

## Use Case Documents – Placing an Order at a Bakery CIT 360

### Description

Use Case Document – Specifically, Use Case documents provide or illustrate a storyboard of sorts which shows how a system and a user both interact. Additionally, it demonstrates some or all of the probable actions that user might take with regards to the system that it is operating on. In this scenario, we're going to be referring to a cake bakery, and all of the various choices that a user navigating the company website might have whilst ultimately looking to buy a cake.

Every Use Case Document is very different depending on who the actors, users, or the systems involved within it. I am using it to illustrate an ecommerce website with a bakery, as I believe that demonstrating these low hanging fruit scenarios first provide a much richer foundational understanding for Use Case Documents.

I learned that understanding this style of documentation is import because it helps one to understand the usefulness of properly planning out and utilizing a planning methodology in order to best illustrate everything that the group is working on. Agile, or other planning methodologies are important to use in concert because they only serve to increase user satisfaction and create a better end result, while keeping everyone on the team on track.

**Name:** A lady looking to buy some cupcakes from the storefront online through the eCommerce website.

**Brief Description:** This is a savvy shopper who is looking to purchase some cupcakes. Specifically some chocolate filled Vanilla batter cupcakes. The savvy part comes in as the actor plans to go coupon code hunting on the website's active deals for purchasing bakery confections.

**Actors:** The primary actors for this scenario are a singular customer looking to purchase some cupcakes, HOWEVER it should be noted that there are two scenarios, and that they each have different goals. The overall goal of any given bakery, at least any decent one, should be to promote itself to a wide variety of customer unless the bakery in question is a niche bakery, like specifically shaped cakes, or odd flavors that are more of a novelty. We won't be going that deep this time, just a simple bakery, trying to sell some cupcakes to a motivated buyer/actor.

**Preconditions:** The customer entering the website has found the website to be in working order, and non-offensive, nor causing any issues with their browser. Additionally, some other preconditions might be that the user may or may not have a user account already setup on the website, and they may also be coming from social media websites, where if that is the case, one should definitely try and track these visits by having a preconfigured Google Analytics account setup and installed server side. These are useful metrics and can create a great flow when used in concert with click funneling.

## FLOW CONDITIONS – List Style

### Scenario 1

1. Buy a Cupcake
  1. Look at Menu
    - i. Checkout Cupcakes
    - ii. Maybe the cakes also look good to eat
    - iii. Look at the active coupon codes on the site for cheaper cupcake
  2. Submit the Order
    - i. Create a New Account
      - Submit Order
    - ii. Login to Existing Account
      - Submit Order

### Scenario 2

1. Order Cake
  - a. Login to account
    - i. Access saved or previous orders
      1. Choose order from the list of previous ones
    - ii. Submit Order

**Post Conditions:** The conditions that must be true when these scenarios complete themselves is that they must both be able to send the cake or cupcake orders off to a payment server in order to properly receive the credit card information back and have it marked as accepted. After the card is accepted, there must also be a logging system which tracks the actual orders received, in addition to pairing them with names, addresses, and payment information, and if relevant a user account. Ultimately, the bakery is then at the whims of the bakers and whichever postal service the user has elected to ship their confections through.