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| Use case name: Rate Product | |
| Area: Customer Satisfaction Evaluation | |
| Actors: Customer | |
| Description: Allow customers to evaluate their satisfaction of any products for further improvements of the products by giving the rating to the product. | |
| Stakeholder: Salesperson, Product Wholesaler | |
| Level: Fish | |
| Triggering Event: Customer clicks on a star rating button to represent their satisfaction of the product they have bought. | |
| Trigger Type: ⭘ External | |
| Steps Performed (Main Path) | Information for Steps |
| 1. Customer clicks on one of the star button out of 5. | 1. Customer rating |
| 2. Customer record is read and verified as a buying customer. | 2. Customer record, Customer buying status |
| 3. The rating is saved on web server. | 3. Customer rating |
| 4. Rating success message is shown to the Customer. | 4. Customer record, Customer rating |
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| Pre-conditions: Customer has already logged in and has already bought and received the product that he/she is trying to rate. | |
| Post-conditions: Customer has successfully rated the product and the rating is sent to the web server. | |
| Assumptions: Customer has a web browser and a valid working mouse and internet access. | |
| Success Guarantee: Customer has rated the product and the rating is analyzed by web server. | |
| Minimum Guarantee: Customer has not rated anything because he/she clicked on the same star button twice. | |
| Objectives Met: Allow Customers to evaluate their satisfaction of any products for further improvements of the products by giving the rating to the product. | |
| Outstanding Issues: How should a rating be considered legit instead of a fake one? | |
| Priority (optional): 6 (out of 10) | |
| Risk (optional): 4 (out of 10) | |