

Assignment 3: Requirements definition

Design an online shopping service where customers can order daily goods and get them delivered home.

1. SCENARIO

The customer wants to buy food's ingredients for tomorrow's dinner and wants them delivered home. He opens the online shopping portal and he is logged in automatically as a loyal customer.

He starts by entering the search keyword for the name of the ingredients. There are a lot of selections with different prices from different manufacturers.

Then, he scans through all the options to see the description/ offers if applicable about the products and chooses one of them. He chooses the quantity and clicks the "Add to cart" button.

He keeps searching until he gets all the items he needs in the cart.

2. USE CASES

How is the search for an item done?

- The system portal displays different options for choosing a product
- The customer decides to use the search option
- The customer enters an item's name in the search field and chooses the option "search"

How are the results displayed and handled?

- The system lists the products that match the entered name.
- The user choose one of the listed products, showing the product's name and price
- The system displays the product's description, input for quantity
- The user enters the desired quantity and click "Add to cart" button

What happens when the product search does not find anything?

- The system displays an apology and provides information on what went wrong with the search "Sorry, we could not find a single match for .."
- The system shows results for the keyword the user might have misspelt (like Google)
- The system provides another input to encourage the user to execute another search "Try another search?"
- The system provides suggestions on how to re-type the keywords, for example: check your spelling, try different keywords, etc.
- The system reminds the user that all items are not available online and suggests to contact Customer service, come along with contact or link.
- The system provides other alternative and relevant product suggestions based on popularity or user behaviours.

3. USER STORIES

As a loyal user, I want to save my login so that I do not need to do it every time.

As a daily customer, I want to find good deals and offers, so that I can save up money.

As a busy customer, I want to see all the ingredients for every recipe, so that I can add those to cart quickly.