
<Group11>

An Online Bookstore System

Use-Case Specification

Version <1.0>

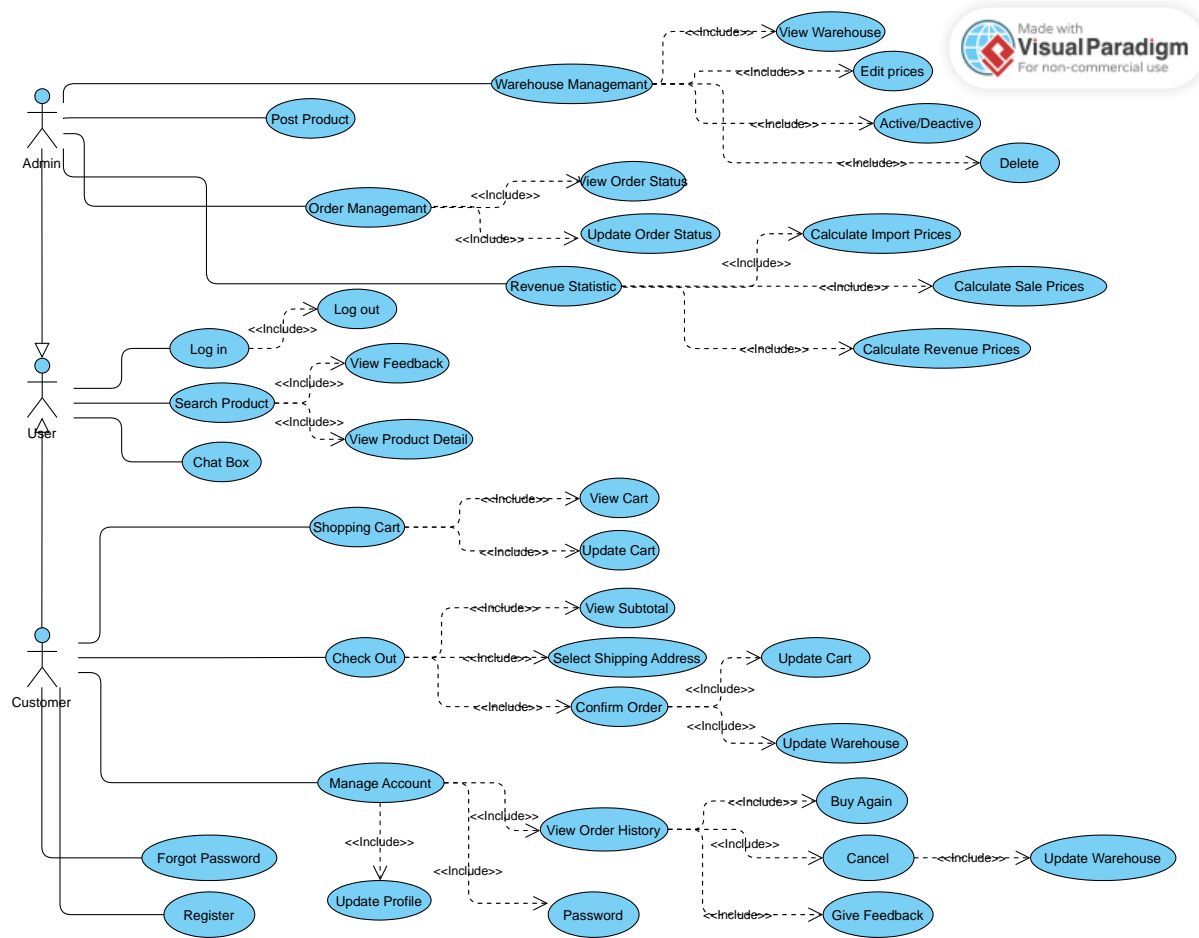
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Table of Contents

- A. USE-CASE MODEL..... 4**
- B. USE-CASE SPECIFICATIONS..... 4**
 - 1. USE-CASE: CREATE A NEW ACCOUNT 4
 - 2. USE-CASE: LOG IN 5
 - 3. USE-CASE: FORGOT PASSWORD 5
 - 4. USE-CASE: CHANGE PASSWORD 6
 - 5. USE-CASE: SEARCH ENGINE 6
 - 6. USE-CASE: MANAGE SHOPPING CART 7
 - 7. USE-CASE: MAKE PAYMENTS 7
 - 8. USE-CASE: GIVE FEEDBACK 8
 - 9. USE-CASE: CHATBOX 8
 - 10. USE-CASE: UPLOAD PRODUCTS 9
 - 11. USE-CASE: BOOK CATEGORIZATION 9
 - 12. USE-CASE: REVENUE STATISTICS 10
 - 13. USE-CASE: WAREHOUSE MANAGEMENT 10
 - 14. USE-CASE: ORDER MANAGEMENT 11

A. Use-case Model



B. Use-case Specifications

1. Use-case: Create a new account

Use-case name	Create customer account
Brief description	This allows customers to create a new account
Actors	Customer
Basic Flow	<ol style="list-style-type: none"> The customers select the 'Sign up' option. The system prompts customers to enter the required information. The customers enter the required information (username, password, email, phone number, etc.) The system validates the entered information. The system sends a confirmation code to the provided email. The customers enter the code to activate a new account.

	7. The system validates and creates a new account.
Alternative Flows	4a. If the validation is unsuccessful related to the entered information, the system requests customers to re-enter. 6a. If customers enter the wrong code, the system requires them to choose 2 options: re-enter the right code or another email.
Pre-conditions	The customers are not logged in.
Post-conditions	When creating a new account successfully, the system must add this account to the database.

2. Use-case: Log in

Use case Name	Log in
Brief description	The system will require customers to log in their accounts to surf the website, look for books, and make payments.
Actors	Customer
Basic Flow	1. The customers enter username and password. 2. The system verifies the credentials. 3. The system grants access to the customers.
Alternative Flows	2a. If the entered information does not exist: 1. The system provides an error message. 2. Customers can re-enter their username and password, or choose 'forgot password' to create a new account password. 2b. If customers enter the wrong password over 5 times, the system will lock these accounts.
Pre-conditions	The customers are not logged in.
Post-conditions	When creating a new account successfully, the system has to add this account to the database.

3. Use-case: Forgot password

Use-case name	Forgot password
Brief description	The customers can retrieve a new password when they forget their current password.
Actors	Customer, System
Basic Flow	1. The customers click on the "Forgot Password" or "Reset Password" link. 2. The system presents a form prompting the user to enter their registered

	email address. 3. The customers enter the email address and submit the form. 4. The system sends a confirmation code to the entered email. 5. The customers enter the code to activate a new password. 6. The system validates and sends a message.
Alternative Flows	5a. If the validation fails because customers enter the wrong code, the system requires them to choose 2 options: re-enter the right code or the email address associated with the account.
Pre-conditions	The customers have registered accounts. The customers remember the email address associated with the account.
Post-conditions	The customer's password is successfully reset. The customers can log in with the new password.

4. Use-case: Change password

Use-case name	Change password
Brief description	The customers can change their password when they do not use their current password due to personal reasons.
Actors	Customer, System
Basic Flow	1. The customers select the option to change the password. 2. The system prompts the user to enter their current and new passwords. 3. The system validates and informs the successful message.
Alternative Flows	3a. If the validation fails since the customers entered the incorrect current password, the system informs the user of the error. 3b. User is prompted to re-enter the correct current password.
Pre-conditions	The customers are logged into their accounts.
Post-conditions	The customers' passwords have been successfully changed. The customers can log in with the new password.

5. Use-case: Search engine

Use-case name	Search engine
Brief description	Customers can look for books by searching relevant keywords or authors.
Actors	Customer, System
Basic Flow	1. The customers enter a search query in the search bar. 2. The system processes the query and retrieves relevant product lists.

	3. The system displays a list of products matching the search query. 4. The customers can click on the product to view detailed information.
Alternative Flows	2a. If there is no product matching the search query, the customers are informed and suggested alternative search terms. 3a. The customers use filter options to refine search results based on criteria such as title (A to Z or Z to A), latest products, best seller, most popular, and price (low to high and vice versa). 3b. The system updates the displayed products list according to the applied filters.
Pre-conditions	The customers are on the shopping platform.
Post-conditions	The customers can view and interact with the search results based on the entered query, filters, and shopping options.

6. Use-case: Manage shopping cart

Use-case name	Manage shopping cart
Brief description	The system displays brief information about all products that the customers have placed in the shopping cart and manages these products.
Actors	Customer, System
Basic Flow	1. The customers select a book to add to the shopping cart. 2. The system adds the selected book to the customer's shopping cart. 3. The customers can continue browsing other books or can proceed to check out
Alternative Flows	1a. The customers update the number of books in the shopping cart. 1b. The customers remove books from the shopping cart. 2b. The system updates the cart, removing the selected books.
Pre-conditions	The customers are logged in.
Post-conditions	The shopping cart is updated based on the customers' actions, such as adding, removing, and updating books.

7. Use-case: Make payments

Use-case name	Make payments
Brief description	The system displays information about selected books to be purchased and requires customers to confirm delivery information taken from the user account section.
Actors	Customer, System

Basic Flow	<ol style="list-style-type: none"> 1. Before proceeding to check out, the customers need to choose books that they would like to buy. 2. The system presents the customers with the order summary, including the total amount to be paid. 3. The customers enter the necessary information, such as an address, phone number, name, etc. (make payments by cash) 4. The system requires the customers to confirm the order. 5. The customers confirm. 6. The system informs a successful confirmation message.
Alternative Flows	<ol style="list-style-type: none"> 5a. The customers do not confirm. 6a. The system cancels the order and returns the shopping cart.
Pre-conditions	<p>The customers are logged in.</p> <p>The customers have books in the shopping cart.</p> <p>The customers have selected books and initiated the checkout process.</p>
Post-conditions	<p>The order is placed and confirmed.</p> <p>The delivery information is recorded.</p>

8. Use-case: Give feedback

Use-case name	Give feedback
Brief description	Customers can read reviews when viewing a product. The customers can also leave feedback after purchasing and receiving the products.
Actors	Customer, System
Basic Flow	<ol style="list-style-type: none"> 1. After completing a purchase, the customers have the option to provide feedback. 2. The system prompts the customers to rate the purchased books and provide comments or reviews. 3. The customers submit the feedback. 4. The customers view their feedback.
Alternative Flows	<ol style="list-style-type: none"> 4a. The customers can revise or update previously submitted feedback and modify their ratings.
Pre-conditions	The customers have completed purchases.
Post-conditions	<p>Feedback is recorded in the system for the relevant product.</p> <p>If moderation is enabled, the feedback may go through a moderation process before being publicly displayed.</p> <p>Product ratings and reviews contribute to the overall product reputation.</p>

9. Use-case: Chatbox

Use-case name	Chatbox
Brief description	A pop-up page allows customers to compose questions for the bookstore admin. On this pop-up, short information about products that customers are interested in will be attached.
Actors	Customer, System, Administrator
Basic Flow	<ol style="list-style-type: none"> 1. The customer navigates to the Homepage. 2. The customer opens the chat box. 3. The customer composes and submits the question. 4. The system records the question. 5. The administrator views the recorded questions. 6. The administrator replies to the customer.
Alternative Flows	5a. The administrator ignores the question.
Pre-conditions	The customer and the administrator must log in to the system.
Post-conditions	The question is recorded and the administrator can view and reply to it.

10. Use-case: Upload products

Use-case name	Upload products
Brief description	Allows bookstore admin to upload a new product on their sales website.
Actors	Administrator, System
Basic Flow	<ol style="list-style-type: none"> 1. The administrator inputs the book information. 2. The system inserts the information from the book into the database. The system displays the newly added book. 3. The administrator inputs the book information. 4. The system inserts the information from the book into the database. The system displays the newly added book.
Alternative Flows	2a. Information validation: 3. The system validates the information. 4. The administrator edits/confirms the information.
Pre-conditions	The administrator must log in to the system.
Post-conditions	The book information is inserted into the database.

11. Use-case: Book Categorization

Use-case name	Book Categorization
Brief description	The admin labels each book with one or more different labels to facilitate classification and searching. Customers can search for books using this classification label.

Actors	Administrator, Customer, System
Basic Flow	<ol style="list-style-type: none"> 1. The admin selects the book and creates a label then assigns it to that book. 2. The book will be bound with the label. 3. The customer can use the label name to search for books.
Alternative Flows	1a. The admin reuses the created label.
Pre-conditions	The admin must log in to the system.
Post-conditions	<p>The books have a new label.</p> <p>The customer can use the label to search for books.</p>

12. Use-case: Revenue statistics

Use-case name	Revenue statistics
Brief description	<p>The system will record the total amount of imported products, the amount of sales, and finally, the sales profit will be calculated.</p> <p>The administrator can view profit from sales and bookstore sales statistics.</p>
Actors	Administrator, System
Basic Flow	<ol style="list-style-type: none"> 1. The administrator navigates to the "Revenue Statistics" section. 2. The system displays profit from sales and bookstore sales statistics for each period. 3. The administrator can select a specific period to view more detailed information (the total amount of imported products, the amount of sales, and finally, the sales profit).
Alternative Flows	2a. The administrator can use filters and search options to narrow the displayed information.
Pre-conditions	The administrator is logged into the admin interface.
Post-conditions	The administrator acknowledges the revenue statistics

13. Use-case: Warehouse management

Use-case name	Warehouse management
Brief description	<p>The system records the statistics on the number of products remaining in stock.</p> <p>The administrator can edit the prices of the products they have posted and import prices.</p>
Actors	Administrator, System

Basic Flow	<ol style="list-style-type: none"> 1. The administrator navigates to the “Warehouse management” section. 2. The system displays the products and their quantity, price. 3. The administrator selects a product to view detailed information.
Alternative Flows	<ol style="list-style-type: none"> 2a. The administrator can use filters and search options to narrow the displayed products. 3a. The administrator can update the price of the product.
Pre-conditions	The administrator is logged into the admin interface.
Post-conditions	The product information is updated based on administrator action.

14. Use-case: Order Management

Use-case name	Order Management
Brief description	This function allows the bookstore admin to check the status of all orders being delivered and can update the delivery status
Actors	Administrator, system.
Basic Flow	<ol style="list-style-type: none"> 1. The administrator navigates to the "Order Management" section. 2. The system displays a screen/page showing a list of all orders, including order ID, customer details, ordered items, and current delivery status. 3. The administrator selects a specific order to view detailed information.
Alternative Flows	<ol style="list-style-type: none"> 2a. Filter and Search Orders: <ol style="list-style-type: none"> 1. The Administrator can use filters and search options to narrow the displayed orders (e.g., by date, customer name, and order status). 2. The system updates the displayed orders based on the applied filters or search criteria. 2b. Update Delivery Status: <ol style="list-style-type: none"> 1. From the detailed view of a specific order, the administrator can update the delivery status. 2. The system provides options for updating the status (e.g., "Processing," "Shipped," "Delivered," "Canceled"). 3. The administrator selects the new status and saves the changes. 4. The system updates the order status in the database.
Pre-conditions	The administrator is logged into the admin interface.
Post-conditions	Changes made by the administrator are reflected in the order records. Order statuses are updated based on administrator actions.