

CSE 308
Deliverable 1

<u>Role</u>	<u>Description</u>
Guest	Guests are any site users who are not yet registered nor logged into the site. Guests are able to browse and search available items. They are also able to access user registration.
Registered Customer	Registered Customers have all access and functionality available to Guests with added customer related actions. These include additional options when viewing a item such as “Take out”, “Place Hold”, “Add to wishlist”, etc., viewing items currently owned or rented by the user, and editing account settings and details. Registered Customer role is for accessing and interacting with library items.
Site Employee	Site Employees will have elevated permissions on the site such as editing a item’s details requested by the publisher or viewing user trends. The Employee role will also include monitoring customer support requests from Registered Customers.
Site Manager	A Site Manager will inherit all permissions and functionalities of an Employee, with the added privileges of viewing employee data. Their role is to oversee Employee data while having the option of performing Employee actions.
Publisher	Publishers will be able to view trends and data related to their items. If they see discrepancies with their item information or would like to add/remove information, they may submit a request which will be sent to an Employee. Their role is to be able to verify and monitor their item’s information.

Site Admin	The site admin will have full access to the website with the exception of sensitive Employee, Manager, Publisher, and Customer data. The Site Admin's role is monitor the site's integrity and edit User data if necessary.
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2. List of Use Cases

1.

Title: CustomerLogin

Description: A customer with a preexisting account logs in to the website.

2.

Title: CustomerSignUp

Description: If a customer's name isn't in the database, it will create a new customer with all the information required and add it to the "Users" table in the database.

3.

Title: ItemSearch

Description: A user searches the database for an item with the same name.

4.

Title: LanguageChange

Description: User changes the language of the text on the website.

5.

Title: ItemCategoriesView

Description: When an item category is clicked it searches the database for all items within that category and displays it in the interface.

6.

Title: ItemTakeOut

Description: Clicking on an item to take it out, will send the item and user information to the back end and update the respective table.

7.

Title: ItemDownload

Description: A user downloads an item from the website.

8.

Title: UserLogOut

Description: User logs out of the system from the website.

9.

Title: PublisherLogIn

Description: When a publisher logs into the website, which will be a different object than a user.

10:

PublisherSignup

Description: When a publisher's account isn't the database, create a new publisher user to add to database.

11.

Title: ItemShare

Description: The user clicks the "Share" button on an item in order to share it on a social media site or in email.

12.

Title: ItemSample

Description: The user wishes to sample an item..

13.

Title: WishListAdd

Description: User picks an item they are interested in getting onto a list that is called "wish list".

14.

Title: ItemRate

Description: User rates an item based on a 5 star scale

15.

Title: ItemBuy

Description: User wishes to buy an item from the website.

16.

Title: PublisherEditInformation

Description: A publisher wants to edit information about one of their published items.

17.

Title: SiteManagerViewEmployee

Description: A site manager is able to view employee information.

18.

Title: CustomerServiceRequest

Description: A customer sends a service request due to an issue with the website.

19.

Title: SiteEmployeeUpdatesPublishedItem

Description: A publisher sends a request to edit an item, and the employee is able to edit the selected item..

20.

Title: ItemReserve

Description: A user reserves an item from the website.

3. Detailed Use Cases

Use-Case:	CustomerLogin
Primary Actor:	Customer
Goal in Context:	Logs the specified customer in to the website
Preconditions:	The actor has been authenticated and identified as a library card holder
Trigger:	The user clicks on the "Log In" button.
Scenario:	1. Customer types in username or barcode. 2. Customer types in password. 3. Customer clicks the "Log In" button.
Exceptions:	1. If user types in an incorrect username/barcode or password, prompts the user that the incorrect information will be displayed underneath the login button. 2. If user types in an incorrect format for the username/barcode or password, such as an empty field, than the user will be prompted underneath the login button that the information is in an incorrect format.
Priority:	Essential, must be implemented.
When available:	First increment.
Frequency of use:	Many times a day.
Channel to actor:	Via web browser interface.
Secondary actors:	Server, Admin

Channels to secondary actors:	Admin: web browser interface, program modification. server: network and local interface
Open Issues:	<ol style="list-style-type: none"> 1. Where on the webpage to have the user log in their information along with the log in button. 2. How to prompt the user for exceptions such as incorrect username/password. 3. Should we have a “show” button to show the password being typed instead of ellipses? 4. If the customer is already logged in on one system, such as on desktop, should they be able to log in from another system, such as on a different desktop?

Use-Case:	ItemSearch
Primary Actor:	Customer
Goal in Context:	To search for an item via search bar
Preconditions:	The user must be logged in already to have access to the page.
Trigger:	The user clicks the “search” button
Scenario:	<ol style="list-style-type: none"> 1. User types in item they are searching for 2. User clicks search 3. The item the user searched for appears on the webpage
Exceptions:	<ol style="list-style-type: none"> 1. There are no items that match the given search terms and criteria (the message “No matching items could be found” will be displayed below the search fields) 2. The user pressed the search button without typing anything into the search bar.
Priority:	Essential, must be implemented.
When available:	First increment.
Frequency of use:	Many times per day.
Channel to actor:	Via web browser interface.
Secondary actors:	server, Admin

Channels to secondary actors:	Admin: web browser interface, program modification. server: network and local interface
Open Issues:	<ol style="list-style-type: none"> 1. Where on the web interface will the search fields and buttons be displayed? 2. What other criteria will the Customer want to search by? 3. Should we have a "Clear Fields" button that clears all entered text in the search fields?

Use-Case:	ItemRate
Primary Actor:	Customer
Goal in Context:	Rate the item based on preference. There will be a system consisting of 5 stars.
Preconditions:	The user must be logged in already to have access to the page and has selected an item.
Trigger:	The user clicks on the amount of stars they believe the item should be rated by
Scenario:	<ol style="list-style-type: none"> 1. Customer: observes an item 2. Customer: selects a 1-5 star rating on the observed item
Exceptions:	1.The user has already rated the item, in that case the action in updating the database will be different than if the item hasn't already been rated by that specific user.
Priority:	Not necessarily essential
When available:	First increment.
Frequency of use:	Many times per day
Channel to actor:	Via web browser interface.

Secondary actors:	Admin, server
Channels to secondary actors:	Admin: web browser interface, program modification. server: network and local interface
Open Issues:	<ol style="list-style-type: none"> 1.Should the user be able to rate any item available on the website, or only the items they have checked out / bought. 2.Should we dynamically change the average rating of the item when a user inputs a rating 3.If an item has 0 ratings, what should it's default rating be (0 or 5).

Use-Case:	UserLogOut
Primary Actor:	Customer, Manager, Publisher, Admin
Goal in Context:	Log user out of account.
Preconditions:	The user must already be logged in
Trigger:	The user selects the "Log Out" button on the website
Scenario:	<ol style="list-style-type: none"> 1.User is logged in, and is on any of the pages on the site. 2.Clicks on logout button 3.The user is then sent to the sign in page, where they no longer have access to the website unless they log back in.
Exceptions:	Will be no exceptions because the user would have to be logged in to see the "Log Out" button
Priority:	Essential, must be implemented.
When available:	First increment.
Frequency of use:	Many times per day.

Channel to actor:	Via web browser interface.
Secondary actors:	Admin, server
Channels to secondary actors:	Admin: web browser interface, program modification. server: network and local interface
Open Issues:	1. If a customer is logged in on the website on 2 or more different systems, if one of the systems logs out, should the other system logout as well or should they remain signed in, and if they are logged out when should take place.

Use-Case:	WishListAdd
Primary Actor:	Customer
Goal in Context:	Add a selected item to a wishlist.
Preconditions:	User must have clicked on an item they want to add to their wish list
Trigger:	User selects on the "Add to wish list" button that is on the page of the item that the user clicked on
Scenario:	1. User observes the list of items.. 2. User selects the item. 3. User clicks on the add to wishlist button on the selected item's page.
Exceptions:	The item has already been added to that customer's wish list.
Priority:	Not necessarily essential
When available:	First increment.

Frequency of use:	A few times per day.
Channel to actor:	Via web browser interface.
Secondary actors:	Admin, server
Channels to secondary actors:	Admin: web browser interface, program modification. server: network and local interface
Open Issues:	1. Should there be a limit to how many items can be on a single wishlist? 2. If a customer takes out or purchases an item that is on their wishlist, should it be automatically removed from the wishlist? 3. Which users, if any at all, should be able to view another user's wishlist?

4. Preliminary Issues Document

1. Having several users simultaneously logged on to the system.
2. Redirecting to third-party websites when the user wants to do certain actions such as share an item on a social media site.
3. Having more than one user trying to check out the same item at the same time when there is limited stock.
4. Where will items be hosted for when a user wants to download that item.
5. How to deal with too much traffic on the website.
6. What should we do with items that are no longer available.
7. What to do with users items if they decide to deactivate their account.
8. Making sure our application will run similarly on all browsers.
9. Making sure each user has the proper permissions so they are only allowed to access parts of the system based on their role.