Use Cases

for

Pet Best Website

Version 1.0 approved

Prepared by <Alex Bear>

<CIS 294>

<2/3/2020>

Revision History

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| --- | --- | --- | --- |
| Name | Date | Reason For Changes | Version |
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| Use Case ID: | CCS | | |
| Use Case Name: | Contact Customer Support | | |
| Created By: | Alex Bear | Last Updated By: | Alex Bear |
| Date Created: | 2/3/2020 | Date Last Updated: |  |

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| --- | --- |
| Actor: | Customer |
| Description: | A way for customers to contact the employees about general questions or problems they are having with the website prior to making a purchase. |
| Preconditions: | The customer is having an issue with something on the website or they have a question that is unanswered by the FAQs provided on the website. |
| Postconditions: | The customer’s issue has been solved or at the very least compensated for. |
| Priority: | High |
| Frequency of Use: | Daily |
| Normal Course of Events: | The customer contacts customer support about an issue or question that they have, customer support responds with a solution or a way to gain more information on how to solve the issue. |
| Alternative Courses: | Customer service is unable to satisfy the customer and their issue remains unsolved. |
| Exceptions: |  |
| Includes: |  |
| Special Requirements: | There could possibly be non-English speaking customers that would need translation. |
| Assumptions: | There is something that the customer needs assistance with that only an employee can provide.  Assuming that the hours of operation for Pet Best is 9am-10pm, customer support will be available during those hours. |
| Notes and Issues: |  |