GROUP 5

JUSTATEA
Use-Case Specification

Version 2.0

Revision History

Date	Version	Description	Author
27/July/24	2.0	First-version of use-case specification	Ho The Phuc

©GROUP 5, 2024

Table of Contents

1. Use-case Model **4**

2. Use-case Specifications **4**

2.1 Use-case: Register 4

2.2 Use-case:Login 5

2.3 Use-case : Reset Password 6

2.4 Use-case: Assign Admin 7

2.5 Use-case: Sign Out 8

2.6 Use-case:Add to Cart 9

2.7 Use-case: Change Item amount 10

2.8 Use-case: Remove Item 12

2.9 Use-case: View Product Details 12

2.10 Use-case Search Product 14

2.11 Use-case: Filter Product 15

2.12 Use-case: Sort Product 16

2.13 Use-case: Customize order 17

2.14 Use-case: View Product Reviews 19

2.15 Use-case: View Featured Products 20

2.16 Use-case: Leave Reviews 21

2.17 Use-case: Enter contact information 22

2.18 Use-case: Choose Address 22

2.19 Use-case: Apply Voucher 23

2.20 Use-case: Payment Method 25

2.21 Use-case: Place Order 26

2.22 Use-case: Add New Products 27

2.23 Use-case: Add/edits Products 28

2.24 Use-case: Manage inventories 30

2.25 Use-case: Manage Users 31

2.26 Use-case: View Orders 33

2.27 Use-case: Generate reports 34

2.28 Use-case: View Order History 35

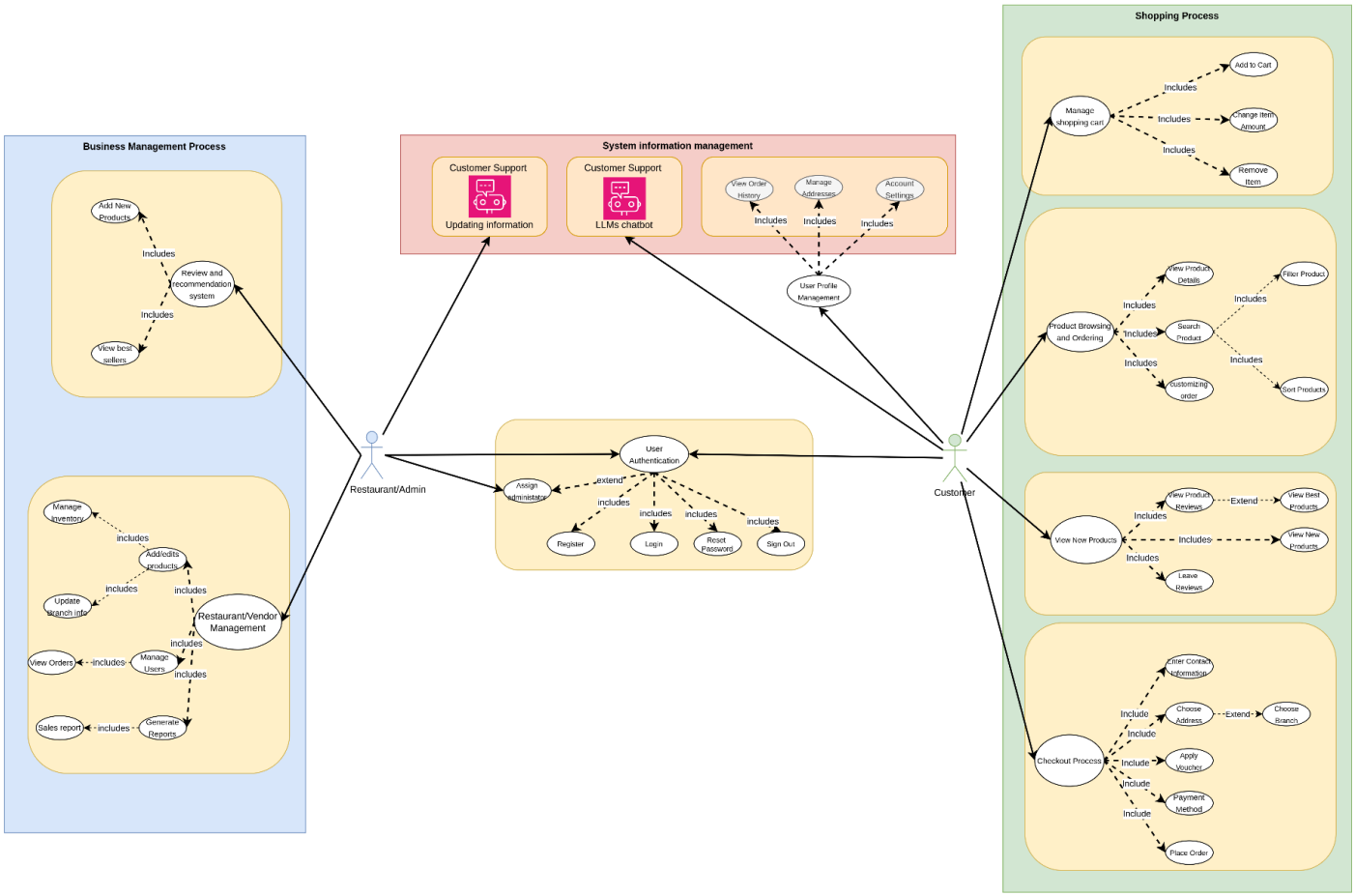
2.29 Use-case: Account Settings 36

2.30 Use-case: Customer Support using LLMS 37

2.31 Use-case: Updating information for LLMs chatbot 38

©GROUP 5, 2024

1. Use-case Model



2. Use-case Specifications

2.1 Use-case: Register

Use case Name	Register
Brief description	This use case describes the process by which a new user registers for an account in the system.
Actors	User:Customer,Admin and vendor) System:Justatea platform
Basic Flow	1. The user navigates to the registration page. 2. The user enters the required registration information (e.g., name, email, password, etc.). 3. The user submits the registration form.

©GROUP 5, 2024

	4. The system validates the entered information. 5. If the information is valid, the system creates a new user account. 6. The system sends a confirmation email to the user's provided email address. 7. The user receives the confirmation email and confirms their email address by clicking on the confirmation link. 8. The system activates the user's account. 9. The user can now log in to the system with their new account.
Alternative Flows	Email Already Registered ● The system detects that the entered email is already registered. ● The system notifies the user to use a different email or proceed to the login page if they already have an account. Validation Error ● The system detects validation errors in the submitted registration information (e.g., password too short, invalid email format). ● The system displays appropriate error messages to the user. ● The user corrects the errors and resubmits the form. Confirmation Email Not Received ● The user does not receive the confirmation email. ● The user requests the system to resend the confirmation email. ● The system resends the confirmation email.
Pre-conditions	● The user has access to the internet and a device capable of accessing the registration page. ● The registration page is accessible and operational.
Post-conditions	● A new user account is created and activated. ● The user is able to log in to the system with their registered credentials.

2.2 Use-case:Login

Use case Name	Login
Brief description	The Login use case allows a registered user to securely access their account on the Justatea F&B e-commerce website. By providing valid login credentials (email and password), the user can gain access to personalized features, including order history, saved addresses, and account settings.
Actors	User:Customer,Admin(vendor) System:Justatea e-commerce platform
Basic Flow	1. User navigates to the login page: The user accesses the Justatea website and selects the login option. 2. User enters credentials: The user inputs their registered email and password into the respective fields. 3. User submits login form: The user clicks the "Login" button to submit their credentials.

©GROUP 5, 2024

	4. System validates credentials: The system checks the provided email and password against the stored user data. 5. System authenticates user: If the credentials are valid, the system logs the user in and redirects them to their personalized dashboard or the homepage. 6. User accesses account: The user can now access their account features, such as order history, saved addresses, and account settings.
Alternative Flows	Invalid Credentials: ● System detects invalid credentials: If the email or password is incorrect, the system displays an error message indicating that the credentials are invalid. ● User attempts re-login: The user can re-enter their credentials and try logging in again. Forgot Password: ● User selects 'Forgot Password': If the user cannot remember their password, they can select the "Forgot Password" option. ● System prompts for email: The system requests the user's registered email address. ● User receives reset link: The system sends a password reset link to the provided email address. ● User resets password: The user follows the link, sets a new password, and returns to the login page to attempt login with the new credentials.
Pre-conditions	● The user must have a registered account on the Justatea website. ● The system must be able to access the user authentication data.
Post-conditions	● Successful Login: The user is authenticated and redirected to their personalized dashboard or the homepage. ● Failed Login: The user remains on the login page and is shown an error message. The user can either attempt to log in again or reset their password.

2.3 Use-case : Reset Password

Use case Name	Reset Password
Brief description	The Reset Password use case allows a user who has forgotten their password to reset it. By providing their registered email address, the user can receive a password reset link, which allows them to create a new password and regain access to their account.
Actors	User: Any individual who has forgotten their password and needs to reset it. System: The Justatea e-commerce platform.

©GROUP 5, 2024

Basic Flow	1. User selects 'Forgot Password': The user navigates to the login page and clicks on the "Forgot Password" link. 2. System prompts for email: The system requests the user to enter their registered email address. 3. User enters email: The user provides their email address and submits the form. 4. System sends reset link: The system verifies the email address, generates a password reset link, and sends it to the provided email address. 5. User receives reset link: The user checks their email and finds the password reset link. 6. User follows the link: The user clicks on the link, which directs them to a password reset page. 7. User enters new password: The user inputs a new password and confirms it. 8. System updates password: The system validates the new password, updates the user's account with the new password, and confirms the change. 9. User logs in with new password: The user is redirected to the login page and can now log in using their new password.
Alternative Flows	Invalid Email Address: 1. System detects invalid email: If the email address entered by the user is not registered, the system displays an error message indicating that the email is not found. 2. User re-enters email: The user can re-enter the correct email address and try again. Expired Reset Link: 1. User attempts to use expired link: If the reset link has expired, the system displays a message indicating that the link is no longer valid. 2. User requests new link: The user can request a new password reset link by repeating the reset password process.
Pre-conditions	● The user must have a registered account with a valid email address on the Justatea website. ● The system must have the capability to send emails.
Post-conditions	● Successful Password Reset: The user's password is successfully updated, and they can log in with the new password. ● Failed Password Reset: The user is unable to reset the password due to issues like invalid email or expired link, and the user is informed of the error.

2.4 Use-case: Assign Admin

Use case Name	Assign Admin
Brief description	The Assign Admin use case allows a current administrator to designate other users as administrators on the Justatea e-commerce platform. This grants them

©GROUP 5, 2024

	elevated privileges to manage various aspects of the website, including user management, content management, and order processing.
Actors	Current Admin: An existing administrator with the authority to assign new administrators. System: The Justatea e-commerce platform.
Basic Flow	1. Admin logs in: The current admin logs into their account on the Justatea platform. 2. Admin navigates to user management: The admin selects the user management section from the admin dashboard. 3. Admin selects user: The admin browses the list of registered users and selects the user to be assigned as an admin. 4. Admin assigns admin role: The admin clicks on the option to assign the admin role to the selected user. 5. System updates user role: The system updates the user's role in the database, granting them admin privileges. 6. System notifies user: The system sends a notification to the newly assigned admin informing them of their new role. 7. New admin logs in: The newly assigned admin logs in to verify their elevated privileges.
Alternative Flows	User Not Found: 1. System does not find user: If the admin selects a user that does not exist or is not found in the database, the system displays an error message. 2. Admin selects another user: The admin can search for another user to assign the admin role. Insufficient Privileges: 1. Admin attempts without permission: If a non-admin or lower-privileged user attempts to assign an admin role, the system denies the action and displays an error message. 2. Action terminated: The process terminates, and the user is informed that they lack the necessary permissions.
Pre-conditions	● The current admin must be logged into their account. ● The user to be assigned must have a registered account on the Justatea platform. ● The current admin must have the necessary permissions to assign new administrators.
Post-conditions	● Successful Assignment: The selected user is granted admin privileges and receives a notification of their new role. ● Failed Assignment: The user remains a regular user, and the system logs the attempt for security purposes.

©GROUP 5, 2024

2.5 Use-case: Sign Out

Use case Name	Sign Out
Brief description	The Sign Out use case allows a logged-in user to securely sign out of their account on the Justatea e-commerce website, ensuring that their session is properly terminated and no personal data is accessible until the next login.
Actors	User: Any individual who is currently logged into their account on the Justatea platform. System: The Justatea e-commerce platform.
Basic Flow	1. User navigates to sign out option: The user accesses the account menu and selects the "Sign Out" option. 2. System terminates session: The system processes the sign-out request, terminating the user's session. 3. System redirects user: The system redirects the user to the homepage or login page. 4. User is signed out: The user is now signed out, and their personal data is no longer accessible until they log in again.
Alternative Flows	Session Timeout: ● User session times oxut: If the user's session times out due to inactivity, the system automatically signs the user out. ● System redirects to login page: The system redirects the user to the login page and displays a message indicating that they have been signed out due to inactivity.
Pre-conditions	● The user must be logged into their account on the Justatea website.
Post-conditions	● Successful Sign Out: The user's session is terminated, and they are redirected to the homepage or login page. Personal data is no longer accessible without logging in again. ● Failed Sign Out: In the rare case of a failure, the user may still be logged in. The system should notify the user of the error and prompt them to try signing out again.

2.6 Use-case:Add to Cart

Use case Name	Add to Cart
Brief description	The Add to Cart use case allows a user to add products to their shopping cart on the Justatea e-commerce website. This feature enables users to select and store multiple items for future purchase during a single session.
Actors	User: Any individual browsing and shopping for products on the Justatea platform. System: The Justatea e-commerce platform.
Basic Flow	1. User browses products: The user navigates through the product listings and selects a product they wish to purchase.

©GROUP 5, 2024

	2. User views product details: The user clicks on a product to view detailed information, such as name, description, price, and available options (e.g., size, quantity). 3. User selects options: The user selects the desired options for the product (if applicable) and specifies the quantity. 4. User clicks 'Add to Cart': The user clicks the "Add to Cart" button. 5. System updates cart: The system adds the selected product(s) to the user's shopping cart and updates the cart's item count and total price. 6. System confirms addition: The system displays a confirmation message or notification indicating that the product has been successfully added to the cart. 7.
Alternative Flows	Product Out of Stock: ● System detects out of stock: If the selected product or specified quantity is not available, the system displays an error message indicating that the product is out of stock. ● User selects alternative: The user can choose a different product or adjust the quantity based on availability. Invalid Quantity: ● User enters invalid quantity: If the user inputs a quantity that exceeds available stock or is not a valid number, the system displays an error message. ● User adjusts quantity: The user adjusts the quantity to a valid number and attempts to add the product to the cart again. User Not Logged In: ● User attempts to add product: If the user is not logged in, the system prompts the user to log in or create an account. ● User logs in or registers: The user logs in or registers and then repeats the process to add the product to the cart.
Pre-conditions	● The user must be browsing the Justatea website. ● The system must have updated product information, including availability and pricing. ● (Optional) The user may need to be logged in to add items to the cart
Post-conditions	● Successful Addition: The product is added to the user's cart, and the cart's item count and total price are updated. ● Failed Addition: The product is not added to the cart, and the user is informed of the reason (e.g., out of stock, invalid quantity).

2.7 Use-case: Change Item amount

Use case Name	Change Item Amount

©GROUP 5, 2024

Brief description	The Change Item Amount use case allows a user to adjust the quantity of a product already added to their shopping cart on the Justatea e-commerce website. This enables users to increase or decrease the number of units for a specific product before proceeding to checkout.
Actors	User: Any individual who has added products to their shopping cart on the Justatea platform. System: The Justatea e-commerce platform.
Basic Flow	1. User navigates to the cart: The user accesses their shopping cart from any page on the Justatea website. 2. User selects item quantity: The user identifies the product in the cart for which they want to change the quantity. 3. User adjusts quantity: The user increases or decreases the quantity of the product using the provided controls (e.g., plus/minus buttons, quantity input field). 4. User confirms change: The user confirms the change in quantity, if necessary (e.g., by pressing an "Update" button). 5. System updates cart: The system processes the change, updates the cart with the new quantity, and recalculates the total price. 6. System confirms update: The system displays a confirmation message indicating that the cart has been successfully updated.
Alternative Flows	Invalid Quantity: ● User enters invalid quantity: If the user inputs a quantity that is not valid (e.g., exceeds available stock, zero, negative number), the system displays an error message. ● User adjusts quantity: The user adjusts the quantity to a valid number and confirms the change again. Product Out of Stock: ● User increases quantity: If the user increases the quantity beyond the available stock, the system notifies the user of the stock limitation. ● User adjusts quantity: The user reduces the quantity to a number within the available stock and confirms the change. Session Timeout: ● User session times out: If the user's session has timed out, the system prompts the user to log in again. ● User logs in: The user logs in and repeats the process to change the item amount in the cart.
Pre-conditions	● The user must have products in their shopping cart. ● The system must have updated product information, including current stock levels.
Post-conditions	● Successful Update: The product quantity in the cart is updated, and the cart's total price is recalculated and displayed. ● Failed Update: The product quantity remains unchanged, and the user is informed of the error (e.g., invalid quantity, out of stock).

©GROUP 5, 2024

2.8 Use-case: Remove Item

a.

Use case Name	Remove Item
Brief description	The Remove Item use case allows a user to delete a product from their shopping cart on the Justatea e-commerce website. This action enables users to manage their cart by removing unwanted items before proceeding to checkout.
Actors	User: Any individual who has added products to their shopping cart on the Justatea platform. System: The Justatea e-commerce platform.
Basic Flow	1. User navigates to the cart: The user accesses their shopping cart from any page on the Justatea website. 2. User selects the item to remove: The user identifies the product in the cart that they want to remove. 3. User initiates removal: The user clicks the "Remove" button or icon associated with the selected product. 4. System prompts for confirmation: The system may prompt the user to confirm the removal action. 5. User confirms removal: The user confirms the removal action, if prompted. 6. System removes item: The system removes the selected product from the cart and updates the cart's item count and total price. 7. System confirms removal: The system displays a confirmation message indicating that the product has been successfully removed from the cart.
Alternative Flows	Accidental Removal: ● User cancels removal: If the user changes their mind after initiating the removal, they can cancel the action before confirming. ● System retains item: The system retains the item in the cart, and no changes are made. System Error: ● System encounters error: If there is a system error during the removal process, the system displays an error message. ● User retries removal: The user can attempt to remove the item again.
Pre-conditions	● The user must have products in their shopping cart. ● The user must be logged into their account if the cart is tied to their profile (optional, depending on implementation).
Post-conditions	● Successful Removal: The product is removed from the cart, and the cart's item count and total price are updated accordingly. ● Failed Removal: The product remains in the cart, and the user is informed of the error (if any).

©GROUP 5, 2024

2.9 Use-case: View Product Details

Use case Name	View Product Details
Brief description	The View Product Details use case enables a user to access comprehensive information about a specific product on the Justatea e-commerce website. This feature allows users to make informed decisions by reviewing detailed descriptions, pricing, images, and other relevant details.
Actors	User: Any individual browsing products on the Justatea platform. System: The Justatea e-commerce platform.
Basic Flow	1. User searches or browses products: The user navigates through product listings or uses the search function to find a specific product. 2. User selects product: The user clicks on the product's name, image, or "View Details" button to access more information. 3. System displays product details: The system retrieves and displays detailed information about the selected product, including: a. Product name b. Description c. Price d. Available options (e.g., size, color) e. Ingredients or materials f. High-quality images or videos g. Customer reviews and ratings (if available) 4. User reviews details: The user reviews the displayed information to evaluate the product's suitability. 5. User takes action: Depending on the user's intention, they may proceed to add the product to their cart, customize it, or navigate to other sections of the website.
Alternative Flows	Unavailable Product: ● System detects product unavailability: If the selected product is currently out of stock or unavailable, the system displays a message indicating its status. ● User selects alternative: The user may choose to view similar products or explore other options available on the website. Technical Issues: ● System encounters technical difficulties: If there are issues with retrieving or displaying product details due to technical reasons, the system may display an error message. ● User retries action: The user can refresh the page or retry accessing the product details.
Pre-conditions	● The user must be logged into their account (if required to view certain product details or personalized information). ● The product must be listed and available for viewing on the Justatea

©GROUP 5, 2024

	platform.
Post-conditions	● Successful View: The user gains a clear understanding of the product's features and details, enabling them to make an informed decision. ● Failed View: In case of failure (e.g., technical issues), the user may not access complete or accurate product information.

2.10 Use-case Search Product

Use case Name	Search Product
Brief description	The Search Product use case allows a user to find specific products or categories on the Justatea e-commerce website using search functionality. This feature enhances user experience by enabling quick access to desired items based on search queries.
Actors	User: Any individual utilizing the search function on the Justatea platform. System: The Justatea e-commerce platform.
Basic Flow	2. User accesses search bar: The user locates and interacts with the search bar available on the website. 3. User enters search query: The user inputs keywords, product names, categories, or any relevant terms into the search bar. 4. System processes search query: The system processes the entered search query and retrieves matching products or categories from the database. 5. System displays search results: The system displays a list of relevant products or categories based on the search query. 6. User reviews search results: The user reviews the displayed search results to find the desired product or category. 7. User takes action: Depending on the user's intention, they may click on a specific product to view details, add it to their cart, or continue refining their search.
Alternative Flows	No Search Results: ● System finds no matches: If the search query does not match any products or categories in the database, the system informs the user with a message indicating no results found. ● User refines search: The user may modify their search query by using different keywords or adjusting filters to find relevant results. Technical Issues: ● System encounters technical difficulties: If there are issues with processing or retrieving search results due to technical reasons, the system may display an error message. ● User retries search: The user can refresh the page or retry entering the search query.
Pre-conditions	● The user must have access to the search functionality on the Justatea website. ● Products or categories matching the search query must exist in the system's database.

©GROUP 5, 2024

Post-conditions	● Successful Search: The user finds relevant products or categories matching their search query, enhancing their browsing and shopping experience. ● Failed Search: In case of failure (e.g., no results found, technical issues), the user may not find the desired products or categories.

2.11 Use-case: Filter Product

a.

Use case Name	Filter Product
Brief description	The Filter Product use case allows a user to refine and narrow down product search results based on specific criteria or attributes on the Justatea e-commerce website. This feature enhances user experience by enabling precise selection of products that meet their preferences or requirements.
Actors	User: Any individual utilizing the filter options on the Justatea platform to refine product search results. System: The Justatea e-commerce platform.
Basic Flow	1. User accesses filter options: The user navigates to the product listing or search results page where filter options are available. 2. User selects filter criteria: The user interacts with filter controls such as checkboxes, sliders, dropdown menus, or input fields to specify desired product attributes. 3. System applies filters: The system processes the selected filter criteria and updates the product listing accordingly, displaying only products that match the specified attributes. 4. System displays filtered results: The system presents a refined list of products that meet the user's chosen filter criteria. 5. User reviews filtered results: The user reviews the displayed products to find those that best match their preferences. 6. User takes action: Depending on the user's intention, they may click on a specific product to view details, add it to their cart, or further adjust filters.
Alternative Flows	No Filter Results: ● System finds no matches: If the selected filter criteria do not match any products in the database, the system informs the user with a message indicating no results found. ● User adjusts filters: The user may modify or remove some filter criteria to broaden the search and find relevant results. Technical Issues: ● System encounters technical difficulties: If there are issues with applying or retrieving filtered results due to technical reasons, the system may display an error message.

	● User retries filtering: The user can refresh the page or retry applying filters.
Pre-conditions	● The user must have access to product listings or search results with filter options available. ● Products matching the selected filter criteria must exist in the system's database.
Post-conditions	● Successful Filtering: The user views a refined list of products that match their specified filter criteria, facilitating easier selection and decision-making. ● Failed Filtering: In case of failure (e.g., no results found, technical issues), the user may not find products that meet their filtered criteria effectively.

2.12 Use-case: Sort Product

Use case Name	Sort Product
Brief description	The Sort Product use case enables a user to arrange product listings in a specific order based on chosen criteria on the Justatea e-commerce website. This feature enhances user experience by allowing them to easily find products that are sorted according to their preferences, such as price, popularity, or ratings.
Actors	User: Any individual utilizing the sort options on the Justatea platform to arrange product listings. System: The Justatea e-commerce platform.
Basic Flow	7. User accesses sort options: The user navigates to the product listing or search results page where sort options are available. 8. User selects sort criteria: The user interacts with sort controls, such as dropdown menus or buttons, to choose the desired sorting criterion (e.g., price, popularity, ratings). 9. System applies sorting: The system processes the selected sort criterion and rearranges the product listing accordingly, displaying products in the chosen order. 10. System displays sorted results: The system presents a sorted list of products based on the user's selected criterion. 11. User reviews sorted results: The user reviews the displayed products arranged in the chosen order to facilitate easier browsing and decision-making. 12. User takes action: Depending on the user's intention, they may click on a specific product to view details, add it to their cart, or adjust sort criteria.
Alternative Flows	Technical Issues: ● System encounters technical difficulties: If there are issues with applying or retrieving sorted results due to technical reasons, the system may display an error message. ● User retries sorting: The user can refresh the page or retry applying sort criteria.

©GROUP 5, 2024

Pre-conditions	● The user must have access to product listings or search results with sort options available. ● Products to be sorted must exist in the system's database.
Post-conditions	● Successful Sorting: The user views a list of products arranged according to their selected sorting criterion, facilitating easier selection and decision-making. ● Failed Sorting: In case of failure (e.g., technical issues), the user may not view products arranged in the desired order effectively.

2.13 Use-case: Customize order

Use case Name	Customize Order
Brief description	The Customize Order use case allows a user to change the options on a certain product in that user's cart on the Justatea e-commerce website. This feature enables users to make changes to their order such as the serving size, sugar percentage, ice level, and additional toppings.
Actors	● **User**: The customer who wants to customize their order. ● **System**: The Justatea e-commerce website and its backend system. ● **Customer Support Representative**: Assists the user in case of issues during customization.
Basic Flow	1. User logs into the system: a. User: The user navigates to the Justatea website and enters their username and password. b. System: The system verifies the credentials and logs the user into their account. The main dashboard is displayed. 2. User navigates to the cart: a. User: The user clicks on the cart icon located at the top right corner of the page. b. System: The system retrieves the cart information and displays the contents of the user's cart, including product names, quantities, and prices. 3. User selects a product to customize: a. User: The user clicks on the product they wish to customize. b. System: The system displays the product details page, which includes the current customization options and a button to edit these options. 4. System displays customization options: a. System: The system fetches and displays all available customization options for the selected product. This includes: b. Serving size (e.g., small, medium, large) c. Sugar percentage (e.g., 0%, 25%, 50%, 75%, 100%) d. Ice level (e.g., no ice, less ice, regular ice, extra ice) e. Additional toppings (e.g., pearls, jelly, pudding, extra tea leaves)

	5. User modifies the customization options: a. User: The user selects the desired customization options from the available choices. b. System: The system updates the product preview in real-time to reflect the selected options, showing any additional costs associated with the choices. 6. User reviews the changes: a. User: The user reviews the customized product details, checking to ensure all selected options are correct. b. System: The system displays a summary of the changes, including the total price, and provides options to confirm or cancel the customization. 7. User confirms the changes: a. User: The user clicks the "Confirm" button to save the changes. b. System: The system updates the product in the cart with the new customization options, refreshes the cart view, and adjusts the total price accordingly. 8. System reflects the updated order: a. System: The system updates the order summary to reflect the customized product details, including any price changes due to the selected options.
Alternative Flows	● User cancels customization ○ User decides not to customize the product and clicks on the "Cancel" button. ○ System discards any changes and returns to the cart view without updating the product. ● System error during customization ○ If the system encounters an error while updating the product, it displays an error message indicating the issue. ○ Users can choose to retry the customization process by clicking a "Retry" button or contact customer support for assistance by clicking a "Contact Support" link. ○ System logs the error for further investigation by the technical team. ● Customization options unavailable ○ If certain customization options are temporarily unavailable (e.g., out of stock), the system displays a message indicating the unavailable options. ○ Users can choose from the remaining available options or cancel the customization. ○ System updates the product preview and customization summary to exclude the unavailable options.
Pre-conditions	● The user is logged into their Justatea account. ● The user has at least one product in their cart.

©GROUP 5, 2024

	● The product in the cart has customizable options available. ● The system is functioning properly and able to retrieve customization options.
Post-conditions	● **Success End Condition**: The product in the cart is updated with the new customization options, and the order summary reflects these changes. ● **Failure End Condition**: The product in the cart remains unchanged, and an appropriate error message is displayed to the user.

2.14 Use-case: View Product Reviews

Use case Name	View Product Review
Brief description	The View Product Reviews use case allows a user to access and read customer reviews and ratings for a specific product on the Justatea e-commerce website. This feature enables users to make informed purchasing decisions based on feedback from other customers.
Actors	User: Any individual browsing product details on the Justatea platform. System: The Justatea e-commerce platform.
Basic Flow	1. User navigates to product details: The user selects a product of interest and accesses its detailed information page. 2. User views reviews section: The system displays a section dedicated to customer reviews and ratings for the selected product. 3. User reads reviews: The user reviews individual customer reviews and ratings, which typically include written feedback and star ratings. 4. User considers feedback: Based on the reviews and ratings, the user considers the experiences and opinions of other customers regarding the product's quality, usability, and satisfaction. 5. User takes action: Depending on the user's intention and satisfaction with the reviews, they may proceed to add the product to their cart, continue exploring other products, or write a review themselves.
Alternative Flows	No Reviews Available: ● System detects no reviews: If there are no customer reviews available for the product, the system informs the user with a message indicating no reviews found. ● User proceeds without reviews: The user may choose to proceed with their decision-making process based on product details and other factors. Technical Issues: ● System encounters technical difficulties: If there are issues with displaying reviews due to technical reasons, the system may display an error message. ● User retries accessing reviews: The user can refresh the page or retry accessing the reviews section.
Pre-conditions	● The user must have navigated to the product details page where reviews

©GROUP 5, 2024

	are displayed. ● The product must have received at least one customer review to display in the reviews section.
Post-conditions	● Successful Review Viewing: The user gains insights from customer reviews and ratings, influencing their purchasing decision. ● Failed Review Viewing: In case of failure (e.g., no reviews found, technical issues), the user may not benefit from customer feedback effectively.

2.15 Use-case: View Featured Products

b.

Use case Name	View Featured Products
Brief description	The View Featured Products use case allows users to discover and access curated lists of best-selling, top-rated, and newly added products on the Justatea e-commerce website. This feature highlights popular items and new arrivals, helping users explore highly recommended and latest products.
Actors	User: Any individual browsing the Justatea platform to discover top-performing products. System: The Justatea e-commerce platform.
Basic Flow	1. User navigates to the featured products section: The user accesses a dedicated section or page showcasing featured products (best-selling, top-rated, or newly added). 2. System displays featured products: The system retrieves and displays curated lists of products based on their popularity, ratings, or recency. 3. User reviews featured products: The user views individual products in the lists, exploring their details such as descriptions, prices, customer reviews, and images. 4. User considers product options: Based on the displayed products and their attributes, the user considers purchasing options or further exploration. 5. User takes action: Depending on the user's interest, they may add a product to their cart, explore additional details, or continue browsing other sections of the website.
Alternative Flows	No Best Products Available: 1. System finds no best products: If there are no products currently identified as best-selling or top-rated, the system informs the user with a message indicating no best products found. 2. User explores alternatives: The user may choose to explore other product categories or wait for updates to the best products list. Technical Issues: 1. System encounters technical difficulties: If there are issues with

©GROUP 5, 2024

	retrieving or displaying best products due to technical reasons, the system may display an error message. 2. User retries accessing best products: The user can refresh the page or retry accessing the best products section.
Pre-conditions	● The user must have access to the section or page showcasing featured products. ● The system must have identified and curated lists of best-selling, top-rated, or newly added products based on defined metrics.
Post-conditions	● Successful Viewing of Featured Products: The user gains insights into popular, recommended, and latest product offerings, aiding their decision-making process. ● Failed Viewing of Featured Products: In case of failure (e.g., no featured products found, technical issues), the user may not benefit from exploring featured products effectively.

2.16 Use-case: Leave Reviews

Use case Name	Leave Reviews
Brief description	The Leave Reviews use case allows a user to provide feedback and ratings for products they have purchased on the Justatea e-commerce website. This feature enables users to share their experiences and help other customers make informed decisions.
Actors	User: Any individual who has purchased a product and wants to leave a review. System: The Justatea e-commerce platform.
Basic Flow	1. User navigates to the product review section: The user goes to the product details page for the item they wish to review. 2. User selects leave a review: The user clicks on the option to leave a review. 3. User enters review details: The user provides a star rating and writes their review, detailing their experience with the product. 4. User submits the review: The user submits the review. 5. System saves the review: The system processes and stores the review, associating it with the product and the user. 6. System displays the review: The review becomes visible to other users on the product details page.
Alternative Flows	Incomplete Review: 1. User submits incomplete review: The user attempts to submit a review without providing all required information (e.g., star rating or review text). 2. System prompts for completion: The system prompts the user to complete all required fields before submitting the review. Technical Issues: 1. System encounters technical difficulties: If there are issues with

©GROUP 5, 2024

	submitting or saving the review due to technical reasons, the system may display an error message. 2. User retries submission: The user can refresh the page or retry submitting the review.
Pre-conditions	● The user must have purchased the product they wish to review. ● The user must be logged into their account on the Justatea platform.
Post-conditions	● Successful Review Submission: The user's review is stored and displayed on the product details page, contributing to the overall feedback for the product. ● Failed Review Submission: In case of failure (e.g., incomplete review, technical issues), the user's review is not stored or displayed, and they may need to retry the submission process.

2.17 Use-case: Enter contact information

Use case Name	Enter Contact Information
Brief description	The Enter Contact Information use case allows a user to provide their contact details during the checkout process on the Justatea e-commerce website. This information is essential for processing the order and facilitating delivery or communication regarding the purchase.
Actors	User: Any individual completing a purchase on the Justatea platform. System: The Justatea e-commerce platform.
Basic Flow	1. User proceeds to checkout: The user adds products to their cart and proceeds to the checkout process. 2. System displays contact information form: The system presents a form for the user to enter their contact details, including name, email, phone number, and address. 3. User enters contact details: The user fills in the required fields with their contact information. 4. User submits contact information: The user submits the form with their contact details. 5. System validates information: The system validates the entered information for completeness and correctness. 6. System saves contact information: Upon successful validation, the system saves the contact information and proceeds to the next step of the checkout process.
Alternative Flows	Incomplete or Invalid Information: ● User submits incomplete or invalid details: The user attempts to submit the form with missing or incorrect information. ● System prompts for correction: The system highlights the errors and prompts the user to correct the information before resubmission. Technical Issues: ● System encounters technical difficulties: If there are issues with submitting or saving the contact information due to technical reasons,

©GROUP 5, 2024

	the system may display an error message. ● User retries submission: The user can refresh the page or retry entering and submitting the contact information.
Pre-conditions	● The user must have added products to their cart and initiated the checkout process. ● The system must have a form ready to collect contact information.
Post-conditions	● Successful Submission: The user's contact information is saved and used for processing the order and communication. ● Failed Submission: In case of failure (e.g., incomplete information, technical issues), the user's contact information is not saved, and they need to retry the process.

2.18 Use-case: Choose Address

Use case Name	Choose Address
Brief description	The Choose Address use case allows a user to select an existing saved address or enter a new address for delivery during the checkout process on the Justatea e-commerce website. This step is essential for ensuring accurate and efficient delivery of the user's order.
Actors	User: Any individual completing a purchase on the Justatea platform. System: The Justatea e-commerce platform.
Basic Flow	1. User proceeds to checkout: The user adds products to their cart and proceeds to the checkout process. 2. System displays address options: The system presents the user with a list of previously saved addresses and an option to enter a new address. 3. User selects an address: a. Select saved address: The user selects one of their previously saved addresses for delivery. b. Enter new address: The user chooses to enter a new address and fills out the required fields with the new address details. 4. User submits address choice: The user confirms their address selection. 5. System validates address: The system validates the selected or newly entered address for completeness and correctness. 6. System saves the address choice: Upon successful validation, the system saves the chosen address and proceeds to the next step of the checkout process.
Alternative Flows	Incomplete or Invalid Address: ● User submits incomplete or invalid address: The user attempts to submit the address form with missing or incorrect information. ● System prompts for correction: The system highlights the errors and prompts the user to correct the information before resubmission. Technical Issues: ● System encounters technical difficulties: If there are issues with submitting or saving the address due to technical reasons, the system

	may display an error message. ● User retries submission: The user can refresh the page or retry selecting or entering and submitting the address.
Pre-conditions	● The user must have added products to their cart and initiated the checkout process. ● The system must have a form ready to collect or display address information.
Post-conditions	● Successful Address Selection: The user's chosen address is saved and used for processing the delivery of the order. ● Failed Address Selection: In case of failure (e.g., incomplete address, technical issues), the user's address is not saved, and they need to retry the process.

2.19 Use-case: Apply Voucher

Use case Name	Apply Voucher
Brief description	The Apply Voucher use case allows a user to enter and apply a voucher code during the checkout process to receive a discount on their order. This feature helps users save money and encourages the use of promotional codes.
Actors	User: Any individual completing a purchase on the Justatea platform. System: The Justatea e-commerce platform.
Basic Flow	1. User proceeds to checkout: The user adds products to their cart and proceeds to the checkout process. 2. System displays voucher code input: The system presents an input field for the user to enter a voucher code. 3. User enters voucher code: The user types in the voucher code they wish to apply. 4. User submits voucher code: The user submits the voucher code. 5. System validates voucher code: The system checks the validity of the entered voucher code (e.g., code is active, not expired, and applicable to the user's order). 6. System applies discount: Upon successful validation, the system applies the discount associated with the voucher code to the user's order. 7. System updates order total: The system updates the order total to reflect the applied discount. 8. User confirms the updated total: The user reviews the updated order total with the applied discount and proceeds to the next step in the checkout process.
Alternative Flows	Invalid Voucher Code: ● User submits an invalid voucher code: The user enters a voucher code that is incorrect, expired, or not applicable. ● System displays error message: The system notifies the user that the voucher code is invalid and prompts them to enter a valid code or proceed without a discount.

©GROUP 5, 2024

	Technical Issues: ● System encounters technical difficulties: If there are issues with applying the voucher code due to technical reasons, the system may display an error message. ● User retries submission: The user can refresh the page or retry entering and submitting the voucher code.
Pre-conditions	● The user must have added products to their cart and initiated the checkout process. ● The system must have a mechanism for inputting and validating voucher codes.
Post-conditions	● The user must have added products to their cart and initiated the checkout process. ● The system must have a mechanism for inputting and validating voucher codes.

2.20 Use-case: Payment Method

Use case Name	Payment Method
Brief description	The Payment Method use case allows a user to select and enter payment information during the checkout process. This step is crucial for processing the payment and completing the order on the Justatea e-commerce platform.
Actors	User: Any individual completing a purchase on the Justatea platform. System: The Justatea e-commerce platform. Payment Gateway: External service for processing payments (e.g., PayPal, Stripe).
Basic Flow	1. User proceeds to checkout: The user adds products to their cart and proceeds through the checkout process. 2. System displays payment options: The system presents a list of available payment methods (e.g., credit/debit card, PayPal, Stripe). 3. User selects a payment method: The user chooses their preferred payment method from the list. 4. System prompts for payment details: The system requests necessary payment information based on the selected method (e.g., card number, expiration date, CVV for credit/debit cards). 5. User enters payment details: The user enters the required payment information. 6. User submits payment information: The user submits the payment information for processing. 7. System validates payment information: The system validates the entered payment details for correctness and completeness. 8. System processes payment: The system communicates with the payment gateway to process the payment. 9. Payment Gateway confirms payment: The payment gateway confirms the transaction success or failure. 10. System updates order status: Upon successful payment, the system updates the order status to confirm and completes the checkout process.

©GROUP 5, 2024

	11. User receives confirmation: The user receives a confirmation message and details of the completed order.
Alternative Flows	Invalid Payment Information: ● User submits invalid payment details: The user enters incorrect or incomplete payment information. ● System displays error message: The system notifies the user of the invalid details and prompts for corrections. Payment Failure: ● Payment Gateway declines transaction: The payment gateway declines the transaction due to insufficient funds, network issues, or other reasons. ● System notifies user: The system informs the user of the payment failure and prompts them to retry or select a different payment method. Technical Issues: ● System encounters technical difficulties: If there are issues with processing the payment due to technical reasons, the system may display an error message. ● User retries payment: The user can retry entering and submitting payment information or select an alternative payment method.
Pre-conditions	● The user must have added products to their cart and initiated the checkout process. ● The system must be integrated with a payment gateway to process payments.
Post-conditions	● Successful Payment: The payment is processed successfully, and the order is confirmed and completed. ● Failed Payment: In case of failure (e.g., invalid payment details, declined transaction), the payment is not processed, and the user is prompted to retry or choose a different payment method.

2.21 Use-case: Place Order

Use case Name	Place Order
Brief description	The Place Order use case allows a user to finalize their purchase and submit their order for processing. This step confirms the user's selections, processes payment, and initiates order fulfillment.
Actors	**User**: Any individual completing a purchase on the Justatea platform. **System**: The Justatea e-commerce platform. **Payment Gateway**: External service for processing payments (e.g., PayPal, Stripe).
Basic Flow	1. User completes checkout process: The user has completed the steps of adding items to their cart, entering contact information, applying any vouchers, and selecting a payment method.

©GROUP 5, 2024

	2. User reviews order summary: The system displays a summary of the order, including items, quantities, prices, applied vouchers, and the total amount. 3. User confirms order: The user reviews the order details and confirms they are correct. 4. User submits order: The user clicks the "Place Order" button to submit the order. 5. System processes payment: The system communicates with the payment gateway to process the payment using the provided payment details. 6. Payment Gateway confirms payment: The payment gateway confirms the transaction success or failure. 7. System updates order status: Upon successful payment, the system updates the order status to confirmed and generates an order number. 8. System sends order confirmation: The system sends an order confirmation message to the user via email or SMS, including order details and expected delivery or pickup information. 9. System initiates order fulfillment: The system forwards the order details vendor for preparation and delivery.
Alternative Flows	Payment Failure: ● Payment Gateway declines transaction: The payment gateway declines the transaction due to insufficient funds, network issues, or other reasons. ● System notifies user: The system informs the user of the payment failure and prompts them to retry or select a different payment method. ● User retries payment: The user can re-enter payment details or choose a different payment method and attempt to place the order again. Technical Issues: ● System encounters technical difficulties: If there are issues with placing the order due to technical reasons, the system may display an error message. ● User retries submission: The user can refresh the page or retry placing the order.
Pre-conditions	● The user must have completed all necessary steps in the checkout process, including adding items to their cart, entering contact information, applying vouchers, and providing payment details. ● The system must be integrated with a payment gateway to process payments.
Post-conditions	● Successful Order Placement: The order is successfully placed, the payment is processed, the user receives an order confirmation, and the order details are forwarded to the vendor for fulfillment. ● Failed Order Placement: In case of failure (e.g., payment issues, technical problems), the order is not placed, and the user is prompted to retry or take corrective actions.

©GROUP 5, 2024

2.22 Use-case: Add New Products

Use case Name	Add New Products
Brief description	The Add New Products use case allows vendors or administrators to add new food and beverage products to the Justatea e-commerce platform. This functionality ensures that the product catalog remains up-to-date with the latest offerings.
Actors	Vendor/Administrator: The individual with permission to add new products to the platform. System: The Justatea e-commerce platform.
Basic Flow	1. Vendor/Administrator logs in: The vendor/administrator logs into the system using their credentials. 2. Vendor/Administrator navigates to product management: The vendor/administrator selects the option to manage products from the dashboard or menu. 3. System displays product management interface: The system displays an interface for managing products, including an option to add new products. 4. Vendor/Administrator selects 'Add New Product': The vendor/administrator clicks on the 'Add New Product' button. 5. System displays new product form: The system presents a form for entering new product details. 6. Vendor/Administrator enters product details: The vendor/administrator fills in the required fields, including product name, description, price, ingredients, portion sizes, dietary preferences, and uploads high-quality images or videos. 7. Vendor/Administrator submits new product: The vendor/administrator reviews the entered details and submits the form. 8. System validates product details: The system checks for completeness and correctness of the entered details. 9. System saves new product: Upon successful validation, the system saves the new product details to the database. 10. System confirms product addition: The system confirms that the new product has been added successfully and updates the product catalog. 11. New product is available to users: The new product is now available for customers to browse and purchase on the Justatea platform.
Alternative Flows	Incomplete or Incorrect Product Details: ● Vendor/Administrator submits incomplete form: The vendor/administrator submits the form with missing or incorrect details. ● System displays error message: The system notifies the vendor/administrator of the missing or incorrect details and prompts them to correct the information. ● Vendor/Administrator corrects details: The vendor/administrator corrects the information and resubmits the form.

©GROUP 5, 2024

	Technical Issues: ● System encounters technical difficulties: If there are issues with saving the new product due to technical reasons, the system may display an error message. ● Vendor/Administrator retries submission: The vendor/administrator can retry entering and submitting the product details.
Pre-conditions	● The vendor/administrator must have valid login credentials and necessary permissions to add new products. ● The system must have an interface for product management and adding new products.
Post-conditions	● Successful Product Addition: The new product is successfully added to the system and is available for customers to browse and purchase. ● Failed Product Addition: In case of failure (e.g., incomplete details, technical issues), the product is not added, and the vendor/administrator is prompted to correct the issues and retry.

2.23 Use-case: Add/edits Products

Use case Name	Add/Edit Products
Brief description	The Add/Edit Products use case involves the management of product information on the Justatea e-commerce platform. It allows authorized users (vendors or administrators) to add new products to the platform or edit existing product details to ensure accuracy and relevance.
Actors	Vendor/Administrator: Authorized user responsible for managing product information on the platform. System: The Justatea e-commerce platform.
Basic Flow	1. Vendor/Administrator logs in: The vendor/administrator logs into the system using their credentials. 2. Vendor/Administrator navigates to product management: The vendor/administrator selects the option to manage products from the dashboard or menu. 3. System displays product management interface: The system presents an interface for managing products, including options to add new products or edit existing ones. 4. Vendor/Administrator selects 'Add New Product' or 'Edit Product': Depending on the action, the vendor/administrator clicks on either the 'Add New Product' button to add a new product or selects an existing product to edit. 5. System presents product form for add/edit: For adding a new product, the system displays a form for entering new product details (name, description, price, etc.). For editing an existing product, the system populates the form with current product details for modification. 6. Vendor/Administrator enters/edits product details: The vendor/administrator fills in or modifies the required fields, ensuring accuracy and completeness of product information.

©GROUP 5, 2024

	7. Vendor/Administrator submits form: The vendor/administrator reviews the entered or edited details and submits the form. 8. System validates product details: The system validates the entered or edited details to ensure correctness and completeness. 9. System saves changes: Upon successful validation, the system saves the new product or updates the existing product details in the database. 10. System confirms action: The system confirms that the product addition or edit has been successful and updates the product catalog accordingly.
Alternative Flows	Incomplete or Incorrect Product Details: Vendor/Administrator submits incomplete form: The vendor/administrator submits the form with missing or incorrect details. System displays error message: The system notifies the vendor/administrator of the missing or incorrect details and prompts them to correct the information. Vendor/Administrator corrects details: The vendor/administrator corrects the information and resubmits the form. Technical Issues: System encounters technical difficulties: If there are issues with saving or updating the product details due to technical reasons, the system may display an error message. Vendor/Administrator retries submission: The vendor/administrator can retry entering or editing product details.
Pre-conditions	● The vendor/administrator must have valid login credentials and necessary permissions to add or edit products. ● The system must have an interface for product management and adding/editing product details.
Post-conditions	● Successful Product Addition/Editing: The new product is successfully added to the system or the existing product details are updated, ensuring accuracy and relevance in the product catalog. ● Failed Product Addition/Editing: In case of failure (e.g., incomplete details, technical issues), the product is not added or updated, and the vendor/administrator is prompted to correct the issues and retry.

2.24 Use-case: Manage inventories

Use case Name	Manage Inventories
Brief description	The Manage Inventories use case involves the management of product stock on the Justatea e-commerce platform. It allows authorized users (vendors or administrators) to track and update inventory quantities to ensure availability and manage stock levels effectively.
Actors	Vendor/Administrator: Authorized user responsible for managing inventory levels. System: The Justatea e-commerce platform.

©GROUP 5, 2024

Basic Flow	1. Vendor/Administrator logs in: The vendor/administrator logs into the system using their credentials. 2. Vendor/Administrator navigates to inventory management: The vendor/administrator selects the option to manage inventories or stock levels from the dashboard or menu. 3. System displays inventory management interface: The system presents an interface for managing inventory levels, showing product names, current stock quantities, and options to update stock levels. 4. Vendor/Administrator selects a product: The vendor/administrator chooses a specific product from the list to manage its inventory. 5. System displays current stock details: The system displays the current stock details for the selected product, including available quantities. 6. Vendor/Administrator updates stock levels: The vendor/administrator enters updated stock quantities for the selected product. 7. System validates stock updates: The system validates the entered stock quantities to ensure they are within permissible limits and correctly formatted. 8. System saves changes: Upon successful validation, the system updates the inventory database with the new stock quantities for the selected product. 9. System confirms action: The system confirms that the inventory update has been successful and updates the inventory records accordingly.
Alternative Flows	Incorrect Stock Quantities: ● Vendor/Administrator enters invalid stock quantities: If the vendor/administrator enters invalid or non-numeric stock quantities, the system may display an error message. ● System prompts for correction: The system prompts the vendor/administrator to correct the entered stock quantities before proceeding with the update. Technical Issues: ● System encounters technical difficulties: If there are issues with updating stock levels due to technical reasons, such as database errors or network issues, the system may display an error message. ● Vendor/Administrator retries submission: The vendor/administrator can retry updating the stock levels after resolving the technical issues.
Pre-conditions	● The vendor/administrator must have valid login credentials and necessary permissions to manage inventory levels. ● The system must have an interface for inventory management and updating stock levels.
Post-conditions	● Successful Inventory Update: The stock levels for the selected product and are successfully updated in the system. ● Failed Inventory Update: In case of failure (e.g., invalid quantities, technical issues), the stock levels are not updated, and the

©GROUP 5, 2024

	vendor/administrator is prompted to correct the issues and retry.

2.25 Use-case: Manage Users

Use case Name	Manage Users
Brief description	The Manage Users use case involves the management of user accounts and profiles on the Justatea e-commerce platform. It allows authorized administrators to perform actions such as creating new user accounts, modifying existing user details, assigning roles or permissions, and deactivating user accounts when necessary.
Actors	● Administrator: Authorized user responsible for managing user accounts and profiles. ● System: The Justatea e-commerce platform.
Basic Flow	1. Administrator logs in: The administrator logs into the system using their credentials. 2. Administrator navigates to user management: The administrator selects the option to manage users or user accounts from the dashboard or menu. 3. System displays user management interface: The system presents an interface for managing user accounts, showing a list of existing users with options to view, edit, create, or deactivate user accounts. 4. Administrator selects an action (e.g., create, edit, deactivate): The administrator chooses a specific action to perform on a user account (e.g., create new user, edit user details, deactivate user). 5. System displays user details: Depending on the selected action, the system displays the current details of the selected user account or a form for entering new user details. 6. Administrator performs action: a. Create New User: The administrator fills in the required fields (e.g., name, email, password) to create a new user account and assigns roles or permissions if applicable. b. Edit User Details: The administrator modifies the relevant fields (e.g., name, email, roles) to update the details of an existing user account. c. Deactivate User: The administrator selects the option to deactivate a user account, which disables the account from accessing the system. 7. System validates user actions: The system validates the entered user details or action to ensure correctness and completeness. 8. System saves changes: Upon successful validation, the system updates the user account information in the database or deactivates the user account as requested.

	9. System confirms action: The system confirms that the user management action (create, edit, deactivate) has been successful and updates the user records accordingly.
Alternative Flows	Incorrect User Information: ● Administrator enters incorrect or invalid user information: If the administrator enters incorrect or invalid information (e.g., invalid email format, duplicate username), the system may display an error message. ● System prompts for correction: The system prompts the administrator to correct the entered user information before proceeding with the action. Technical Issues: ● System encounters technical difficulties: If there are issues with performing user management actions due to technical reasons, such as database errors or network issues, the system may display an error message. ● Administrator retries action: The administrator can retry performing the user management action after resolving the technical issues.
Pre-conditions	● The administrator must have valid login credentials and necessary permissions to manage user accounts. ● The system must have an interface for user management and performing actions such as creating, editing, or deactivating user accounts.
Post-conditions	● Successful User Management Action: The user account information is successfully created, updated, or deactivated in the system as per the administrator's action. ● Failed User Management Action: In case of failure (e.g., invalid information, technical issues), the user account information is not updated or the action is not performed, and the administrator is prompted to correct the issues and retry.

2.26 Use-case: View Orders

Use case Name	View Orders
Brief description	The View Orders use case involves the capability to view and manage customer orders on the Justatea e-commerce platform. It allows authorized users (administrators) to access and review order details, track order status, update order information if necessary, and manage the overall order processing workflow.
Actors	Administrator: Authorized user responsible for managing orders. System: The Justatea e-commerce platform.
Basic Flow	1. Administrator logs in: The administrator logs into the system using their credentials. 2. Administrator navigates to order management: The administrator selects the option to manage orders or view order details from the dashboard or menu.

©GROUP 5, 2024

	3. System displays order management interface: The system presents an interface for managing orders, showing a list of recent orders with options to view order details, update order status, or perform other order-related actions. 4. Administrator selects an order: The administrator chooses a specific order from the list to view detailed order information. 5. System displays order details: The system displays comprehensive details of the selected order, including customer information, ordered items, order status, payment details, and shipping information. 6. Administrator reviews order details: The administrator reviews the order details to ensure accuracy and completeness. 7. Administrator updates order status (if needed): If required, the administrator updates the order status (e.g., processing, shipped, delivered) based on the current order processing stage. 8. System validates order status update: The system validates the entered order status to ensure it corresponds with the defined order processing workflow. 9. System saves changes: Upon successful validation, the system updates the order status in the database and notifies relevant parties (e.g., customer, shipping department) about the status change. 10. System confirms action: The system confirms that the order status update has been successful and updates the order records accordingly.
Alternative Flows	Incorrect Order Status Update: ● Administrator enters incorrect order status: If the administrator enters an incorrect or invalid order status (e.g., trying to mark an order as delivered before it is shipped), the system may display an error message. ● System prompts for correction: The system prompts the administrator to correct the order status before proceeding with the update. Technical Issues: ● System encounters technical difficulties: If there are issues with updating order status due to technical reasons, such as database errors or network issues, the system may display an error message. ● Administrator retries update: The administrator can retry updating the order status after resolving the technical issues.
Pre-conditions	● The administrator must have valid login credentials and necessary permissions to manage orders. ● The system must have an interface for order management and viewing detailed order information.
Post-conditions	● Successful Order Status Update: The order status is successfully updated in the system, reflecting the current stage of order processing. ● Failed Order Status Update: In case of failure (e.g., incorrect status, technical issues), the order status is not updated, and the administrator is prompted to correct the issues and retry.

©GROUP 5, 2024

2.27 Use-case: Generate reports

Use case Name	Generate Reports
Brief description	The Generate Reports use case involves the generation of various analytical reports based on sales data, inventory levels, user activities, or other relevant metrics within the Justatea e-commerce platform. These reports provide valuable insights for decision-making and business analysis.
Actors	Administrator: Authorized user responsible for generating and accessing reports. System: The Justatea e-commerce platform.
Basic Flow	1. Administrator logs in: The administrator logs into the system using their credentials. 2. Administrator navigates to report generation: The administrator selects the option to generate reports from the dashboard or menu. 3. System displays report options: The system presents a list of available report types or categories (e.g., sales report, inventory report, user activity report). 4. Administrator selects a report type: The administrator chooses a specific type of report they wish to generate (e.g., monthly sales report, inventory status report). 5. System generates the report: The system processes the selected report type based on current data and parameters provided (e.g., time period, product categories). 6. System formats the report: The system formats the generated report into a readable and structured format (e.g., PDF, CSV, graphical representation). 7. System presents the report: The system displays or provides a download link for the generated report to the administrator. 8. Administrator reviews the report: The administrator reviews the contents of the generated report to analyze the presented data and insights. 9. Administrator saves or shares the report: The administrator may save the report locally, share it with other stakeholders, or take further actions based on the report findings.
Alternative Flows	Custom Report Parameters: ● Administrator specifies custom parameters: If the administrator wants to generate a report with specific parameters (e.g., custom date range, filtered by product category), they enter these parameters before initiating report generation. ● System processes custom report: The system processes the report based on the specified custom parameters provided by the administrator. Technical Issues: ● System encounters technical difficulties: If there are issues with generating the report due to technical reasons, such as database errors or processing failures, the system may display an error message. ● Administrator retries report generation: The administrator can retry

	generating the report after resolving the technical issues.
Pre-conditions	● The administrator must have valid login credentials and necessary permissions to access and generate reports. ● The system must have access to up-to-date and accurate data required for report generation.
Post-conditions	● Successful Report Generation: The selected report is successfully generated and made available to the administrator for review or further actions. ● Failed Report Generation: In case of failure (e.g., technical issues, incomplete data), the report may not be generated or may be incomplete, and the administrator is prompted to retry or review the issues.

2.28 Use-case: View Order History

Use case Name	View Order History
Brief description	This use case involves customers viewing their order history within the Justatea e-commerce platform to review past purchases and order details.
Actors	Customer: The user accessing and reviewing their order history.
Basic Flow	1. Customer logs in: The customer logs into their account using their credentials. 2. Customer navigates to order history: The customer selects the option to view their order history from their account dashboard or menu. 3. System retrieves order history: The system retrieves and displays a list of past orders associated with the customer's account. 4. Customer selects an order: The customer chooses a specific order from the list to view detailed order information. 5. System displays order details: The system presents comprehensive details of the selected order, including items purchased, order date, order status, and other relevant information. 6. Customer reviews order details: The customer reviews the displayed order details to verify past purchases or retrieve information. 7. Customer navigates back: Optionally, the customer may choose to return to the order history list or other areas of the platform.
Alternative Flows	No Order History Found: ● If the customer has no previous orders, the system notifies the customer that no order history is available.
Pre-conditions	● The customer must have a registered account and be logged in to access their order history. ● The system must have stored order data associated with the customer's account.
Post-conditions	● The customer successfully views and reviews their order history as needed.

©GROUP 5, 2024

2.29 Use-case: Account Settings

Use case Name	Account Settings
Brief description	This use case involves customers accessing and modifying their account settings within the Justatea e-commerce platform to manage personal information and preferences.
Actors	Customer: The user accessing and updating their account settings.
Basic Flow	1. Customer logs in: The customer logs into their account using their credentials. 2. Customer navigates to account settings: The customer selects the option to manage account settings from their account dashboard or menu. 3. System verifies authentication: The system verifies the customer's credentials and grants access to the account settings interface. 4. System displays account settings form: The system presents an intuitive form or interface with the following editable fields: a. Personal Information: i. Name ii. Email address iii. Phone number b. Security Settings: i. Change password option with validation requirements c. Communication Preferences: i. Notification settings (email preferences, newsletter subscriptions, etc.) 5. Customer updates information: The customer modifies the relevant fields to update their personal details, change their password, or adjust communication preferences. 6. Customer saves changes: After making adjustments, the customer saves the changes by submitting the form or selecting a "Save" button. 7. System validates and processes updates: The system validates the updated information for accuracy and completeness. 8. System updates account settings: Upon successful validation, the system updates the customer's account settings with the new information securely. 9. Confirmation message: Optionally, the system displays a confirmation message or notification indicating that the account settings have been successfully updated.
Alternative Flows	Cancel Changes: ● If the customer decides to discard their changes before saving, they can select a "Cancel" button or navigate away from the settings page, reverting to the previous state without saving modifications.
Pre-conditions	● The customer must have a registered account with Justatea and be authenticated by logging into their account. ● The system must provide a secure and user-friendly interface for customers to update their account information and preferences.

©GROUP 5, 2024

Post-conditions	● The customer's account settings are successfully updated with the new information or preferences, ensuring that their personal details and communication settings reflect their current preferences.

2.30 Use-case: Customer Support using LLMS

Use case Name	Customer Support using Gemini Google API
Brief description	This use case involves customers accessing customer support services through a chatbot powered by the Gemini Google API integrated within the Justatea e-commerce platform. It provides automated responses, real-time assistance, and handles customer queries efficiently.
Actors	Customer: The user seeking customer support. Gemini Google API: Provides natural language understanding and response generation capabilities for the chatbot.
Basic Flow	1. Customer initiates support request: a. The customer encounters an issue or has a question and seeks assistance. 2. Customer accesses support via chatbot: a. The customer interacts with the chatbot available on the Justatea website or app. b. The chatbot is powered by the Gemini Google API. 3. Chatbot responds to customer queries: a. The chatbot uses natural language processing (NLP) to understand the customer's query. b. It provides automated responses based on predefined intents and responses configured in Gemini. 4. Handling common queries: a. The chatbot handles common customer queries such as product information, order status, and general inquiries. 5. Escalation to human support (if necessary): a. If the chatbot cannot resolve the issue, it offers the option to escalate the query to human support agents. b. This escalation may involve transferring the chat session or providing contact information for further assistance. 6. Customer receives resolution: a. The chatbot or human support agent provides a resolution to the customer's query or issue. b. The response includes instructions, information, or troubleshooting steps as necessary. 7. Confirmation and closure: a. The customer confirms if their issue has been resolved satisfactorily. b. The chatbot logs the interaction and updates the ticket status if applicable.
Alternative Flows	Fallback responses:

©GROUP 5, 2024

	● If the chatbot cannot understand a query, it provides a fallback response or prompts the customer to rephrase the question.
Pre-conditions	● The Gemini Google API integration must be set up and configured with relevant intents, responses, and workflows for customer support. ● Customers must have access to the chatbot interface on the Justatea platform to initiate support requests.
Post-conditions	● The customer's support query is addressed promptly through automated responses or escalated to human support if required, ensuring effective customer service.

2.31 Use-case: Updating information for LLMs chatbot

Use case Name	Updating Information for LLMS Chatbot
Brief description	This use case involves updating and maintaining information within the Learning Management System (LLMS) chatbot used for customer support on the Justatea e-commerce platform. It ensures that the chatbot remains accurate and up-to-date with product information, FAQs, and other relevant data.
Actors	Administrator: Responsible for updating and maintaining the LLMS chatbot information. Gemini Google API: Provides natural language processing and response generation capabilities for the chatbot.
Basic Flow	1. Administrator accesses chatbot management interface: a. The administrator logs into the LLMS administrative interface. b. They navigate to the section for managing the chatbot's responses and behavior. 2. Initiate update using external API: a. The administrator selects the option to update the chatbot's information using an external API. b. This API integration allows for real-time updates to the chatbot's knowledge base and responses. 3. Update chatbot's knowledge base: a. The LLMS chatbot processes the API response and updates its knowledge base accordingly. b. This update may include adding new responses, modifying existing ones, or adjusting the chatbot's behavior based on the received data. 4. Confirmation of update: a. The LLMS chatbot confirms successful integration and updates to the administrator. b. It provides logs or notifications indicating the completion of the update process.
Alternative Flows	Error handling: If the API call fails or returns invalid data, the chatbot notifies the administrator and provides options for retrying the update or manual intervention.

©GROUP 5, 2024

Pre-conditions	● The LLMS chatbot must be integrated with an API that supports real-time updates of responses and knowledge base information. ● The administrator must have appropriate permissions and access rights to manage the chatbot's settings and integrations.
Post-conditions	● The LLMS chatbot's responses and behavior are updated based on the latest information retrieved from the external API, ensuring that it provides accurate and up-to-date responses to user queries.

c.

©GROUP 5, 2024