage Products

Use Case	Description	Actors
Browse Products	Allows users to browse through the available products	Guest User, Registered User
Search Products	Enables users to search for specific products	Guest User, Registered User
Add Product to Cart	Enables users to add desired products to their shopping cart	Registered User
Remove Product from Cart	Allows users to remove unwanted products from their shopping cart	Registered User
View Cart	Allows users to view the products added to their shopping cart	Registered User
Proceed to Checkout	Enables users to proceed to the payment and checkout process	Registered User
Make Payment	Allows users to make payment for the selected products	Registered User
Track Order	Allows users to track the status and location of their order	Registered User
Rate and Review Product	Enables users to rate and provide feedback on purchased products	Registered User
Manage Account	Allows users to update their personal and account information	Registered User
Manage Orders	Enables users to view and manage their previous orders	Registered User
Manage Product	Allows the admin to add, update, and remove products	Admin user

Use case diagram for flipkart



Use case for login Flipkart:

Introduction:

Login to Flipkart

Actor:

- New Customer
- Register customer
- Admin.

Preconditions:

- The customer must have a registered account on Flipkart.

- The customer must have access to a device with internet connectivity.

Main Flow of Events:

Action	**Software reaction**
customer opens the Flipkart application or visits the website.	System show the following details like ▪ Username ▪ Password ▪ Forgot password
Customer fills out the data	➢ The system verifies that two data have been fill out. ➢ If there is any one input column should wrong the scenario continue with software reaction #1. ➢ If all the data is valid the system shown home page. ➢ If the customer want to log out the page its continue with scenario #1.

Basic Flow of Events:

1. The customer opens the Flipkart application or visits the website.

2. The customer is presented with the Flipkart login page.

3. The customer enters their registered email address or phone number in the provided field.

4. The customer enters their password in the provided field. (Password is masked for security purposes)

5. The customer clicks on the "Login" button.

6. The system validates the entered email/phone and password combination.

7. If the entered credentials are correct, the system logs the customer into their account and redirects them to the home page or their last visited page.

8. If the entered credentials are incorrect, an error message is displayed indicating the incorrect details and prompts the customer to re-enter the correct credentials or recover their password.

Alternative Flow:

- If the customer has forgotten their password, they can click on the "Forgot Password" link.
  1. The customer is redirected to the password recovery page.

2. The customer enters their registered email address or phone number.

3. The system sends a password reset link or verification code to the customer's registered email address or phone number.

4. The customer follows the instructions in the email or enters the verification code to reset their password.

5. The customer can then log in using the newly set password.

Postconditions:

The customer is logged into their Flipkart account and can access their personalized account settings, view previous orders, browse products, and make purchases.

Exceptional Flow:

If there are technical issues or server problems, the system may display an error message indicating the inability to login at that moment. The customer is advised to try again later or contact customer support for assistance.

Use case-002 : search product and add to cart.

Overview:

The scenario describes the customer search product and add to cart.

Notes:

The customer must be able to access they suit using any web url.

Actor:-

Customer- the user who search product and add to cart.

Pre condition:

- The customer must have a registered account on Flipkart.

- The customer must have access to a device with internet connectivity.

Scenario:

action	reaction
User navigate to the search product	➢ The Flipkart server receives the search query from the user. ➢ The search engine algorithm processes the query and looks for products matching the search criteria in the product database. ➢ The relevant product listings are fetched from the database and presented to the user in the search results page. ➢ The search results include various products along with their details, such as product name, price, seller information, and ratings.
The user selects the specific product they want to add to Flipkart.	When the user clicks on the selected product from the search results, the product details page opens up.
The user chooses the quantity and any other applicable product options (e.g., color, size) for the product they want to add.	the selected product options are recorded by the server.
The user clicks on the "Add to Cart" or similar button to add the product to their shopping cart.	he server processes the "Add to Cart" request and updates the user's shopping cart with the selected product and its quantity.
The user can continue shopping and repeat the process to add more products to their cart or proceed to checkout.	The server keeps track of the items added to the user's shopping cart.
The user decides to proceed to checkout.	The server takes the user to the checkout page, where the user can review their selected products, apply any available discounts or coupons, and enter their shipping and payment information.
The user completes the checkout process by confirming the order.	The server processes the order, sends a confirmation email or notification to the user, and updates the inventory to reflect the purchased items.

Basic Flow - Search Product and Add to Cart:

- User opens the Flipkart website or mobile app.
- User navigates to the search bar and enters the name or relevant keywords of the product they want to search for.
- User initiates the search by clicking on the search button.
- The Flipkart server receives the search query from the user.
- The search engine algorithm processes the query and looks for products matching the search criteria in the product database.
- The relevant product listings are fetched from the database and presented to the user in the search results page.
- The user selects the specific product they want to add to their cart from the search results.
- The user chooses the quantity and any other applicable product options (e.g., color, size) for the product they want to add.
- The user clicks on the "Add to Cart" button.
- The server processes the "Add to Cart" request and updates the user's shopping cart with the selected product and its quantity.
- The user can continue shopping and repeat the process to add more products to their cart, or they can proceed to checkout.

Alternate Flow - Product Unavailable:

- In the search results, the user does not find the specific product they are looking for or the product is listed as "Out of Stock."
- The user may choose to go back to the search results and select an alternative product, or they may decide to exit the search and try a different search query.

Alternate Flow - Adding Multiple Products:

- After adding a product to the cart, the user decides to search for and add more products.

- The user repeats the search and selection process for additional products, choosing different items and quantities.
- The server updates the cart with the newly added products and their quantities.

Alternate Flow - Removing Items from Cart:

- While reviewing the cart, the user may decide to remove one or more products.
- The user selects the items they want to remove and clicks on the "Remove" or "Delete" button.
- The server processes the removal request and updates the cart accordingly.

Alternate Flow - Editing Product Quantity:

- At the cart review stage, the user may want to modify the quantity of a specific product.
- The user changes the quantity field for the product and clicks on the "Update" or "Save Changes" button.
- The server updates the cart with the new quantity of the selected product.

Alternate Flow - Out of Stock Product:

- In the search results, the user selects a product that was available during the search but is now shown as "Out of Stock" on the product details page.
- The user is notified about the product's unavailability and may choose to go back to the search results to select an alternative product.
- These alternate flows account for various scenarios that may occur during the search and cart addition process on Flipkart. The actual behavior and steps might differ depending on the implementation and features of the Flipkart platform.

Scenario notes:

Does the system have to keep track of order when its coming.

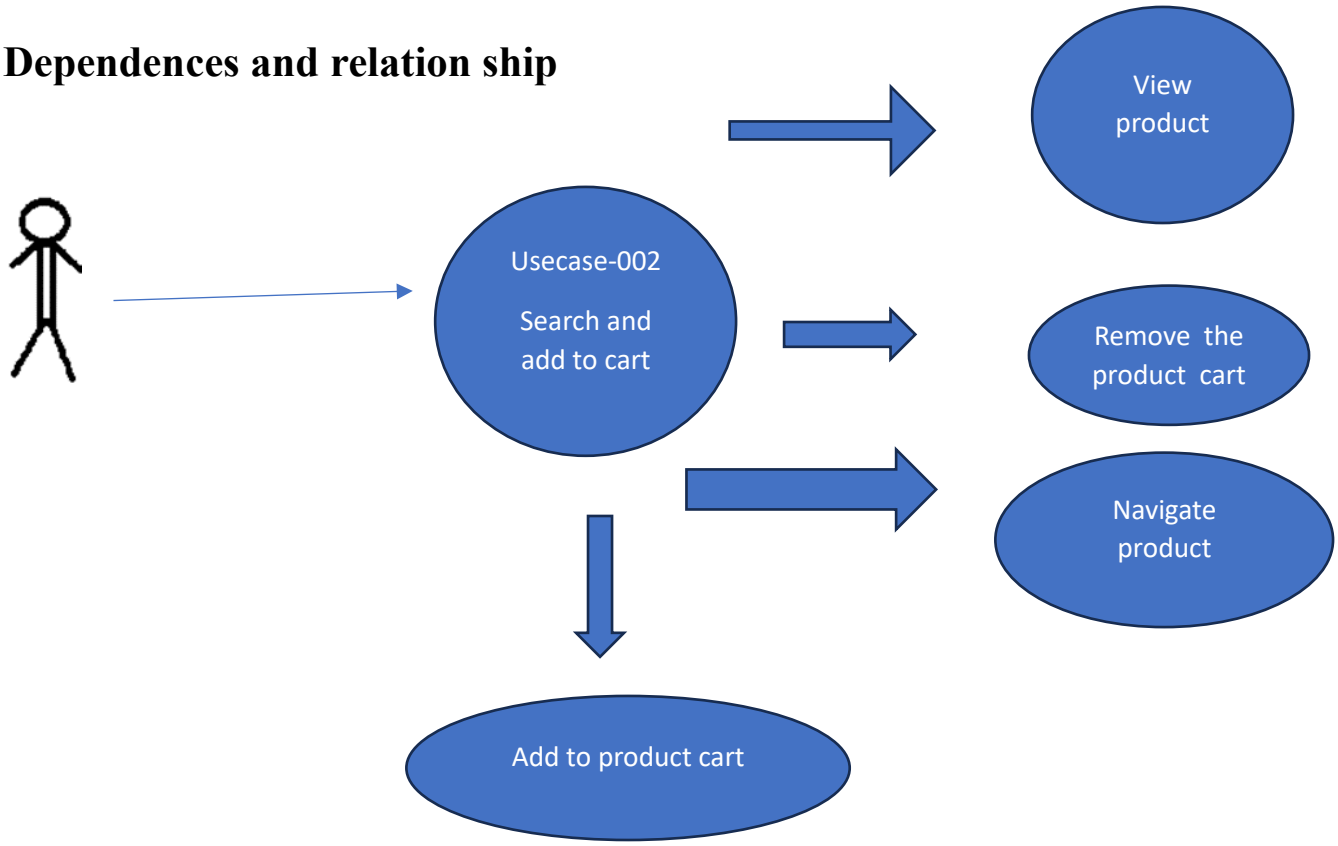
Post condition:

None.

Exception

None

Dependences and relation ship



Use case 003: ordering the product

Overview:

The scenario describes the customer order the product.

Notes:

The customer must be able to access they suit using any web url.

Actor:-

Customer- the user who want order the product.

Pre condition:

- The customer must have a registered account on Flipkart.

- The customer must have access to a device with internet connectivity.

Scenario:

Actor	Software reaction
Customer indicate they would like to order the product	System reacts the following data from customer Date of order received. Destination point Cash details Shipping details Product name This list of valid choice
Customer fill out the data	➢ The system verifies that two data have been fill out. ➢ If there is any one input column should wrong the scenario continue with software reaction #1. ➢ If all the data has been entered the system show verify the customer data. ➢ If the customer indicte they would like to cancel the scenario ends here. ➢ If the customer indicates that the order is not correct the scenario continues with software reaction #1
Customer confirm that the order place is correct	If the customer says this order incorrect the return scenario 2. If the customer confirms their order the system asks the customer how they would like to pay for purchase. The system asks pay of purchase. the

	customer has to choose debit card or credit cart.

Scenario notes:

Does the system have to keep track of order when its coming.

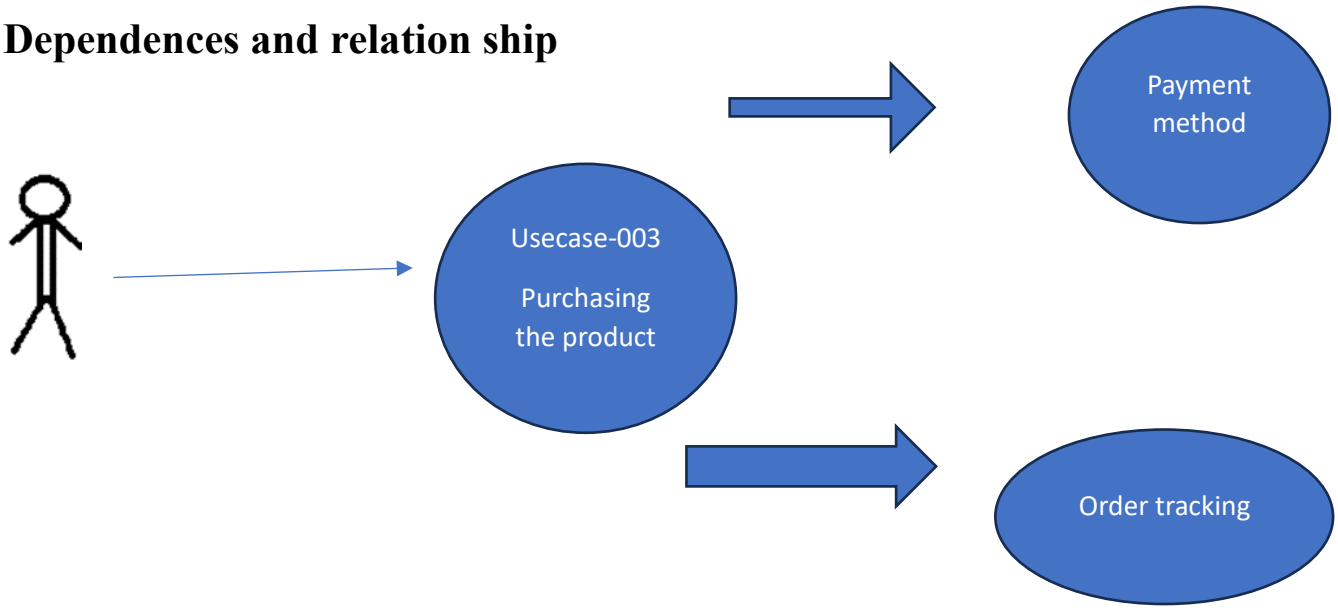
Post condition:

None.

Exception

None

Dependences and relation ship



Conclusion:

Good planning and essential component for producing high quality software. Application that are well planned and build with a solid design actually less time consumption to build more flexible and scalable.

Use case 004:Payment transaction:

Overview:

The scenario describes the customer payment process

Notes:

The customer must be able to access they suit using any web url.

Actor:-

Customer- the user how to make payment

Pre condition:

- The customer must have a registered account on Flipkart.

- The customer must have access to a device with internet connectivity.

Scenario:

action	Software reaction
Customer indicate they would like to make the payment	The software shows like the following data from • Debit card/credit card • Net banking • UPI • EMI • E-WALLET This list of valid choice
Customer fill out the data	Verifying the payment details provided by customer. Encrypting the payment information to ensure the payment information to ensure security during transmission. Waiting for the payment gateways response on whether the transaction was successful or not .
Customer confirm that the payment process is successful	If the payment is successful invoice is proceeding. If its fail software react#2 Intimate customer for appropriate message for software will handle the error .

Scenario notes:

Does the system have to make a payment process succeed /not

Post condition:

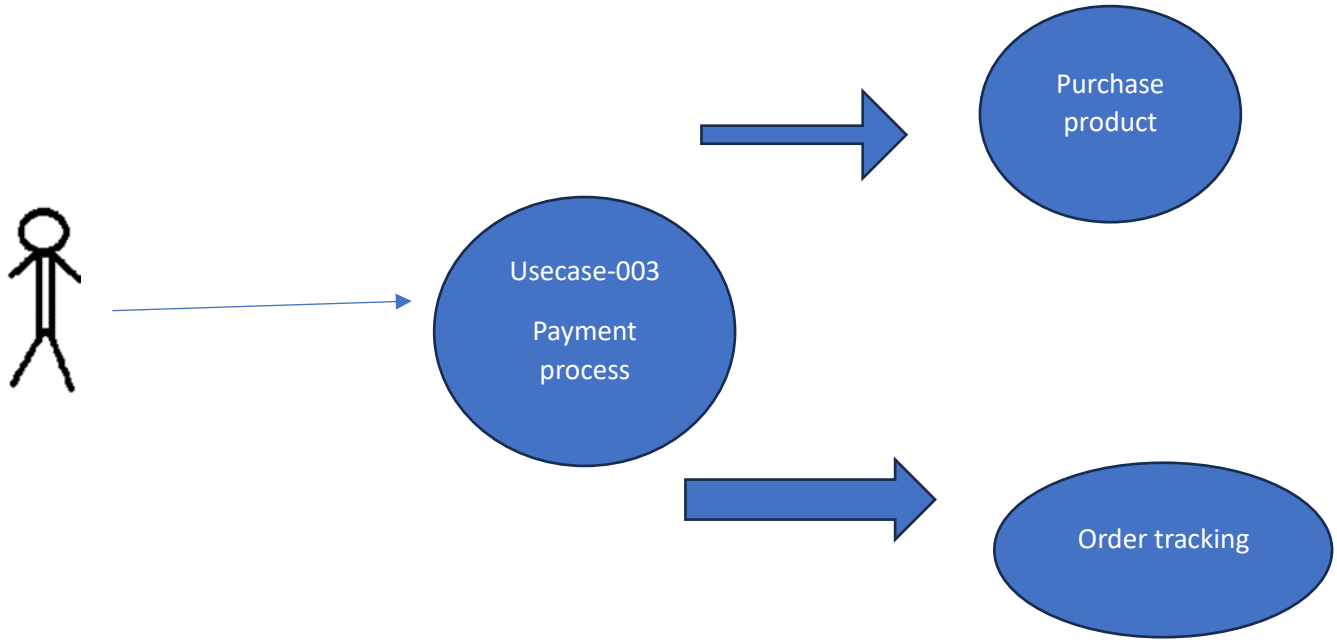
None.

Exception:

If its fail software react#2

Intimate customer for appropriate message for software will handle the error .

Dependences and relation ship



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