**Use Cases**

**Narrative:** A use case describes how the user interacts with the system to perform some activity, such as placing an order, making a reservation, or searching for information. Put simply, a use case is a generic action for a single process.

ID: 1

Criteria: Create Account

Actor: Customer

Description: Customer creates an account

ID: 2

Criteria: Edit Account

Actor: Customer

Description: Customer can edit customer account information

ID: 3

Criteria: Delete Account

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: SKC admin or the account admin (end-user) can delete account

ID: 4

Criteria: Create Order

Actor: Customer

Description: Customer initiates order with order form

ID: 5

Criteria: Modify Order

Actor: Customer

Description: Customer modifies existing order by using additional modification request forms.

ID: 6

Criteria: Delete Order

Actor: Customer or Karoline, Sweet Karolines Cakes (SKC)

Description: Customer or SKC admin deletes an order from the database

ID: 7

Criteria: View Previous Orders

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: Account admin (end-user) and SKC admin can view previous orders made by end-user

ID: 8

Criteria: Fulfill Order

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description:Order is fulfilled in real-world and tracked within the database of the system under status of order.

ID: 9

Criteria: Terminate Employee

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: Employee is terminated in real-world and this data is reflected in the database and tracked within the employee history database.

ID: 10

Criteria: Hire Employees

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: SKC contracts employees for certain positions, these positions are tracked in the employee history database

ID: 11

Criteria: Ship Order

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description:Order is shipped, the status of its transit is monitored in the order fulfillment status section of the database.

ID: 12

Criteria: Order Supplies

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: SKC orders supplies. This creates data inputs into the supplies and inventory section of the database.

ID: 13

Criteria: Track supplies expense

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: SKC monitors inflows and outflows of materials used for the production of their goods.

ID: 14

Criteria: Update Website in Content Management System

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: SKC database admin would edit data within the CMS that applies to their website to update information

ID: 15

Criteria: Update order form products

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: SKC updates products on its order form to meet current business needs.

ID: 16

Criteria: Complete payment information

Actor: Customer

Description: End-user fills out payment information to complete order.

ID: 17

Criteria: Contact Karoline (via Form)

Actor: Customer

Description: Customer clicks on contact button to send an email to Karoline.

ID: 18

Criteria: Respond to Customer

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: SKC replies to customer messages and emails..

ID: 19

Criteria: Post on Social Media

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: If SKC should decide to explore local advertising opportunities in order to get the product and name out into the community.

ID: 20

Criteria: Collect Payment

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: Payment management system collects payment from customer.

ID: 21

Criteria: Process Payment

Actor: PayPal

Description: Customer pays for cake(s) through link on PayPal which is then processed by PayPal.

ID: 22

Criteria: Pay Employees

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: Any employees on payroll are paid via direct deposit.

ID: 23

Criteria: Request a Quote

Actor: Customer

Description: Customer requests a quote for an item from Karoline.

ID: 24

Criteria: Provide Quote

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: SKC responds to customer with the requested quote for an item.

ID: 25

Criteria: Add Item

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: Karoline adds an item to website store.

ID: 26

Criteria: Update Item

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: Karoline updates an existing item on the website store.

ID: 27

Criteria: Delete Item

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: Karoline deletes an existing item on the website store.

ID: 28

Criteria: Add Item to cart

Actor: Customer

Description: The customer will select an item they would like to add to an order.

ID: 29

Criteria: Record costs

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: SKC wants to track and record how much money they are using every week/month/year.

ID: 30

Criteria: Record income

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: SKC wants to track and keep records of how much money is being made every week/month/year.

ID: 31

Criteria: Record number of hours worked

Actor: Karoline, Sweet Karolines Cakes (SKC)

Description: SKC needs a way to record how many hours each employee has worked per week in order to understand how much money they should be paid for their work.

ID: 32

Criteria: View Information about Karoline

Actor: Customer

Description: Customer can view information about Karoline via Karolines website.

ID: 33

Criteria: Remove item from cart

Actor: Customer

Description: Customer removes an item from their cart.

ID: 34

Criteria: Update Cart

Actor: Customer

Description: The customer will update the quantity of items in their cart.

ID: 35

Criteria: Delete Cart

Actor: Customer

Description: The customer will delete their cart by completing the order.

ID: 36

Criteria: Input Shipping Information

Actor: Customer

Description: The customer enters their shipping information to where they want their products to be delivered.

ID: 37

Criteria: Display business information

Actor: SKC

Description: SKC displays information about the business. Includes hours of operation, delivery times, and location.

ID: 38

Criteria: Edit business information

Actor: SKC

Description: SKC edits the displays of information about the business. Includes hours of operation, delivery times, and location.

ID: 39

Criteria: Delete business information

Actor: SKC

Description: SKC removes the information about the business from the website. Includes hours of operation, delivery times, and location.