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| USE CASE NAME: | Create Order |
| ID: | C0 |
| SCENARIO: | Customer creates a new order |
| TRIGGERING EVENT: | Customer wants to order a software package |
| BRIEF DESCRIPTION: | A small business restaurant would like to get a POS system for their business. |
| ACTORS: | Customer |
| ASSUMPTIONS: | They want a software package with features. |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | NONE |
| STAKEHOLDERS: | Software Company |
| PRECONDITIONS: | NONE |
| POSTCONDITIONS: | Customer now has an order in the system. |
| MAIN COURSE: | 1. The Customer presses the Create Order Button on the website. 2. The Customer inputs Customer Information and Order Information.    1. Company Name, Contact Number, Contact Email, Software Description. 3. The Customer Selects the package they want.    1. One feature, 3 features, and 5 features. 4. System Searches for any matches to the Customer info    1. If matches, display the customer id that already exists in the system, then displays the order information and confirmation that the order added to the system and the customer will be contacted soon.    2. If no, create a new customer id and display the new customer id, then displays the order information and confirmation that the order added to the system and the customer will be contacted soon. |
| ALTERNATE COURSE: | NONE |

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| USE CASE NAME: | View Orders |
| ID: | VO |
| SCENARIO: | Customers access all their orders. |
| TRIGGERING EVENT: | Customers need to access the purchase orders they have made. |
| BRIEF DESCRIPTION: | A customer needs to look up the orders they have paid for or have in place to need to pay. |
| ACTORS: | Customer, Company |
| ASSUMPTIONS: | Their are orders in the system. |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | View Order Status |
| STAKEHOLDERS: | Company |
| PRECONDITIONS: | Orders in system |
| POSTCONDITIONS: | NONE |
| MAIN COURSE: | 1. Customer presses the all orders button.    1. Displays all purchases |
| ALTERNATE COURSE: | 1. Company presses the all orders button.    1. Displays all purchases |

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| USE CASE NAME: | Make Payment |
| ID: | MP |
| SCENARIO: | Customer makes payment |
| TRIGGERING EVENT: | The Customer needs to make payment on their purchase. |
| BRIEF DESCRIPTION: | A Customer is trying to make a payment of the software package they ordered. |
| ACTORS: | Customer |
| ASSUMPTIONS: | A purchase is ready to be paid |
| FREQUENCY OF USE: | daily |
| RELATED USE CASES: | none |
| STAKEHOLDERS: | Company |
| PRECONDITIONS: | Currently has a purchases that is ready to be paid for |
| POSTCONDITIONS: | The purchase is paid in full or paid partially. |
| MAIN COURSE: | 1. Customer presses make payment button. 2. Customer inputs payment information.    1. Bank number, amount, etc… 3. System confirms payment information. 4. System displays confirmation of payment. |
| ALTERNATE COURSE: | none |

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| USE CASE NAME: | Cancel Order |
| ID: | CO |
| SCENARIO: | Company cancels purchase |
| TRIGGERING EVENT: | The Company has not received payment in time and needs to cancel purchase. |
| BRIEF DESCRIPTION: | Their is a purchase for a Software that has not been paid for in time so the company needs to cancel the purchase in order so its doesnt go into production. |
| ACTORS: | Company |
| ASSUMPTIONS: | Purchase is in the system that has expired paid date or customer ordered a cancelation of their purchase. |
| FREQUENCY OF USE: | daily |
| RELATED USE CASES: | none |
| STAKEHOLDERS: | Company |
| PRECONDITIONS: | Purchase in system  Paid date expired  Purchase canceled by customer |
| POSTCONDITIONS: | Purchase gets canceled |
| MAIN COURSE: | 1. Company presses cancel button 2. System confirms purchase cancellation 3. Display Purchase was successfully canceled. |
| ALTERNATE COURSE: | none |

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| USE CASE NAME: | View Order Status |
| ID: | VOS |
| SCENARIO: | Customer views the status of their order. |
| TRIGGERING EVENT: | A customer would like to find out if their order is ready or is still in development. |
| BRIEF DESCRIPTION: | A customer has an order for a software and would like to see if it is in development or is ready for deployment. |
| ACTORS: | customer |
| ASSUMPTIONS: | An order is in the system and has finished the designing and awaiting payment stages. |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | View Orders |
| STAKEHOLDERS: | Customer, Company |
| PRECONDITIONS: | Customer id is in the system. |
| POSTCONDITIONS: | NONE |
| MAIN COURSE: | 1. Customer presses view order Status button. 2. Customer inputs order id and presses Get Status button. 3. System checks for user id and order id in the system.    1. If either order id or user id doesn't match the system will display order doesn't exists, please try again.    2. If both match the system will display the correct order information along with the status of the order. |
| ALTERNATE COURSE: | 1. Company presses view order Status button. 2. Company inputs order id and presses Get Status button. 3. System checks for user id and order id in the system.    1. If either order id or user id doesn't match the system will display order doesn't exists, please try again.    2. If both match the system will display the correct order information along with the status of the order. |

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| USE CASE NAME: | Add Feature |
| ID: | AF |
| SCENARIO: | Company adds a feature to the order. |
| TRIGGERING EVENT: | Company has called and the customer is adding a feature to the order. |
| BRIEF DESCRIPTION: | A customer would like their first feature to be a chat feature for their customers to chat with them. |
| ACTORS: | company |
| ASSUMPTIONS: | The customer has an order in the system. |
| FREQUENCY OF USE: | daily |
| RELATED USE CASES: | none |
| STAKEHOLDERS: | Customer, company |
| PRECONDITIONS: | Order in system.  Customer has features left to add. |
| POSTCONDITIONS: | Customer added a feature to their order. |
| MAIN COURSE: | 1. Company presses add feature button. 2. Company inputs customers feature information.    1. Name, Description, HoursNeeded 3. System adds the feature to the order and displays a confirmation. |
| ALTERNATE COURSE: | none |

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| USE CASE NAME: | Submit Change |
| ID: | SCH |
| SCENARIO: | Customer needs to make changes to their order. |
| TRIGGERING EVENT: | Customer needs to add another feature. |
| BRIEF DESCRIPTION: | A customer decided they needed a search feature for their POS system and does not have any features available to use. |
| ACTORS: | Customer |
| ASSUMPTIONS: | Customer has an order in the system |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | none |
| STAKEHOLDERS: | Customer |
| PRECONDITIONS: | Customer has an order in the system.  Customer has used up current features. |
| POSTCONDITIONS: | Change to the order was submitted to be reviewed. |
| MAIN COURSE: | 1. Customer presses the submit change button. 2. Customer inputs change to be made.    1. subject , change, reason 3. System confirms the information to the Customer.    1. If customer confirms, the system will display a confirmation message and submits the awaiting change to the system. |
| ALTERNATE COURSE: | none |

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| USE CASE NAME: | Submit Cancelation |
| ID: | SCL |
| SCENARIO: | Customer submits a cancel for their order. |
| TRIGGERING EVENT: | Customer needs to cancel their order. |
| BRIEF DESCRIPTION: | A customer decided they found a solution that was cheaper decided to cancel their order. |
| ACTORS: | Customer |
| ASSUMPTIONS: | Customer has an order in the system |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | none |
| STAKEHOLDERS: | Customer |
| PRECONDITIONS: | Customer has an order in the system. |
| POSTCONDITIONS: | Order is canceled. |
| MAIN COURSE: | 1. Customer presses the submit cancel order button. 2. System confirms the cancellation to the Customer.    1. If customer confirms, the system will display a confirmation message and submits the awaiting cancel to the system. |
| ALTERNATE COURSE: | none |

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| USE CASE NAME: | Change Order |
| ID: | CHO |
| SCENARIO: | Company makes changes to an order. |
| TRIGGERING EVENT: | Company needs to make a change on an order. |
| BRIEF DESCRIPTION: | A customer decided they needed a search feature for their POS system and does not have any features available to use. |
| ACTORS: | Company |
| ASSUMPTIONS: | Customer has an order in the system |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | none |
| STAKEHOLDERS: | Customer, Company |
| PRECONDITIONS: | Customer has an order in the system. |
| POSTCONDITIONS: | Order is changed |
| MAIN COURSE: | 1. Company presses the change order button. 2. Company input order id. 3. System confirms the change to the Company    1. If customer confirms, the system will display a confirmation message and makes a change to the order.. |
| ALTERNATE COURSE: | none |

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| USE CASE NAME: | Cancel Order |
| ID: | CNO |
| SCENARIO: | Company cancels order. |
| TRIGGERING EVENT: | Company needs to cancel an order a customer has requested.. |
| BRIEF DESCRIPTION: | A customer decided they found a solution that was cheaper decided to cancel their order, so the Company is going to cancel the order. |
| ACTORS: | Company |
| ASSUMPTIONS: | Customer has an order in the system |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | none |
| STAKEHOLDERS: | Customer, Company |
| PRECONDITIONS: | Customer has an order in the system. |
| POSTCONDITIONS: | Order is changed |
| MAIN COURSE: | 1. Company presses the cancel order button. 2. Company input order id. 3. System confirms the cancelation to the Company    1. If Company confirms, the system will display a confirmation message and cancels the order.. |
| ALTERNATE COURSE: | none |

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| USE CASE NAME: | Change Order Status |
| ID: | COS |
| SCENARIO: | Company changes the order status. |
| TRIGGERING EVENT: | Company needs to change the status of an order. |
| BRIEF DESCRIPTION: | The company has finished design stage and needs to change the stage of the order to payment required stage. |
| ACTORS: | Company |
| ASSUMPTIONS: | Customer has an order in the system.  The order has finished the design stage. |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | none |
| STAKEHOLDERS: | Customer, Company |
| PRECONDITIONS: | Customer has an order in the system. |
| POSTCONDITIONS: | Order is in the new stage |
| MAIN COURSE: | 1. Company presses the change stage button. 2. Company input order id. 3. System confirms the stage change to the Company    1. If company confirms, the system will display a confirmation message and the order goes into the new stage.. |
| ALTERNATE COURSE: | none |

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| USE CASE NAME: | Cancel Payment |
| ID: | CNP |
| SCENARIO: | Company cancels payment. |
| TRIGGERING EVENT: | Company need to cancel a customers payment. |
| BRIEF DESCRIPTION: | A customer made a mistake on their payment and needed to cancel the payment. Company will cancel the order in the system. |
| ACTORS: | Company |
| ASSUMPTIONS: | Customer has an order in the system  Customer has a payment in the system. |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | none |
| STAKEHOLDERS: | Customer, Company |
| PRECONDITIONS: | Customer has an order in the system  Customer has a payment in the system. |
| POSTCONDITIONS: | Payment is canceled |
| MAIN COURSE: | 1. Company presses the cancel payment order button. 2. Company inputs order id. 3. System confirms the cancellation to the Company.    1. If company confirms, the system will display a confirmation message and cancels the payment. |
| ALTERNATE COURSE: | none |