Use Case Narrative

Use Case:	View Product
Primary actor:	Customers
Goal in context:	To view product
Precondition:	System must be fully configured
Trigger:	When customers decided that they want to view the product
Scenario:	1. Customer goes to the website 2. The system displays all major function buttons 3. Customers select the "products" button from them major function buttons 4. The system displays product list 5. Customers select to search products 6. Customers fill in the search key words 7. The website show related products
Exceptions:	1. System displays error message from server
Priority:	Moderate
Frequency of use:	Everyday
Channel to actor:	Via PC-based browser and Internet connection.
Secondary actors:	System administrator
Channels to secondary actors:	1. System administrator: PC-based system
Open issues:	Will system response via the Internet be acceptable given the bandwidth requirement?

Use Case:	Order Product
Primary actor:	Customers
Goal in context:	To order product from the website
Precondition:	Customer must log in to the website to order the product
Trigger:	When customers interest in the product
Scenario:	1. Customers log onto the website.

	2. Customers enter username. 3. Customers enter password (at least 8 characters in length) 4. The system displays product list 5. Customers select the product and click "add to cart" 6. The system displays the selected product list and calculates the total price. 7. Customers select the "confirm" button.
Exceptions:	1. Stock is not enough 2. ID or passwords are incorrect or not recognized
Priority:	High
Frequency of use:	Everyday
Channel to actor:	Via PC-based browser and Internet connection.
Secondary actors:	System administrator
Channels to secondary actors:	1. System administrator: PC-based system
Open issues:	Does the system arrange the product properly?

Use Case:	Make Payment
Primary actor:	Customers
Goal in context:	To pay for the product
Precondition:	The system needs to have the customer's order.
Trigger:	When the customers want to pay for the ordered product.
Scenario:	1. Customers choose their preferred payment method (Bank Transfer, Credits Card, Debit Cards) 2. The systems ask for the payment information 3. Customers filled in the card number or submitted the transaction receipt. 4. The systems ask for the address and other information (such as phone number) 5. Customers filled in the address and other information needed 6. Customer select "submits" button.
Exceptions:	1. Invalid payment information (card number, cvv) 2. Transaction receipt didn't match the received money
Priority:	High

Frequency of use:	Almost every order received
Channel to actor:	Via PC-based browser and Internet connection.
Secondary actors:	System administrator
Channels to secondary actors:	1. System administrator: PC-based system
Open issues:	Could there be more payment methods?