

Zarooriyat Platform

“Unlocking E-Commerce for Everyone!”

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Department of
Computer Science

**FAST – National University of Computer & Emerging
Sciences**

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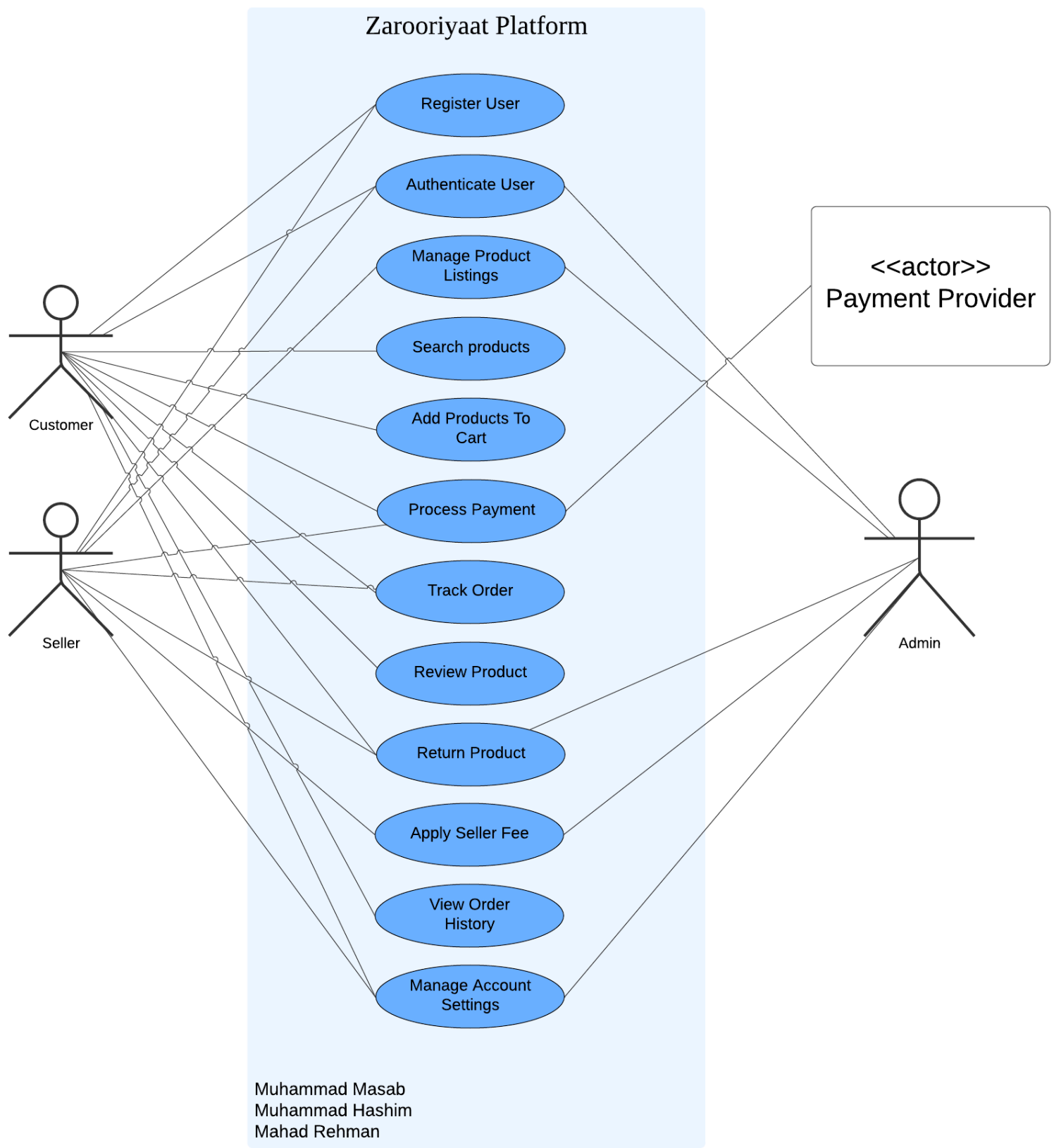
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Use Case Diagram:



Use Case-1(Masab):

□ Section	□ Content	
Use Case ID	UC001	
Use Case Name	Register User	
Scope	This use case is part of the Zarooriyaat Platform System.	
Level	User Goal	
Primary Actor	Customer, Seller	
Stakeholders & Interests	Customer/ Seller: Wants to create an account to access the platform's services. Admin: Manages user accounts and system integrity.	
Pre-Conditions	<ul style="list-style-type: none"> The Zarooriyaat System is operational. User must provide the necessary details like Email, CNIC and DOB. 	
Post-Conditions	<ul style="list-style-type: none"> The account is successfully created. 	
Main Success Scenario	User Action	System Responsibilities
	1. The User navigates to the registration page.	2. Displays the registration form.
	3. The User fills in the required information.	4. The system validates the entered details.
		5. Creates the account and sends a confirmation email.
	6. The User receives a confirmation email.	
	7. The User Confirms the email by clicking on the link.	8. Verifies the email confirmation and activates the account.
Extensions/Alternative Scenarios	3a. The user enters invalid or duplicate data <ul style="list-style-type: none"> The system displays an error message and prompts for corrections. 5a. The system fails to send the confirmation email	

	1. The system retries or informs the user to try again later.
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Use Case-2(Mahad):

□ Section	□ Content	
Use Case ID	UC002	
Use Case Name	Authenticate User	
Scope	This use case is part of the Zarooriyaat Platform System.	
Level	User Goal	
Primary Actor	Customer, Seller, Admin	
Stakeholders & Interests	Customer/Seller: Needs access to their account to manage their activities. Admin: Manages access control to ensure system security.	
Pre-Conditions	<ul style="list-style-type: none"> The Zarooriyaat System is operational. Customer, Seller and Admin has a valid account on the Zarooriyaat System. 	
Post-Conditions	<ul style="list-style-type: none"> The User successfully logs in and gains access to their dashboard. 	
Main Success Scenario	User Action	System Responsibilities
	1. The User Navigates to the login page.	2. Displays the login form.
	3. The User enters and submits the valid credentials.	4. Verifies the entered credentials.
	5. The User gains access to the dashboard or Admin panel.	6. Redirects the user to the appropriate dashboard based on their role.

Extensions/Alternative Scenarios	<p>3a. The user enters incorrect credentials:</p> <ol style="list-style-type: none"> 1. The system displays an error message and prompts the user to try again. <p>6a. The system encounters a server error.</p> <ol style="list-style-type: none"> 1. The system informs the user and suggests they try again later.
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Use Case-3(Mahad):

□ Section	□ Content	
Use Case ID	UC003	
Use Case Name	Manage Product Listing	
Scope	This use case is part of the Zarooriyaat Platform System.	
Level	User Goal	
Primary Actor	Seller	
Stakeholders & Interests	<p>Seller: Wants to add, edit, or remove products in their online store.</p> <p>Customer: Expects accurate and up-to-date product listings.</p> <p>Admin: Ensures that product listings comply with platform policies.</p>	
Pre-Conditions	<ul style="list-style-type: none"> • The Zarooriyaat System is operational. • The Seller has a valid account on the Zarooriyaat System and is logged in. • Seller accesses their store's product management interface. 	
Post-Conditions	<ul style="list-style-type: none"> • The product listing is successfully added, edited, or removed. 	
Main Success Scenario	User Action	System Responsibilities
	<ol style="list-style-type: none"> 1. Navigates to the product management section. 	<ol style="list-style-type: none"> 2. Displays the product management interface.

	3. Selects an action (add, edit, remove product).	4. Prompts for product details (e.g., name, price, description).
	5. Submits the product information or updates.	6. Validates the information and updates the product listing in the database.
		7. Displays the updated list of products.
	8. Views updated product listings.	
Extensions/Alternative Scenarios	<p>5a. The Seller inputs invalid data</p> <p>1. The system prompts the Seller to correct the details.</p> <p>6a. The system encounters an error when updating the listing.</p> <p>1. The system notifies the Seller to try again.</p>	

Use Case-4(Hashim):

□ Section	□ Content
Use Case ID	UC004
Use Case Name	Search Products
Scope	This use case is part of the Zarooriyaat Platform System.
Level	User Goal
Primary Actor	Customer
Stakeholders & Interests	<p>Customer: Wants to search and filter products by category, price, or rating.</p> <p>Seller: Sets appropriate categories for the products, to be viewed by the Customer</p>
Pre-Conditions	<ul style="list-style-type: none"> The Zarooriyaat System is operational.

	<ul style="list-style-type: none"> Customer has a valid account and is logged in on the Zarooriyaat System. Customer must be on the main page or search page 	
Post-Conditions	<ul style="list-style-type: none"> The User has successfully found and obtained information about a product. 	
Main Success Scenario	User Action	System Responsibilities
	1. The Customer accesses the product catalog via the search bar.	2. The system displays the product catalog with search and filtering options.
	3. The Customer enters a search query (product name, category, etc.).	4. The system processes search query and retrieves relevant product results.
	5. The Customer applies filters (price, category, etc.) to narrow down the results.	6. The system applies the selected filters and displays the refined product list.
	7. The Customer selects a product to view more details.	8. The system retrieves and displays the product details.
Extensions/Alternative Scenarios	<p>3a. No products were found based on search query.</p> <p>1. The system notifies the user that no products match their search and suggests similar products. 5a. Filter criteria yield no results.</p> <p>1. The system advises the user to adjust filters or offers search results.</p> <p>7a. Customer selects a product that is out of stock.</p> <p>1. The system informs the Customer that the product is out of stock and offers alternatives.</p>	

Use Case-5(Mahad):

□ Section	□ Content
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Use Case ID	UC005	
Use Case Name	Add Products to Cart	
Scope	This use case is part of the Zarooriyaat Platform System.	
Level	User Goal	
Primary Actor	Customer	
Stakeholders & Interests	Customer: Wants to add items to the shopping cart for purchase. Seller: Wants to ensure their products are available for selection.	
Pre-Conditions	<ul style="list-style-type: none"> • The Zarooriyaat System is operational. • Customer and Seller has a valid account on the Zarooriyaat System. • The Customer must be logged in. 	
Post-Conditions	<ul style="list-style-type: none"> • The selected product is added to the Customer's cart. 	
Main Success Scenario	User Action	System Responsibilities
	1. Browses the product catalog.	2. Displays available products with details.
	3. Selects a product and clicks "Add to Cart."	4. Verifies product availability and adds the item to the cart.
		5. Updates the shopping cart and displays the newly added product.
	6. Views the updated shopping cart.	
Extensions/Alternative Scenarios	3a. The selected product is out of stock <ul style="list-style-type: none"> 1. The system informs the Customer. 4a. The system fails to add the product to the cart. <ul style="list-style-type: none"> 1. The system notifies the Customer and asks them to try again. 	

Use Case-6(Mahad):

□ Section	□ Content	
Use Case ID	UC006	
Use Case Name	Process Payment	
Scope	This use case is part of the Zarooriyaat Platform System.	
Level	User Goal	
Primary Actor	Customer	
Stakeholders & Interests	<p>Customer: Wants to complete their purchase by paying for the items in their cart.</p> <p>Seller: Receives payments for their products.</p> <p>Payment Provider: Facilitates secure payment processing.</p> <p>Admin: Oversees the system to ensure payment transactions are secure.</p>	
Pre-Conditions	<ul style="list-style-type: none"> • The Zarooriyaat System is operational. • Customer and Seller has a valid account and is logged in on the Zarooriyaat System. • The Customer must have items in their cart and be ready to complete the purchase. 	
Post-Conditions	<ul style="list-style-type: none"> • The purchase is completed, and the payment is processed. 	
Main Success Scenario	User Action	System Responsibilities
	1. Navigates to the shopping cart and clicks "Checkout."	2. Displays the order summary and checkout options.
	3. Selects a payment method and enters payment details.	4. Processes the payment through a secure payment gateway.
	5. Confirms the order.	6. Validates the payment and completes the order.
		7. Sends confirmation emails to both the Customer and the Seller.

Use Case-7(Hashim):

□ Section	□ Content	
Use Case ID	UC007	
Use Case Name	Track Order	
Scope	This use case is part of the Zarooriyaat Platform System.	
Level	User Goal	
Primary Actor	Customer	
Stakeholders & Interests	Customer: Wants to track their order status. Seller: Needs to manage and update order status.	
Pre-Conditions	<ul style="list-style-type: none">• The Zarooriyaat System is operational.• Customer and Seller has a valid account and is logged in on the Zarooriyaat System.• Customer has placed an order.• Seller has initiated shipment.	
Post-Conditions	<ul style="list-style-type: none">• Customer can view order status.	
Main Success Scenario	User Action	System Responsibilities
	1. The Customer navigates to the "Track Order" section.	2. The system displays the current orders for the Customer.

	3. The Customer selects an order to track its status.	4. The system processes the request and displays the current status of the order.
		5. The system retrieves and shows shipment details, including estimated delivery time.
	6. The Customer views detailed tracking information.	
Extensions/Alternative Scenarios	2a. The Customer does not have any current Orders. 1. System prompts the User that there are no current Orders.	

Use Case-8(Hashim):

□ Section	□ Content	
Use Case ID	UC008	
Use Case Name	Review Products	
Scope	This use case is part of the Zarooriyaat Platform System.	
Level	User Goal	
Primary Actor	Customer	
Stakeholders & Interests	Customer: Wants to review and rate products they've purchased. Seller: Receives valuable feedback from Customer reviews.	
Pre-Conditions	<ul style="list-style-type: none"> The Zarooriyaat System is operational. Customer has a valid account and is logged in on the Zarooriyaat System. Customer must have purchased the product listed by the Seller. 	
Post-Conditions	<ul style="list-style-type: none"> Review and rating are submitted and visible on the Seller product page. 	
Main Success Scenario	User Action	System Responsibilities
	1. The Customer navigates to the "Order History" section.	2. The system displays a list of recent orders for the Customer.

	3. The Customer selects a product to leave a review on.	4. The system provides an interface for the Customer to leave a rating and review.
	5. The Customer submits their review and rating for the product.	6. The system stores the review and updates the product's review and rating.
Extensions/Alternative Scenarios	<p>2a. No orders were found in the Customer's history.</p> <p>1. The system displays a message indicating no records found for the order.</p> <p>6a. System fails to update the ratings.</p> <p>1. System prompts the User to try again.</p>	

Use Case-9(Hashim):

□ Section	□ Content
Use Case ID	UC009
Use Case Name	Return Product
Scope	This use case is part of the Zarooriyaat Platform System.
Level	User Goal
Primary Actor	Customer, Seller
Stakeholders & Interests	<p>Customer: Wants to request a refund or return a product.</p> <p>Seller: Manages refunds and returns while keeping Customer satisfaction in mind.</p> <p>Admin: Can view Return Requests and ensure smooth return procedure.</p>
Pre-Conditions	<ul style="list-style-type: none"> The Zarooriyaat System is operational.

	<ul style="list-style-type: none"> Customer and Seller has a valid account on the Zarooriyaat System. Customer must have purchased the product and initiated the return or refund request. 	
Post-Conditions	<ul style="list-style-type: none"> Refund or return is processed successfully 	
Main Success Scenario	User Action	System Responsibilities
	1. The Customer navigates to their " Order History " to request a return.	2. The system displays the list of past orders with return options.
	3. The Customer selects a product they wish to return.	4. The system provides an interface for return reasons and refund options.
	5. The Customer submits a return request.	6. The system processes the return request and notifies the Seller.
	7. The Seller receives the return request and manages the process.	8. The system tracks the return status and issues a refund once the process is complete.
Extensions/Alternative Scenarios	<p>3a. Return request outside the allowed return period.</p> <p>1. The system informs the Customer that the return window has closed.</p> <p>3b. Customer requests a return for a non-refundable product.</p> <p>1. The system notifies the Customer that the product is non-refundable.</p>	

Use Case-10(Masab):

□ Section	□ Content
Use Case ID	UC010
Use Case Name	Apply Seller Fee
Scope	This use case is part of the Zarooriyaat Platform System.

Level	User Goal	
Primary Actor	Seller	
Stakeholders & Interests	Seller: Wants to be notified when their sales cross the threshold of RS. 40,000. Admin: Monitors Seller revenue once the Seller threshold is crossed.	
Pre-Conditions	<ul style="list-style-type: none"> • The Zarooriyaat System is operational. • The Seller has an active store on the platform. • The Seller has crossed Rs. 40,000 of Sales. 	
Post-Conditions	<ul style="list-style-type: none"> • Seller is notified that they have crossed the Rs. 40,000 thresholds. • The system applies a small percentage fee to future sales after the threshold. 	
Main Success Scenario	User Action	System Responsibilities
		1. The system continuously tracks the Seller's cumulative sales revenue.
		2. The system sends a notification to the Seller informing them they've surpassed the Rs. 40,000 sales threshold.
	3. The Seller receives the notification and reviews the details in their account.	
		4. The system applies a percentage-based fee to the Seller's future sales.
	5. The Seller views the updated earnings, sales performance, and fee details in their dashboard.	

Extensions/Alternative Scenarios	<p>1a. The system incorrectly calculates sales or misses a sale</p> <ol style="list-style-type: none"> 1. The system recalculates the Seller's total revenue and issues a correction notification. <p>3a. The Seller does not receive the notification due to system failure:</p> <ol style="list-style-type: none"> 1. The system retries sending the notification or logs the error for manual review.
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Use Case-11(Masab):

□ Section	□ Content	
Use Case ID	UC011	
Use Case Name	View Order History	
Scope	This use case is part of the Zarooriyaat Platform System.	
Level	User Goal	
Primary Actor	Customer	
Stakeholders & Interests	Customer: Wants to view the details of past purchases for record-keeping, returns, or tracking purposes.	
Pre-Conditions	<ul style="list-style-type: none"> • The Zarooriyaat System is operational. • The Customer has an active, logged-in account. 	
Post-Conditions	<ul style="list-style-type: none"> • The Customer successfully views their purchase history. • The system accurately displays details of past transactions. 	
Main Success Scenario	User Action	System Responsibilities

	1. The Customer navigates to the "Order History" section in their account.	2. The system retrieves the list of all past purchases for the Customer.
		3. The system displays the purchase history.
	4. The Customer selects a specific order to view more details.	5. The system provides detailed information for the selected order.
	6. The Customer reviews the details of the purchase history and exits the page.	
Extensions/Alternative Scenarios	1a. Customer has no purchase history <ol style="list-style-type: none"> 1. The system displays a message indicating that there are no past purchases to show. 2a. System fails to retrieve purchase data <ol style="list-style-type: none"> 1. The system notifies the Customer of the issue and prompts them to try again later. 	

Use Case-12(Masab):

□ Section	□ Content
Use Case ID	UC012
Use Case Name	Manage Account Settings
Scope	This use case is part of the Zarooriyaat Platform System.

Level	User Goal	
Primary Actor	Customer, Seller	
Stakeholders & Interests	Customer/Seller: Wants to update their account details like email, password, etc., for security and accuracy. Admin: Ensures the account details are securely updated and verified.	
Pre-Conditions	<ul style="list-style-type: none"> • The Zarooriyaat System is operational. • The Customer or Seller has an active, logged-in account. • Valid account details are provided for updates. 	
Post-Conditions	<ul style="list-style-type: none"> • The updated account settings are saved successfully in the system. • User receives confirmation of the changes made. 	
Main Success Scenario	User Action	System Responsibilities
	1. The user navigates to the "Account Settings" page.	2. The system displays the current account details (email, password, etc.) for editing.
	3. The user selects the specific field(s) they wish to update (e.g., email, password).	4. The system allows the user to input new information in the selected field(s).
	5. The user submits the updated account details.	6. The system validates the new information (e.g., checks email format, password strength).
		7. The system saves the changes and updates the user's account with the new details.
	8. The user receives a confirmation message indicating successful updates.	
Extensions/Alternative Scenarios	1a. User provides invalid email format: <ol style="list-style-type: none"> 1. The system rejects the update and prompts the user to enter a valid email address. 1b. Password is too weak	

	<ul style="list-style-type: none">1. The system notifies the user to create a stronger password following predefined security criteria. <p>2a. User cancels the update</p> <ul style="list-style-type: none">1. The system discards any changes and returns to the previous settings without saving. <p>3a. System fails to update due to server issues</p> <ul style="list-style-type: none">3. The system notifies the user of the failure and advises them to try again later.
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