

Use Case: Customer orders bike with upgraded warranty

Goal:

Actor description: The receptionist interacts with the customer and the

system and can process + access orders
For the customer to successfully place an order

Description: The customer wants to place an order for a new bike. They select the bike type and choose the individual components for the bike and the receptionist enters them into the system. The customer decided they want an upgraded warranty, so the receptionist adds it to the order. The system displays the total cost and estimated completion time. The customer agrees to the cost and timescale, so they provide their personal information and pay a 10% deposit. The deposit is successfully processed the order is complete. The system generates a receipt detailing the order and remaining

Use Case: Customer orders multiple bikes

Receptionist

Actor description: The receptionist interacts with the customer and the

system and can process + access orders
For the customer to successfully order multiple bikes Goal:

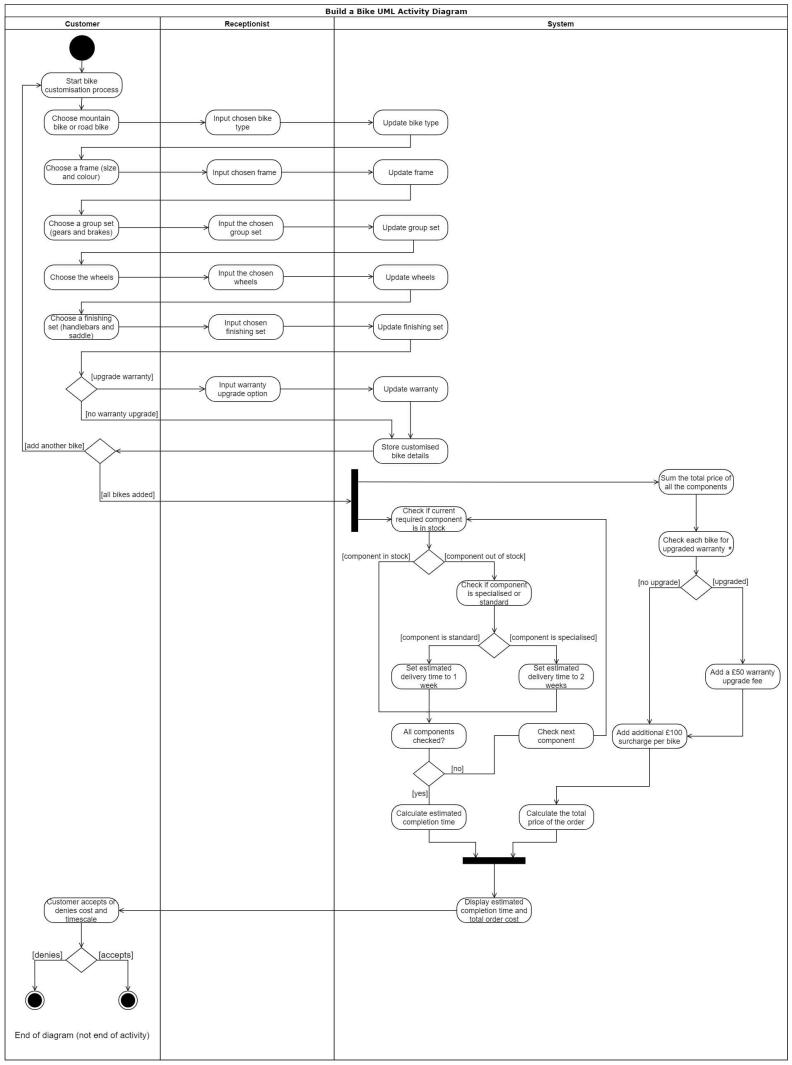
Description: The customer wants to place an order for three bikes. After selecting the bike type they choose the individual components for the first bike and the receptionist enters them into the system. The customer decided they want an upgraded warranty for this bike, so the receptionist adds it to the order. The same process occurs for the next two bikes. The customer does not want an upgraded warranty on the 2nd and 3rd bike so it is not extended. The system displays the total cost and estimated completion time. The customer agrees to the cost and timescale, so they provide their personal information and pay a 10% deposit. The deposit is successfully processed the order is complete. The system generates a receipt detailing the order and remaining balance

Scenario 1 (Successful):

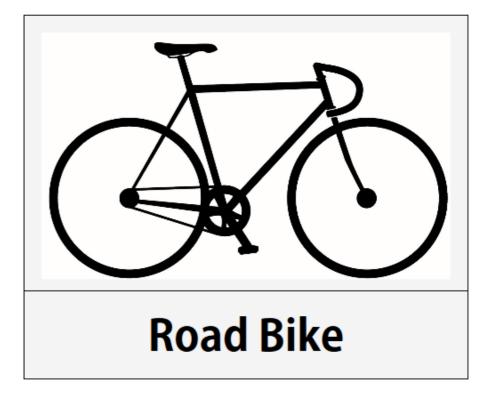
- Jim decides to build a road bike
- Pam opens a new order and starts processing it by entering in the bike type
- Jim chooses each component for the bike while Pam adds each component to the order
- Jim decided to upgrade the warranty to 3 years
- Pam upgrades the bike warranty length to 3 years, £50 is added to the total order cost
- Jim does not want to add any additional bikes to the order
- Pam completes the first stage of the order
- The system displays the total cost (£1050) and estimated completion time (1 week)
- Jim agrees to the cost and timescale
- Pam enters Jim's details
- Jim's 10% deposit (£105) gets processed and is successfully paid
- The system generates a receipt detailing the order and remaining balance
- Pam gives Jim the receipt

Scenario 2 (Unsuccessful):

- Michael decides to build a mountain bike
- Pam opens a new order and starts processing it by entering in the bike type
- Michael chooses each component for the bike while Pam adds each component to the order
- Michael decides not to upgrade the warranty
- Michael wants to add a mountain bike to the order
- Pam adds the mountain bike to the order and starts the customisation process
- Michael chooses each component for the bike while Pam adds each component to the order
- Michael wants to upgrade the warranty on the mountain bike
- Pam upgrades the warranty on the mountain bike, £50 is added to the total order cost
- Michael does not want to add any more bikes to the order
- Pam completes the first stage of the order
- The system displays the total cost (£2150) and estimated completion time (2 weeks)
- Michael agrees to the cost and timescale
- Pam enters Michael's details
- Michael's 10% deposit (£215) gets processed and the payment request is rejected as there is not enough money on the card
- Michael has no other method of payment, so the order is cancelled



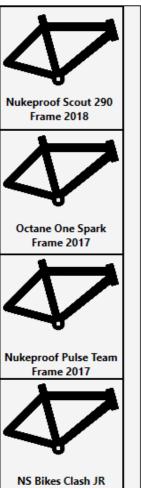




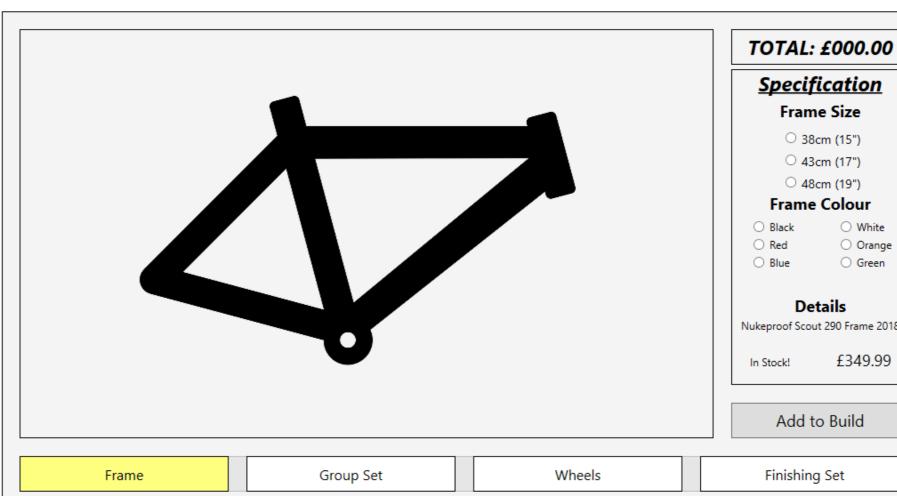
Select the type of bike to get started!



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Frame 2018



X

Shimano Ultegra 6800 11 Speed



Shimano Tiagra 4700 10 Speed Groupset



SRAM X01 11 Speed Groupset



Campagnolo Chorus 11 Speed Groupset



TOTAL: £349.99

Specification

Placeholder text

Placeholder text

Details

Shimano Ultegra 6800 11 Speed Groupset

In Stock!

£469.99

Add to Build

Frame

Group Set

Wheels

Finishing Set







Nukeproof Scout 290 Frame 2018

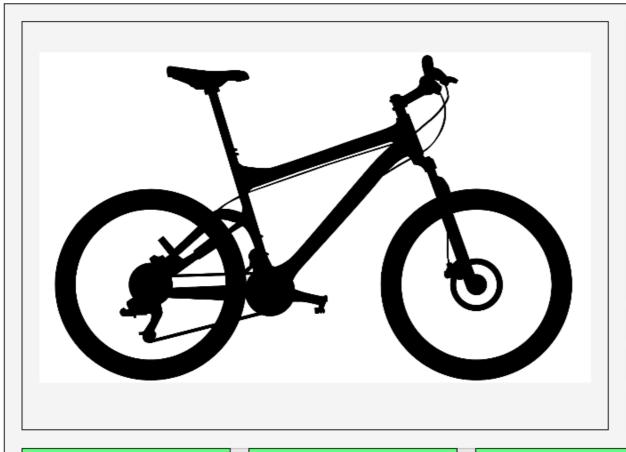


Shimano Ultegra 6800 11 Speed Groupset



Nukeproof Horizon MTB Wheelset





Specification

Frame

Nukeproof Scout 290 Frame 2018

Colour: Black Size: 43cm (17")

Group Set

Shimano Ultegra 6800 11 Speed Groupset

Wheels

Nukeproof Horizon MTB Wheelset

Finishing Set

Nukeproof Horizon Carbon Riser Bar Nukeproof Vector AM Comp Cro-Mo Saddle

TOTAL: £1328.95

DELIVERY TIME: 7 DAYS

Add to Order

Frame

Group Set

Wheels

Finishing Set