Online Shopping System (Shopee)

Use-Case Specification: Buyer Manage Product

Version 1.0

Revision History

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Use-Case Specification: Buyer Manage Product

# Buyer Manage Product

## Brief Description

## 1.1.1. Search, View Product

This use-case allows user to search and view the product details.

## 1.1.2 Share Product

This use-case allows user to share product on media platforms including: Messager, Facebook, Pinterest and Twitter.

## 1.1.3. Rate Product

This use-case allows user to rate product from purchased order

# Flow of Events

## Basic Flow

## 2.1.1. Search, View Product

## - User enters the product’s name in the search box in the header of the homepage and type enter or click on the orange search icon button on the most right of the textbox.

- System redirects to the product page: *(Figure 1 / 7.1. Search, View Product)*

+ On the most left of the page is “SEARCH FILTER” with categories, displayed in list and each category displays at most 4 options, including: “By Category”: options vary based on products ; “Shipped From”: district list of your address and other Vietnam’s province and Abroad; “Shipping Options”: Express, Fast and Saving, “Brands”: varies from products, each option has a checkbox on the left and under the last displayed option of each category is option “More” with down icon, user clicks on it to see the full options; “Price Range” with “MIN” – “MAX” blank textbox for user to enter. Under the “Price Range” is an orange “APPLY” button. Below the “APPLY” button are: “Shop Type”: Shopee Mall, Preferred Shop, Preferred Shop +; “Condition”: Used, New with Tag; “Payment Options”: 0% INSTALLMENT, “Rating”: from 5 stars to 1 stars, “Service And Promotion”: Freeship Xtra, Coin Cashback Extra, On Sale, Free Shipping each categories has corresponded options with checkbox on the left and option “More” with down icon, user clicks on it to see the full options. At the bottom of the filter is orange button “CLEAR ALL” user clicks on to clear all the chosen options.

+ Under the search box is a shop information related to the search key word including: shop name on the right of a round seller’s profile picture, under the name are number of followers, number of following on the right next to the shop name are number of products, shop ratings, “Response Rate” and “Response Time”. Above the shop information section on the right is orange text “More Shop >” user clicks on it and a list of shop information like described above appears. User can click on the shop section to be moved to the “Shop Details” page.

+ Under the shop information is product ‘Sort by” section with 3 white buttons: “Relevance”, “Latest”, “Top Sales” and a drop-down list “Price” with options: “Price: Low to High” and “Price: High to Low”. On the right of “Price” is a pagination in form of (x/x < >). Which button is selected will be in orange and the default “Sort by” is “Relevance”.

+ Products are displayed in grid form (5 products/row). Each product is displayed with information in sequence: A square picture, product’s name below, shop voucher in orange, hashtag shop type, product’s price, free shipping icon (depends on products), wish list heart icon, product’s star rating, number of item sold and finally seller’s city/province. Maximum 60 products displayed on 1 page. Under the row of last products is a pagination

+ When user hovers mouse on product’s image, when clicking, the product will have an orange outline and orange “Find Similar” button under the product information.

- User clicks on product picture

- System redirects to the “Product Details” page with 5 sections: Product information, Shop description, Product details, Product Ratings and Suggested Products: *(Figure 2 / 7.1. Search, View Product)*

+ There is a breadcrumb on the top left of the page above the product information section

+ In product information section, on the half left of the product section is product picture or video in square shape when users clicks on it, a dialog appears in the middle of the screen on the left of it is the picture in larger size and on the right is product name and under it are all product pictures and videos in small size displayed in form of grid. User clicks anywhere outside the dialog to close it. Under the product image is image carousel with smaller product pictures next to each other. Under the image carousel is “Share: <social media icon>” including: messenger, facebook, pinterest and twitter, next to it on the right is an empty heart icon with text: “Favorite <number of favorite>” when user wants to add an item on his/her favorite list, he/she will click on the heart shape, it will be filled with red color.

+ On the half right is product’s name, under it is product star rates, number of Ratings, number of Sold item, product price, “Shop Vouchers”, “Add-On”, “Shipping”: Shipping To <user address> and Shipping Fee, product classification, “Quantity” with adjustment button and <number of piece available>, “Add To Cart” light orange button and “Buy Now” orange button under “Quantity”

+ Shop description section displayed information of shop similar to at “Product” page.

+ Product Details section displays “Product Specifications” and “Product Description”

+ “Product Ratings” section shows average star rate on the left in form “<average> out of 5” on the right of it are white buttons with options: All, 5 Star, 4 Star, 3 Star, 2 Star, 1 Star, With Comments and With Media besides each text is the number of orders rated by content of the text ( 5 star <number of orders rated 5 star>). Below the buttons are buyers’ review, under each review is a grey thumb up icon with text “Helpful?”, the icon will turn orange when user clicks on it. On the right of this section is “Shop Vouchers” displaying a list of voucher from shop, user can click on “Claim” button to save the voucher, under the “Shop Vouchers” section is “Top Picks From Shop” section displays best seller products from shop (maximum 8 products).

+ Suggested product section has 3 sub sections: “FROM THE SAME SHOP”, “SIMILAR PRODUCTS” and “YOU MAY ALSO LIKE” with products displayed in list form horizontally with information like in “Product” page.

## 2.1.2. Share Product

- User followed steps in 2.1.1. Search, View function to be redirected to the product detail page

- User clicks on the icon of the media platform, under the image carousel on the most left of the page, that he/she wants to share. There are icons of: Messenger, Facebook, Pinterest and Twitter.

- Systems displays a pop-up window links to the social media page with Shopee product information: product’s image, name, price, rating, rating number and a “Shopee” orange logo to the right under the rating: *(Figure 1 / 7.2 Share Product)*

- User enters information required depends on each platform and clicks on send buttons.

+ Messenger: User enters Facebook name of receiver in the “Receiver” textbox on the top left of the page, enters message in the “Message” textbox under the “Receiver” if he/she wants to and clicks on blue “To send” button (the button only active when user has enter receiver name).

+ Facebook: User writes some comment about the products (optional), he/she can “Tag a friend” or “Check in” or add “Emotions/Activities” by clicking on buttons under the product section. User chooses the place he/she wants to share the product on (News or Your News) by clicking on the checkbox placed on the left of each icon. On the most right on the icons are 2 privacy editing dropdown buttons corresponded to “News” and “Your News”. Default value for 2 values is “Public”, user can edit it by clicking on the dropdown buttons and a list of privacy choice will appears. After editing, user clicks on blue button “Post to Facebook” at the bottom of the page

+ Pinterest: The section splits into 2 parts, on the left is the product picture and on the right is the “Select table” section with a search box where user can search for their saved table, under the search box is a list of user’s Pinterest table. He/she can also create a new table to share the product by clicking on the round red + button. At the most right of each table when hovered, will appear a round red “Save” button, user clicks on it to save the product to the table.

+ Twitter: This platform is currently not available in Vietnam therefore when user clicks on, he/she will be moved directly to the tweet dashboard or Twitter.

- If no error occurs, system closes that pop-up window and the product is successfully shared.

## 2.1.3. Rate Product

- User clicks on button “Rate” of the order.

- System show a white dialog “Rate Product” message at the center: *(Figure 1 / 7.3. Rate Product)*

+ On top of the dialog is a dropdown list with content “Submit a review & get up to 200 coins! T&Cs apply “, user clicks on the down arrow to see full description of review reward criteria

+ Under the dropdown is a small square picture of product on the left, product’s name on the right, product’s variation under it.

+ A row of 5 yellow hollow stars is displayed under the product information.

+ A white button “CANCEL” and an inactive orange “Submit” button is on the most right bottom of the dialog.

- User clicks on the number of stars they want to rate. When user clicks on star, the star from number 1 to the number of clicked star will be filled with yellow and a review textbox appears under the stars, under the textbox on the left is orange outline button “Add Photo” and “Add Video” with small icon on the left of each text and a grey description “Add 50 characters with 1 photo and 1 video to earn 200 coins” on the right under the buttons. Under the review writing section on the left is a text saying “Leave your review anonymously” with a checkbox on its left, when user clicks on the checkbox, it turns orange and has a v icon inside and a description under the text “Your user name will be shown as <first character of user name>\*\*\*\*\*<Last character of user name>.

+ If user rate 1 or 2 stars, a list of services (Product Quality, Seller Service, Delivery Service) appears under the stars and above the review textbox, user is required to rate these services like when he/she rates the product. Under the list is suggested review options, user can optionally choose all of them or none of them, when user clicks on the options, it turns to orange.

+ If user rate from 3 to 5 stars only a list suggested review options, user can optionally choose all of them or none of them, when user clicks on the options, it turns to orange. *(Figure 2 / 7.3. Rate Product)*

- User writes the review in the review textbox, the textbox accepts any type of characters with the maximum is 300 characters. User can add maximum 5 photos and 2 videos (videos must be longer than 03s and shorter than 15s). *(Figure 2 / 7.3. Rate Product)*

- User clicks on “Submit” button.

- System displays a white pop-up message in the middle of the screen saying “Thanks for your review” with v tick icon in green. User clicks anywhere outside the pop-op to close it. *(Figure 3 / 7.3. Rate Product)*

## Alternative Flows

## 2.2.1. Search, View Product

No Alternative Flow

## 2.2.2. Share Product

No Alternative Flow

## 2.3.4. Rate Product

No Alternative Flow

# Special Requirements

## 3.1. Search, View Product

No Special Requirements

## 3.2. Share Product

No Special Requirements

## 3.3. Rate Product

No Special Requirements

# Preconditions

## 4.1. Search, View Product

No Precondition

## 4.2. Share Product

No Precondition

## 4.3. Rate Product

The product that user wants to rate must be in the time of 15 days since user clicks on “Order Received”

# Postconditions

## 5.1. Search, View Product

No Postcondition

## 5.2. Share Product

No Postcondition

## 5.3. Rate Product

No Postcondition

# Extension Points

## 6.1. Search, View Product

No Extension Point

## 6.2. Share Product

No Extension Point

## 6.3. Rate Product

No Extension Point

# Prototype

## 7.1. Search, View Product

Graphical user interface, website

Description automatically generated

*Figure 1*

*Graphical user interface, website

Description automatically generated*

*Graphical user interface

Description automatically generated*

*Graphical user interface, text, application

Description automatically generated*

*Graphical user interface, text, application

Description automatically generated*

*A picture containing graphical user interface

Description automatically generated*

*Figure 2*

## 7.2. Share Product

Graphical user interface, website

Description automatically generated

*Figure 1*

## 7.3. Rate Product

Graphical user interface, text, chat or text message

Description automatically generated

*Figure 1*

*Graphical user interface, application

Description automatically generated*

*Graphical user interface, application

Description automatically generated*

*Figure 2*

*Graphical user interface, website

Description automatically generated*

*Figure 3*