An Online Bookstore System
Use-Case Specification

Version <1.0>

Revision History
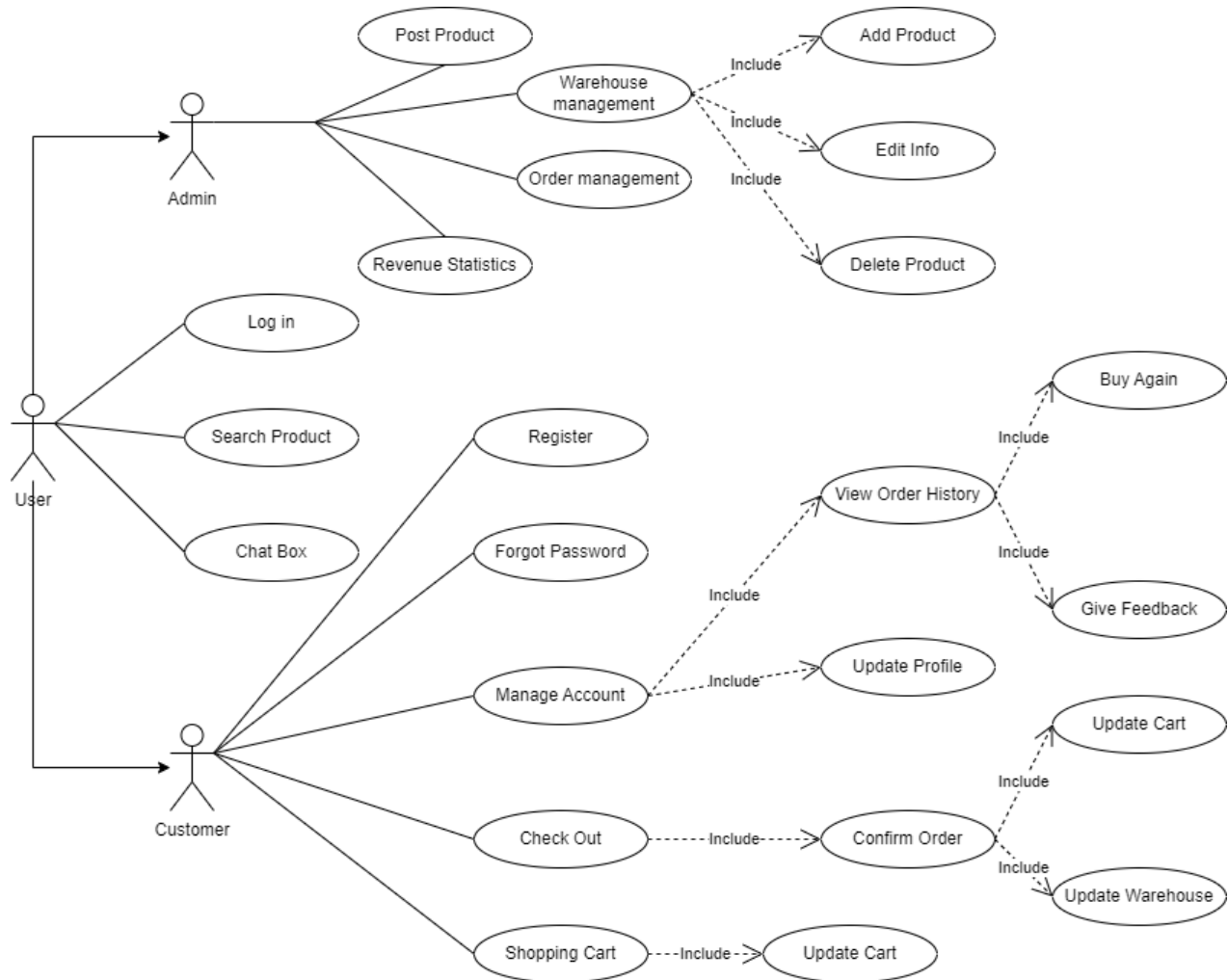
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B. Use-case Specifications

1. Use-case: Add Product

Use-case name	Add product
Brief description	The administrator can add products to the warehouse for management
Actors	Administrator, System
Basic Flow	1. The administrator clicks on the "Add product" button on the warehouse management page. 2. Displays an input box for users to enter book information including name, author, publishing company name, publishing year, descriptions,

	import price, sale price, and quantity. 3. The system checks validation, adds to the database, and informs to user. 4. The user is redirected back to the view products page.
Alternative Flows	3a. If the input data is invalid (valid conditions do not exceed 200 words, the product must not exist in the database, and the price is a number), inform to user and require the user to re-enter.
Pre-conditions	The administrator logged in, and they were on the inventory management page (products section in the sidebar).
Post-conditions	The product information is added to the database.

2. Use-case: Edit Info

Use-case name	Edit info
Brief description	Allows bookstore admin to update the information (name, author, publishing company name, publishing year, descriptions, import price, sale price, and quantity) of the product on their sales website.
Actors	Administrator, System
Basic Flow	1. The administrator chooses the editing icon under the product in the warehouse product list (on the warehouse management page). 2. The system displays the information of the selected product and allows the administrator to change it. 3. The administrator changes the section they want to change and inputs the new information. 4. The system checks validation, updates the database, and informs to user.
Alternative Flows	1a. On the warehouse management page, users can easily find the book they want to choose by using filter categories to select the type of book to display. 4a. Valid conditions: the price is a number and the new price is different from the old.
Pre-conditions	The administrator logged in, and they were on the inventory management page (products section in the sidebar).
Post-conditions	The book information is updated in the database.

3. Use-case: Delete Product

Use-case name	Delete product
Brief description	Allows bookstore administrators to delete the book from the warehouse.
Actors	Administrator, System
Basic Flow	1. The administrator clicks on the delete icon under the product they want to delete on the warehouse management page. 2. The system displays a message to require the user to confirm. 3. The administrator confirms their delete action. 4. The system deletes the product from the database and informs to user.
Alternative Flows	1a. On the warehouse management page, users can easily find the book they want to choose by using filter categories to select the type of book to display. 3a. If the administrator does not confirm the action, the system will close the inform window and return the view page.
Pre-conditions	The administrator logged in, and they were on the inventory management page (products section in the sidebar).
Post-conditions	The book is deleted from the database.

4. Use-case: Post Product

Use-case name	Post product
Brief description	Allows bookstore administrators to post the book from the warehouse to the website to allow the customers to view and buy products.
Actors	Administrator, System
Basic Flow	1. The administrator clicks on the post icon under the product they want to post to the website on the warehouse management page. 2. The system displays the box including the information of the product. This information has been determined when adding the product to the warehouse, now the user only needs to edit the description (if necessary), and the other information is not allowed to be edited. 3. The administrator inputs the description if they want to change, and clicks the submit button. 4. The system displays a message to require the user to confirm. 5. The administrator confirms. 6. The system posts the book from the warehouse to the website.
Alternative Flows	5a. If the administrator does not confirm the action, the system will close the inform window and return the current page.
Pre-conditions	The administrator logged in, and they were on the inventory management page

Use-case name	Post product
	(products section in the sidebar).
Post-conditions	The book is posted on the website.

5. Use-case: Revenue statistics

Use-case name	Revenue statistics
Brief description	The system will record the total amount of imported products, the amount of sales, and finally, the sales profit will be calculated. This revenue is represented through a diagram.
Actors	Administrator, System
Basic Flow	1. The administrator navigates to the "Dashboard" section. 2. The system displays the revenue interface with three charts showing monthly revenue and daily revenue. The bottom of the page shows the total revenue. 3. The administrator chooses the chart they want to view details. 4. The system displays details information on the selected chart.
Alternative Flows	2a. The administrator can enter a date in the search box to display detailed revenue for that day.
Pre-conditions	The administrator is logged into the admin interface.
Post-conditions	The administrator acknowledges the revenue statistics.

6. 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	1. The administrator navigates to the "Orders" section. 2. The system displays a 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	2a. Filter and Search Orders: The Administrator can use filters and search options to narrow the displayed

	orders (e.g., by date, customer name, and order status). The system updates the displayed orders based on the applied filters or search criteria. 2b. Update Delivery Status: From the detailed view of a specific order, the administrator can update the delivery status. The system provides options for updating the status (e.g., "Processing," "Shipped," "Delivered," "Canceled"). The administrator selects the new status and saves the changes. 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.

7. 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, System
Basic Flow	1. The customer enters username and password. 2. The system verifies the credentials. 3. The system grants access to the customer. 4. The customer is redirected to their account dashboard.
Alternative Flows	2a. If the entered information does not exist, the system provides an error message. Then, customers can re-enter their username and password, or choose the 'forgot password' button to create a new account password. 2b. If a customer enters the wrong password over 5 times, the system will lock these accounts.
Pre-conditions	The customer is not logged in. The customer must have registered for an account in the system.
Post-conditions	When logging in to an account successfully, customers can surf the website, look for books, and make payments.

8. Use-case: Search Product

Use-case name	Search Product

Brief description	Customers can view feedback and product details of the product they want 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 click on the product to view detailed information and feedback. 5. The system displays the details and feedback of that product.
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 filter.
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.

9. Use-case: Chatbox

Use-case name	Chat box
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	1. The customer navigates to the Homepage. 2. The customer clicks on the chat box icon. 3. A chat window opens, allowing the customers to type their inquiries. 4. The customer composes and submits the question. 5. The system records the question. 6. The administrator views the recorded questions. 7. The administrator replies to the customer.
Alternative Flows	None
Pre-conditions	The customer and the administrator must log in to the system. The chat box feature must be enabled and accessible.
Post-conditions	The question is recorded and the administrator can view and reply to it.

10. Use-case: Shopping cart

Use-case name	Shopping cart
Brief description	The system displays brief information about all products that the customers have placed in the shopping cart and the customers manage 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 view cart contents, such as the added products and their quantities. 4. The customers view the cart summary. 5. The customers proceed to check out.
Alternative Flows	3a. The customers update quantities, remove some products, or clear all products in the shopping cart. 5b. The customers continue browsing other 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.

11. Use-case: Check out

Use-case name	Check out
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	1. From the shopping cart, The customers need to choose books to purchase. 2. The customers click on the "Checkout" button. 3. The customers provide shipping details, such as name, address, and contact information. (default: make payments by cash) 4. The system views a summary of the shopping cart, including the total cost, applicable taxes, and any discounts. 5. The system requires the customers to confirm the order. 6. The customers confirm the order and acknowledge their agreements to the terms and conditions 7. The system informs a successful confirmation message.

Alternative Flows	5a. The customers do not confirm. 6a. The system cancels the order and returns the shopping cart.
Pre-conditions	The customers are logged in. The shopping cart must contain at least one book.
Post-conditions	The order is placed and confirmed. The delivery information is recorded.

12. Use-case: Reorder

Use-case name	Reorder
Brief description	The customers replicate a previous order quickly and conveniently. This feature simplifies the purchasing process for customers who wish to buy the same set of items without going through the entire product selection and checkout process again.
Actors	Customer, System
Basic Flow	1. The customer navigates to their account and accesses the order history section. 2. The system displays a list of the customer's previous orders. 3. The customer chooses a specific order they want to reorder. 4. The customer clicks on the "Reorder" button. 5. The system adds the books from the previous order to the shopping cart. 6. The customer reviews the books in the shopping cart and modifies quantities, removes some books, or adds other books. 7. The customer proceeds to the checkout process.
Alternative Flows	5a. If any of the items from the previous order are currently out of stock, the system notifies the customer. 6a. The customer can choose to remove the out-of-stock items or replace them with alternative selections.
Pre-conditions	The customers are logged in. The customers must have a previous order history.
Post-conditions	The selected books for reorder are added to the customer's shopping cart. The customer can proceed with the checkout process or continue shopping.

13. Use-case: Update profile

Use-case name	Update profile

Brief description	Customers can read reviews when viewing a product. The customers can also leave feedback on the products that they have purchased and received.
Actors	Customer, System

Basic Flow	1. The customer navigates to the "Manage account" feature.
	2. The customer navigates to the "Update profile" feature.
	3. The system presents the customer's current information.
	4. The customer inputs their new information.
	    4.1. Input "User Name"
	    4.2. Input "Email"
	    4.3 Input "Phone Number"
	    4.4 Input "Name"
	    4.5 Input "Gender"
	    4.6 Input "Day Of Birth"
	    4.7 Input "Addresses"
	5. The customer presses the "Save" button.
	6. The system updates the customer information into the database.

Alternative Flows	None
Pre-conditions	The customer must have logged in.
Post-conditions	The customer information is updated.

14. 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 on the products that they have purchased and received.
Actors	Customer, System
Basic Flow	1. The customer navigates to the Manage Account feature. 2. The customer navigates to Order History. 3. The customer selects the product that they want to give feedback to. 4. The system prompts the customers to rate the purchased books based on the number of stars and provide comments or reviews. 5. The customers submit the feedback.
Alternative Flows	4a. The customers can revise or update previously submitted feedback and modify their ratings.
Pre-conditions	The customer must have completed an order before.
Post-conditions	Feedback is recorded in the system for the relevant product.

	If moderation is enabled, the feedback may go through a moderation process before being publicly displayed. Product ratings and reviews contribute to the overall product reputation.

15. Use-case: Forgot password

Use-case name	Forgot password
Brief description	The customers can receive 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" hypertext. 2. The system presents a form prompting the customer 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 prompts the customer for the new password. 7. The customer enters the password and retypes it one more time. 8. The system updates the customer's password.
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.

16. 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 customer to enter their current and new passwords. 3. The system validates and informs the successful message.
Alternative Flows	3a. The system informs the customer of the error if the validation fails since the customer entered the incorrect current password. 3b. Customer 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.

17. Use-case: Register

Use-case name	Register
Brief description	This allows customers to create a new account
Actors	Customer
Basic Flow	1. The customers select the 'Sign up' option. 2. The system prompts customers to enter the required information. 3. The customers enter the required information (username, password, full name, email, phone number, gender, date of birth, and address). 4. The system validates the entered information. 5. The system sends a confirmation code to the provided email. 6. 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.