Use case description

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| ID | Name | Triggers/Goals | Actors | Invocation constraints | Main flow | Exception | Post-obligations | Note |
| 1 | Make payment | Customer wants to pay for one or more products at a specific Trung Nguyen shop | Customer  Sales staff |  | 1. Customer brings products to the counter  2. Sales staff will scan for the product’s ID  3. System returns product details  4. Sales staff takes customer’s name, customer’s phone number and enter it to the form  5. Sales staff tells customer the total price  6. Customer gives money and sales staff returns change (if any)  7. Sales staff submits the form  8. System saves the details and notify the transaction is processed successfully  9. Sales staff gives customer bill | 8a. Transaction is failed to process  1. Sales staff uses paper to record the bill and give it to the customer  2. Sales staff immediately contact the local manager |  |  |
| 2 | Get product information | Customer wants to search for Trung Nguyen product’s information | Customer |  | 1. Customer accesses to Trung Nguyen’s web page  2. System returns a list of products | 2a. Server has internal error  1. System terminates |  |  |
| 3 | Get shop’s sales report | Local shop’s manager wants to have sales report of his own shop | Local manager |  | 1. Local manager chooses which kind of report to be generated  -- if the local manager chooses weekly report, do step 2 --  2. System returns the total price that the shop earns, and the product with its total sales this week.  -- if the local manager chooses monthly report, do step 3 --  3. System returns the total price that the shop earns, and the product with its total sales this month.  -- if the local manager chooses yearly report, do step 4 --  4. System returns the total price that the shop earns, and the product with its total sales this year. | 2a, 3a, 4a. System has internal error  1. System terminates |  |  |
| 4 | Create local discount | Local shop’s manager wants to launch a local discount program for a product | Local manager | Product ID exists  Product does not have any discount program going on  Product does not have a global discount program | 1. Local manager enters the product ID  2. Local manager enters the name of discount program  3. Local manager enters the discount factor  4. Local manager enters the valid period of discount program  5. System saves the details, and updates the new local prices in the web pages | 4a. System has internal error  1. System terminates  4b. Product already had discount program (global discount or on-going discount)  1. System notifies setting discount failed and shows the on-going discount | Reset price after valid time (stated in step 4) | Contact general manager if the promotion/discount is not implemented |
| 5 | Cancel local discount | Local shop’s manager wants to cancel discount program before expiration | Local manager | The discount program has been launched | 1. Local manager enters the launched program ID  2. System returns the details  3. Local manager presses Cancel button  4. System notifies cancellation success | 2a. ID not found  1. System asks the manager to re-enter the program ID |  |  |
| 6 | Get sales report from a shop | General manager wants to get sales report from a specific shop | General manager | Shop ID exists | 1. General manager enters the shop ID to get report  2. System returns the report | 1a. shop ID not found  1. System asks user to re-enter the shop ID |  |  |
| 7 | Create global discount | General manager wants to create a global discount for a product | General manager | Product ID exists  Product does not have any global discount program going on | 1. General manager enters the product ID  2. General manager enters the name of discount program  3. General manager enters the discount factor  4. General manager enters the valid period of discount program  5. System saves the details, and updates the new prices in the web pages | 5a. Product has an ongoing local discount  1. System automatically overwrite the local discount to the global discount  5b. Product has an ongoing global discount  1. System notifies the discount program setting failed and shows the on-going global discount | Reset price after discount expired | Contact developer team if discount program is not implemented |
| 8 | Cancel global discount | General manager wants to cancel a global discount program before expiration | General manager | The global discount program has already been launched | 1. General manager enters the launched program ID  2. System returns the details  3. General manager presses Cancel button  4. System notifies cancellation success | 2a. ID not found  1. System asks the manager to re-enter the program ID |  |  |
| 9 | Add product | General manager wants to add new product | General manager | Product ID does not exist | 1. General manager enters the new product ID, name, price, and description.  2. System saves the details and updates the web pages | 2a. Product ID exists  1. System asks the manager to re-enter the product ID  2b. Server down  1. Contact the developer team |  |  |
| 10 | Remove product | General manager wants to stop providing a product | General manager | Product ID existed | 1. General manager enters the product ID to be removed  2. System saves the details and update the web pages | 2a. Product ID does not exist  1. System asks the manager to re-enter the ID  2b. Server down  1. Contact the developer team |  |  |
| 11 | Add staff | Local manager wants to add a new employee | Local manager | Staff ID does not exist | 1. Local manager enters new employee ID and employee information (specified later in project)  2. System saves the detail to the database | 1a. Employee ID exists  1. System notifies the local manager and asks the manager to repeat the process |  |  |
| 12 | Remove staff | Local manager wants to fire an employee | Local manager | Staff ID exists | 1. Local manager enters the ID of employee he wants to remove  2. System updates the database | 1a. Employee ID does not exist  1. System notifies the local manager and asks local manager to repeat the process |  |  |
| 13 | Open a new branch | General manager wants to add a new branch to the database | General manager | Branch ID does not exist  Desired branch has been opened in reality | 1. General manager enters the branch ID, name, and address  2. System updates the database | 1a. Branch ID exists  1. System notifies the general manager and asks general manager to redo the process |  |  |
| 14 | Appoint a new manager to a branch | General manager wants to change the manager of a branch | General manager | Local manager ID does not exist  Branch ID exists | 1. General manager enters the branch ID that needs new manager  2. General manager enters the new local manager ID, as well as name, and other information  3. System updates the database |  |  |  |