1. **List of Actors?**

Answer:

1.	**Customer**
2.	**StoreManager**
3.	**Salesman/Retailer**
4.	**EquipmentManufacturer**
5.	**PaymentAuthorizationService**
6.	**PowerEquipmentTradeInMarket**

2. **Most Important Use Cases for retailer.**

Answer:

NOTE: I'M ASSUMING THAT RETAILER IS THE PERSON WHO SELLS PRODUCTS OR SERVICES TO THE USER/CUSTOMERS. SO IN THIS SYSTEM, SALESMAN IS SELLING SERVICES/EQUIPMENTS TO THE CUSTOMER. SO HERE, SALESMAN IS THE RETAILER.

USE CASES:	
1.	**Process Sell Equipment**
2.	**Process Lease**
3.	**Process Trade-In**
4.	**Sends Promotional Offers**
5.	**Provides warranty plan**

3. Fully dressed format Use Case:

Answer:

Use Case Section	Comment
Use Case Name	Process Buy Equipment
Scope	OutdoorPowerEquipmentDepot System
Level	User goal
Primary Actor	Customer
Stakeholders and Interests	• Customer: Wants to buy equipment and fast service with minimal effort. Wants proof of purchase to support returns. • Salesman: Wants to sells the equipment with most convenient way, provides the customer various option for given equipment model, and provides various warranty plans along with equipment. • StoreManager: Wants to be able to manage Equipment inventory. Provides various Promotional offers based on various stores scenarios. • EquipmentManufacturer: Wants to be able to offer special rebates on equipment, Offers various types of equipment models. • PaymentAuthorizationService: Wants to receive digital authorization requests in the correct format and protocol. Wants to accurately account for their payables to the store. • PowerEquipmentTradeinMarket System: Wants to provide current market value of any equipment the customer wants to buy.
Preconditions	Customer must have a valid ID, credit card.
Success Guarantee	Sale is saved. Tax is correctly calculated. Accounting and Inventory are updated. Commissions recorded. Receipt is generated. Payment authorization approvals are recorded.
Main Success Scenario	1. Customer decide which equipment he/she wants to buy. 2. Customer requests for the list of available equipments. 3. System gives the list of available equipments along with various information for each model. 4. Customer can choose from various replacement option available for each equipment every time he buys. 5. Customer Place an order of the equipment. 6. Customer can check the status of his order or can cancel the order. 7. System gives confirmation of the equipment which the customer ordered. 8. Customer gets an option to enroll as PowerMember after he buys an equipment or he can cancel this membership.

Extensions	a. No equipment available.
	1. The system informs the customer about the unavailability of the selected equipment.
	2. Salesman respond to the error.
	b. System Fails
	1. Salesman restart the system.
	2. System returns/reconstruct to original state.
	3. New sales starts.
	c. Retailer cancel the sale
	1. Retailer asks for valid ID & Credit card information.
	2. If not provided, the sales will be canceled by the retailer.
	d. Customer wants to select replacement plan.
	1. Retailer will provides available replacement plans for the equipment.
	2. Customer selects appropriate plan with the equipment.
	e. Equipment status is not available:
	1. Customer asks the retailer about the status of his equipment.
	2. Retailer checks the system database.
	3. Retailer try to solve the error about why the customer is not able to see the status.
	4. If Problem solved then retailer will request the customer to recheck the status.
	5. If Problem not solved then retailer will gives the customer related information from main system.
	f. Customer can't cancel the order.
	1. System will enters into retailer authorization mode.
	2. Retailer will perform the cancel the equipment order.
	3. System will generate the cancel the order receipt.
	g. Paying for the equipment.
	1. System will generate the total amount along with TAX & other charges, services the customer has chosen for the equipment.
	2. System provides three option to pay for the equipment.
	i. By Cash
	ii. By Credit card
	iii. By Check
	3. Customer select appropriate method for the payment.
	4. System process the transaction
	5. Payment confirmation receipt will be generated.
	h. Payments declines.
	1. System displays the payment decline message & asks the user to use different payment method for purchasing the equipment.
	2. Salesman respond to the error.
	3. Customer uses different payment method to solve the issue.
Special Requirements	• Equipment information must be displayed with appropriate image of that equipment. There can be minimum 3 to maximum 10 images available for each equipment.

	• Various other TAX & charges information must be available with equipment detail.
	• Credit authorization response within 30 seconds 90% of time.
	• Various replacement options must have to be displayed in details.
	• When the system offers the customer to become the PowerMember, various plans details & offers have to be displayed to customer.
Technology and Data Variations List	g. 1. Payment information entered by card reader or keyboard or by scanning. g. 2. Credit payment signature captured digitally.
Frequency of Occurrence	Could be nearly continuous.
Miscellaneous	

4. Use Case Diagram

OutdoorPowerEquipmentDepot