

Brief Description

This use case allows a customer to buy a TV from a clerk in MCTV.

Flow of Events

Activation

This use case begins when a customer arrives at a checkout with their selected TV.

Basic Flow

1. The customer browses the inventory and chooses a TV.
2. The clerk checks if that product is in stock.
3. Once it is confirmed that the product is in stock, the customer and clerk manage the credentials such as payment method.
4. The customer pays the clerk.
5. The clerk records the payment into the system.
6. The clerk provides the product with a receipt and the customer leaves.

Alternative Flows

1. If the customer has insufficient money, the transaction is cancelled until further notice or until it can be paid for.
2. If the product is not available, the customer may choose to wait or choose an alternative.

Special Requirements

None.

Pre-Conditions

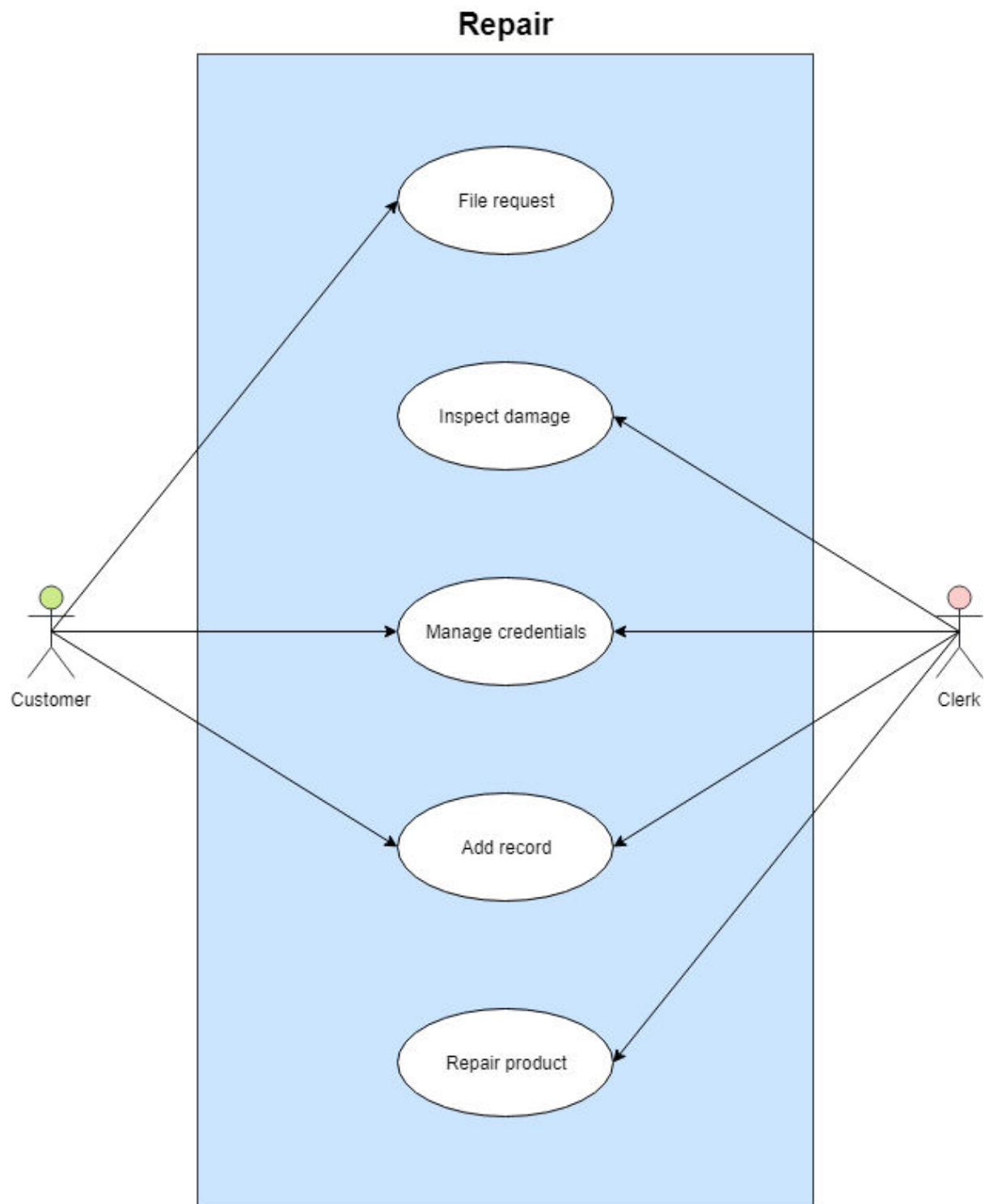
The Customer must be registered in the system before this use case begins.

Post-Conditions

If the use case was successful, the payment details for the customer are updated on the system.

Extension Points

None.



Brief Description

This use case allows a customer to repair a TV.

Flow of Events

Activation

This use case begins when a customer files a request.

Basic Flow

1. The customer files a request attaching information about the problem.
2. The clerk sends the TV to a repair team which inspect the damages.
3. Once it is confirmed that the TV is damaged, the customer and clerk manage the credentials such as payment method unless the TV is under warranty repair.
4. The customer pays the clerk.
5. The clerk records the payment into the system.
6. The clerk provides a receipt and estimated time of arrival.

Alternative Flows

1. If the customer has insufficient money, the transaction is cancelled until further notice or until it can be paid for.
2. If the TV is not repairable, the customer may choose to get a refund under warranty or choose an alternative.
3. If the TV is not under warranty repair, they must pay for repair costs.

Special Requirements

None.

Pre-Conditions

The customer must be under warranty to be eligible for a refund or free repair.

Post-Conditions

If the use case was successful, the repair details for the customer are updated on the system.

Extension Points

None.

