

Template: Create a Use Case Diagram

Use this template to enter your solution. You may modify the template to include more information.

Solution

1. Identify the actors

Understanding the role of each actor within the system and documenting it. *Refer to the instructions for Step 2 in the lab instructions.*

Actor	Primary/Secondary	Role	Interactions

2. Define the use case

List the key use cases for each actor. *Refer to the instructions for Step 3 in the lab instructions.*

Use case	Description

3: Create a use case diagram

Use a diagramming tool, for example, **Lucidchart**, to create a use case diagram. *Refer to the instructions for Step 4 in the lab instructions.*

Task 4: Define relationships between actors and use cases

Identify how each actor interacts with the various use cases. *Refer to the instructions for Step 5 in the lab instructions.*

Actor	Use case	Relationship

Task 5: Answer the following questions for reflection (Optional)

1. What challenges did you face when identifying actors and use cases?

Challenges in identifying actors	Description

Challenges in defining use cases	Description

2. How does your diagram facilitate understanding of the program's functionality?

Benefits	Description

3. What are your suggestions for improving customer experience?

Strategies	Description