# PhoneSpec

## Vision Statement

An innovative and new approach to how a customer can buy their phone. A phone with no restrictions or limitations designed for the customer needs.

## Use Cases

**PhoneSpec Use Case 1.1: Create Account**

The user creates a new account by visiting the website, clicking on the Sign up button and providing their information.

### **PhoneSpec Use Case 1.2 : Log on**

The user logs onto their account by providing their username and password. If the user has forgotten either there is a process which they can go through to set a new one.

### **PhoneSpec Use Case 1.3** Log off

The user logs off by clicking on the Log Off link.

### **PhoneSpec Use Case 1.4** Phone Delivery

Primary Actor: The user – Has ordered the phone and now must choose delivery type

Preconditions: The user must have an account and must be logged into the account and must have purchased a phone

Post conditions: The user’s phone has been delivered to address on users account

Main Success Scenario:

1. User selects phone for delivery
2. User is notified that there is an extra charge for delivery rather than collection
3. User agrees to extra charge.
4. User confirms address.
5. User is bought to the page for confirmation of item delivered.
6. User comes home from work the next day to see his brand new phone in his letterbox.

Alternative Flows:

Incorrect address/doesn’t agree to charge

1. User provides an incorrect address.
2. Systems returns message of incorrect address corresponding to one used to set up account
3. User doesn’t agree to delivery charge.
4. User is brought back to optional selection of delivery or collection.

### **PhoneSpec Use Case 1.5 Claim phone through insurance**

A user has damaged his/her phone that has rendered the phone useless. The user now wants to reclaim a phone through their insurance

**Possible scenarios:**

1. The user goes into local shop. User’s account details brought up. Insurance is confirmed, user gets a new phone straight away
2. The user gets in contact through web chat. Phone delivered next day

**For each scenarios:**

**The user gives their account details. Users insurance will be verified. Old phone will be permanently switched off**

**The things that could go wrong are:**

1. User gives wrong address
2. User is trying to fraud us by claiming a new phone even though no insurance
3. Web-chat service not working. User will have to visit local shop.