***Requires domain model***

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| Use Case Section | Comment |
| Use Case Name | Informed buyer wants to buy a car |
| Scope | Car sales chatbot system |
| Level | Sub function |
| Primary Actor | Buyer |
| Stakeholder and Interests | Car Salesman |
| Preconditions | Website can host the chatbot system, buyer opened chatbot on the website, all cars on website are available for purchase |
| Success Guarantee | Buyer requests a quote on the car |
| Main Success Scenario | 1. Buyer opens website and clicks on chatbot 2. Buyer queries the chatbot for the car they have in mind 3. Chatbot finds car options and provides buyer with links 4. Buyer picks a car that they like and requests a quote 5. Chatbot requests contact information from buyer 6. Chatbot emails car salesman notifying that the buyer is interested and provides contact information |
| Extensions | 2.a Chatbot cannot find a car that meets the buyer’s specifications, so it provides similar options  2.b Chatbot cannot understand buyer’s query so it asks for clarification  4.a buyer does not see a car option they like and requests other options |
| Special Requirements | N/a |

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| Use Case Section | Comment |
| Use Case Name | Undecided buyer wants to buy a car |
| Scope | Car sales chatbot system |
| Level | Sub function |
| Primary Actor | Buyer |
| Stakeholder and Interests | Car Salesman |
| Preconditions | Website can host the chatbot system, buyer opened chatbot on the website, all cars on website are available for purchase |
| Success Guarantee | Buyer requests a quote on the car |
| Main Success Scenario | 1. Buyer opens website and clicks on chatbot 2. Buyer queries that they need recommendations for what car they should buy 3. Chatbot requests for details on what the customer needs 4. Customer provides details of their car needs 5. Chatbot suggests 5 cars from the company website that meet given specifications, and requests if there are more specifications 6. Repeat steps 3 to 5 until user selects a car 7. Buyer picks a car that they like and requests a quote 8. Chatbot requests contact information from buyer 9. Chatbot emails car salesman notifying that the buyer is interested and provides contact information |
| Extensions | 4.a Customer provides uninterpretable query  4.b Chatbot notes query is uninterpretable and requests a new query from the buyer  5.a If chatbot cannot find a car with given specifications, tell user that a car with those specifications cannot be found and request for a different query |
| Special Requirements | N/a |

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| Use Case Section | Comment |
| Use Case Name | Buyer wants to finance a car |
| Scope | Car sales chatbot system |
| Level | Sub function |
| Primary Actor | Buyer |
| Stakeholder and Interests | Car salesman, finance specialist |
| Preconditions | Website can host the chatbot system, buyer opened chatbot on the website |
| Success Guarantee | Buyer decides to finance the car or buyer decides not to finance the car |
| Main Success Scenario | 1. Buyer opens website and clicks on chatbot 2. Buyer queries for financing options on a car they have picked 3. Chatbot requests financial details on what the customer needs and desired car 4. Customer provides financial details and car information 5. Chatbot emails car salesman notifying that the buyer is interested and provides contact information 6. Chatbot emails finance specialist notifying that the buyer is interested and provides contact information 7. Chatbot notifies Buyer that salesman and finance specialist have been notified |
| Extensions | 2.a Financing options are not clear or VIN is invalid  2.b Chatbot requests more information  4.a Car is not found on website or is no longer for sale |
| Special Requirements | N/a |

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| Use Case Section | Comment |
| Use Case Name | Existing customer wants to get car repaired |
| Scope | Car sales chatbot system |
| Level | Sub function |
| Primary Actor | Existing customer |
| Stakeholder and Interests | Vehicle service provider |
| Preconditions | Website can host the chatbot system, buyer opened chatbot on the website |
| Success Guarantee | Car repair appointment is scheduled and vehicle service provider is notified |
| Main Success Scenario | 1. Existing customer opens website and clicks on chatbot 2. Existing customer queries for car repairs on a car they own 3. Chatbot checks records for customer’s information and car’s record, and queries date and time for car drop-off, 4. Customer provides date and time for drop-off of repair 5. Chatbot queries customer for reasons for drop-off 6. Customer provides reason for drop-off 7. Chatbot schedules appointment for decided date and time, and emails vehicle service provider with details of reason for drop-off, date and time for repair, and customer information |
| Extensions | 3.a customer does not exist in database yet  3.b chatbot request for more information from customer to register  4.a customer date and time options are not available  4.b chatbot requests different date and time for dropoff |
| Special Requirements | N/a |

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