# **Chapter 4**

# **User Scenarios/Use Cases**

* 1. **User Scenarios:**

**Client**

**S\_U1 Client is not logged in**

1. Client can see all products available for sale
2. Client can see all products out of stock at the moment (if they’re still up on the site)
3. Client can access the helper AI
4. Client can start the registration process or sign in to an existing account
5. Client can see the technician services offered but cannot make appointments
6. Client can see a timeline of previous giveaways/events but cannot become part of the upcoming ones

**S\_U2 Client is registering**

1. Client clicks on the “registration” button
2. Client provides the requested information (name, contact information, payment options)
3. Client adds a password
4. Client clicks “Complete”

**S\_U3 Client is signing in**

1. Client clicks on the “sign in” button
2. Client enters their username and password
3. If they do not recall their password they click the “forgot my password” button and receive a new temporary password in their email
4. Client clicks the “Ok” button

**S\_U4 Client is signed in**

1. Client can see all products available
2. Client can see all products currently out of stock
3. Client can request personalization’s
4. Client can request appointments with technicians
5. Client can enter giveaways
6. Client can try to join events
7. Clients can talk to customer service
8. Client can leave reviews on products or staff

**S\_U5 Client adding to cart**

1. Client chooses the products they like
2. Client clicks the “add to cart” button
3. Client is shown items other clients have often bought along with said product

**S\_U6 Client checking out**

1. Client finishes adding products to cart
2. Client clicks the “Your Cart” button
3. Client rechecks if they want to buy all the products in the cart
4. Client is asked to confirm their postal address
5. Client is presented a window with the total amount to be paid and is asked if they wish to proceed with making the payment with the card linked on their account
6. If the payment is confirmed the client will be informed on the date the items are expected to arrive, otherwise they’re asked to provide another payment method. If no such method is provided the client will be returned to their “Your Cart” menu

**US7: Entering Giveaways**

1. Client will be presented with the product/s in giveaway as soon as entering the site.  
2. Client can see the details on the giveaway such as the timeframe of applying and end-date.  
3. If not already, client needs to go through the process of signing up with his/her personal information to then be able to enter the giveaway.  
4. Client needs to click “Enter giveaway”.  
5. Client needs to fulfill all listed requirements before officially being part of the giveaway.  
6. Client clicks “Complete”.

**US8: Making Custom Orders**

1. Client will be presented with “custom orders” page when entering the site.  
2. The page will display all brands the shop has partnership with and that offer the custom order option.  
3. When interacting with a brand, it will show all available options for personalization.  
4. Client can select different options for the selected base instrument such as material (wood types, plastic, carbon fiber), color, string types (guitar, piano, violin, cello), pickups(guitars), tiles(pianos) and so on, where each special part is added to the overall price of the instrument.  
5. Upon finishing the custom order, if the client is not logged in already, they are obliged to so the order can be completed.  
6. The item is added to cart and the client can continue with the check-out process.

**US9: Setting up appointments**

1. Client will be presented with “Technical Support” page as soon as entering the site.  
2. The page will display alternatives of technical support depending on your instrument (guitar tech-guy will not be the same as the piano or drum tech-guy) or sound system.  
3. Upon selecting the specific tech-support, their calendar of appointments will be shown, displaying the hours/days they are free to set up an appointment or are busy with other customers.  
4. The customer can select an hour/day for an appointment and click “Confirm Appointment” to finalize it.

5. If the client is not logged in already, they need to log in before the appointment is finalized.  
6. Client needs to provide their personal client details in the site to the tech-support upon meeting them so the service can proceed.  
7. Upon the instruments fixing/upgrade, a notification is sent to the client via their contact information, along with the bill that can be paid immediately at the shop upon instrument pickup or via the customer account online.

**US10: Contacting customer service**

1. Client will be presented with “Customer Service” page as soon as entering the site.  
2. Upon entering the page, a wide variety of issues that customers usually have will be displayed to the client.  
3. Client must be logged in if the concern is regarding one of their orders, personalization’s, participations in events or giveaways and other issues with personal client information.  
4. When clicking one of these issues, depending on their complexity, the links can either redirect the client to an automated AI with the answers or to workers of the shop (having a hard time logging in can be supported by an AI that walks the client through the process rather than consuming the time of the worker that might deal with something much more complex).  
5. Client can state their own issues not displayed in the general tab via the option “Other”.  
6. In cases of contacting the workers, clients can either wait for their response online in the site or be notified via their contact information provided from their account.

**US11: Leaving a review**

1. Client needs to be logged in to leave a review.  
2. The option “leave a review” will appear after purchasing a product, receiving customer service, attending an event, or receiving technical support.  
3. After clicking the option, the client can leave a “star-rating” and write their review on the item, service or event including a header and their detailed message.  
4. Reviews will be public to all other customers and staff and will be taken under consideration for a better experience.  
5. Foul or offensive comments in reviews will immediately take the entire review down and the customer dealt with depending on the scale of issue.

**S\_U12 Shopkeeper is signing in**

1. Shopkeeper clicks on the "sign in" button
2. Shopkeeper enters their username and password
3. If they do not recall their password, they click the "forgot my password" button and receive a new temporary password in their email
4. Shopkeeper clicks the "Ok" button.

**S\_U13 Shopkeeper is adding an item**

1. Shopkeeper clicks on the "add item" button.
2. Shopkeeper provides the requested information: required -> name, image, item code, quantity, unit price, supplier information, purchase order number, date of purchase, location in the warehouse, expiration (if needed). optional -> description, weight, dimensions.
3. Shopkeeper clicks "Complete" button.

**S\_U14 Shopkeeper is updating an item**

1. Shopkeeper opens the wanted item page.
2. Shopkeeper clicks on the "Edit" button.
3. Shopkeeper makes changes to the item's information.
4. Shopkeeper clicks "Complete" button.
5. Shopkeeper is prompted to confirm their changes.

**S\_U15 Shopkeeper is communicating with client**

1. Shopkeeper will be presented with "Online Customers Waiting For Help" page as soon as entering the site, if none are waiting they will be presented with the contact information of clients requesting assistance.
2. Once connected with the client, shopkeeper will give continuous answers to the questions of the client.
3. When the information is received and the conversation is finished, the interaction will be recorded and saved.

**S\_U16 Shopkeeper is managing giveaways**

1. Shopkeeper clicks on the "create giveaway" button.
2. Shopkeeper creates a plan for the giveaway, including the item or items to be given away, the quantity of items, and the timeframe for the giveaway.
3. As customers open the software, the system informs them of the giveaway and provides them with the necessary information about how to participate.
4. Shopkeeper evaluates the success of the giveaway by reviewing the participation rates, customer feedback, and any other relevant metrics, and saves this information to inform future giveaways or promotional activities.

**S\_U17 Shopkeeper is accepting personalizations:**

1. Shopkeeper discusses the details of the personalization with the customer,including the desired design, size, placement, and any other relevant specifications.
2. Shopkeeper clicks on "add personalized item" button
3. Shopkeeper creates an order for the personalized product and enters the customer's information, including their name, contact information, and payment details.
4. Shopkeeper clicks on "forward to vendor" button
5. In the list of vendors, shopkeeper will click the appropriate one.
6. Shopkeeper will click "forward order" button.
7. Shopkeeper adds the item to the system.
8. When the item is ready, shopkeeper contacts the customer to let them know that their personalized product is ready for pickup or shipping.
9. After item is picked up, shopkeeper updates the item in the system.

**S\_U18 Technician is signing in**

1. Technician clicks on the "sign in" button.
2. Technician enters their username and password.
3. If they do not recall their password, they click the "forgot my password" button and receive a new temporary password in their email.
4. Technician clicks the "Ok" button.

**S\_U19 Technician is adding dates/hours available**

1. Technician logs into their scheduling system using their credentials.
2. They navigate to the "Availability" section of the system.
3. Technician selects the dates they are available to work from the calendar and marks them as available.
4. They enter the hours they are available to work on each day.
5. Technician clicks on the "Save" button to add their availability to the system.

**S\_U20 Technician is accepting appointments**

1. Technician logs into their scheduling system using their credentials.
2. They navigate to the "Appointments" section of the system.
3. Technician sees a list of available appointments and selects the one they want to accept.
4. They click the "Accept" button to confirm the appointment or "Reject" button to decline it. If they choose to reject the appointment ,the system will remove it from their calendar and notify the costumer.
5. The appointment is added to their calendar and the customer is notified.

**S\_U21 Admin is signing in**

1. Admin enters their username and password
2. If they do not recall their password, they click the "forgot my password" button and receive a new temporary password in their email
3. Admin clicks the "Ok" button.

**S\_U22 Admin is adding an item**

1. Admin clicks on the "add item" button.
2. Admin provides the requested information: required -> name, image, item code, quantity, unit price, supplier information, purchase order number, date of purchase, location in the warehouse, expiration(if needed). optional -> description, weight, dimensions.
3. Admin clicks "Complete" button.

**S\_U23 Admin is modifying an item**

1. Admin opens the wanted item page.
2. Admin clicks on the "Modify" button.
3. Admin makes changes to the folder.
4. Admin clicks "Complete" button.
5. Admin is prompted to confirm their changes.

**S\_U24 Admin is seeing data on sales**

1. Admin clicks on "Sales" button.
2. Admin checks the data on sales.

**S\_U25 Admin is organizing giveaways**

1. Admin clicks on the "organize giveaway" button.
2. Admin buys the items needed for the giveaway.
3. Admin sends the items to the store.

**S\_U26 Admin is organizing events**

1. Admin clicks on the "create event" button.
2. Shopkeeper creates a plan for the event, including the artist or artists performing, and the timeframe for the event.
3. As customers open the software, the system informs them of the event and provides them with the necessary information.
4. Event evaluates the success of the event by reviewing the participation rates, customer feedback, and any other relevant metrics, and saves this information to inform future artists or events.

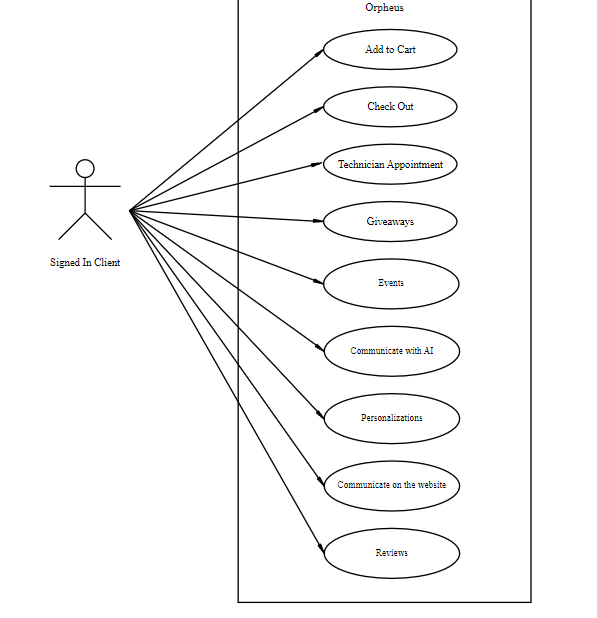
**S\_U27 Admin is seeing data on staff**

1. Admin clicks on the "Staff" button.
2. Admin can see the data all staff members.

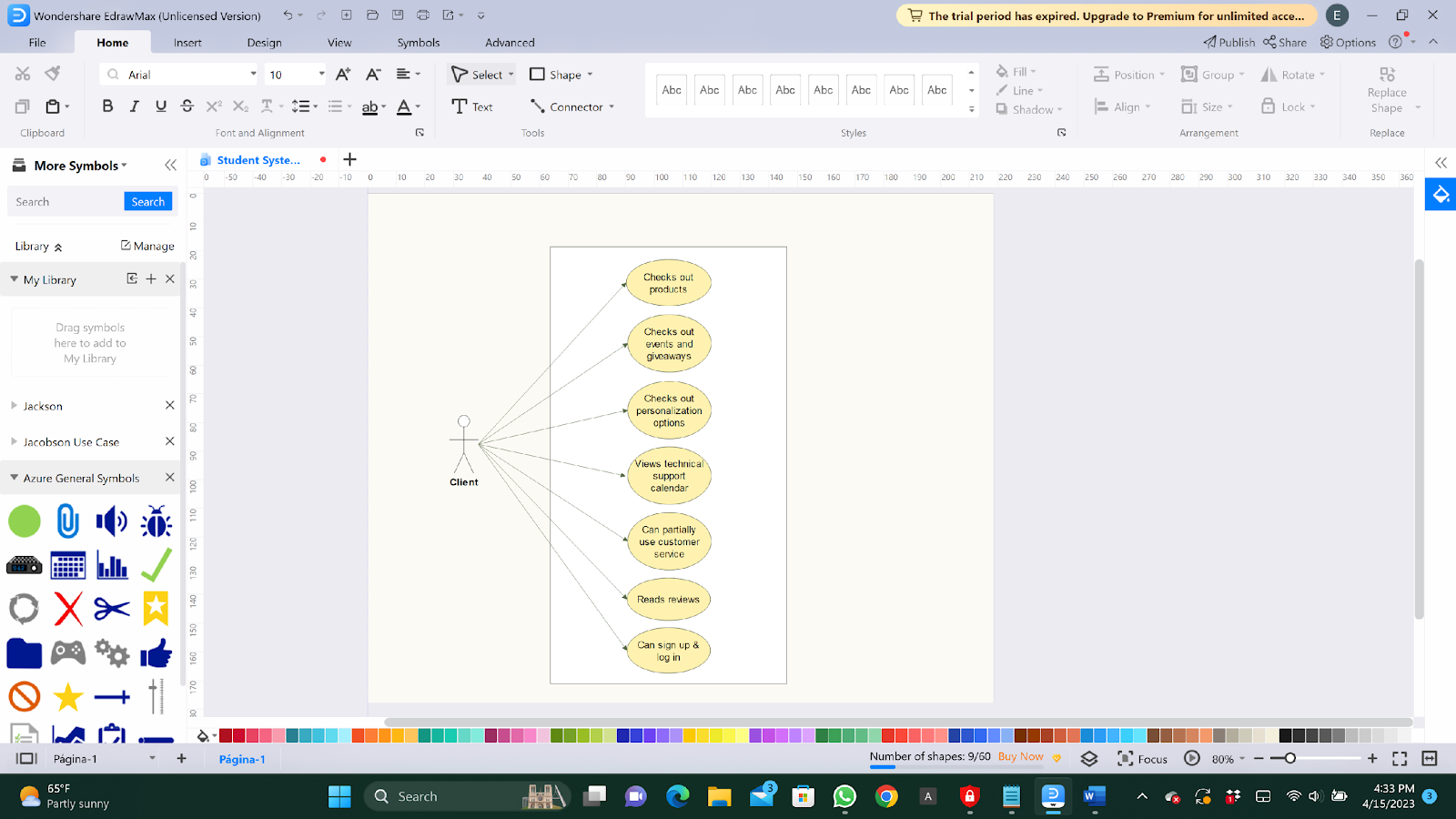
**S\_U28 Admin is seeing reviews**

1. Admin clicks on the "Review" button.
2. Admin checks the reviews of the shop.
   1. **Use cases**

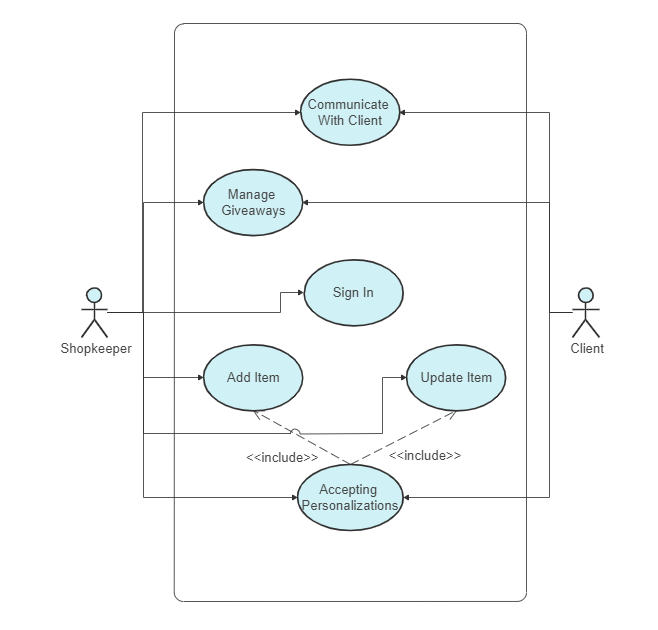
**Use case nr 1 Signed in Client**



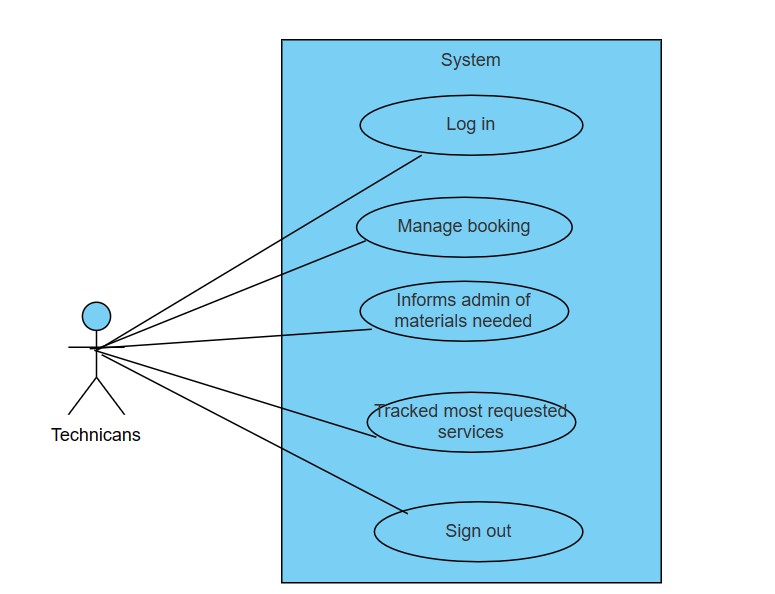
**Use case 2 Not Signed in Client**



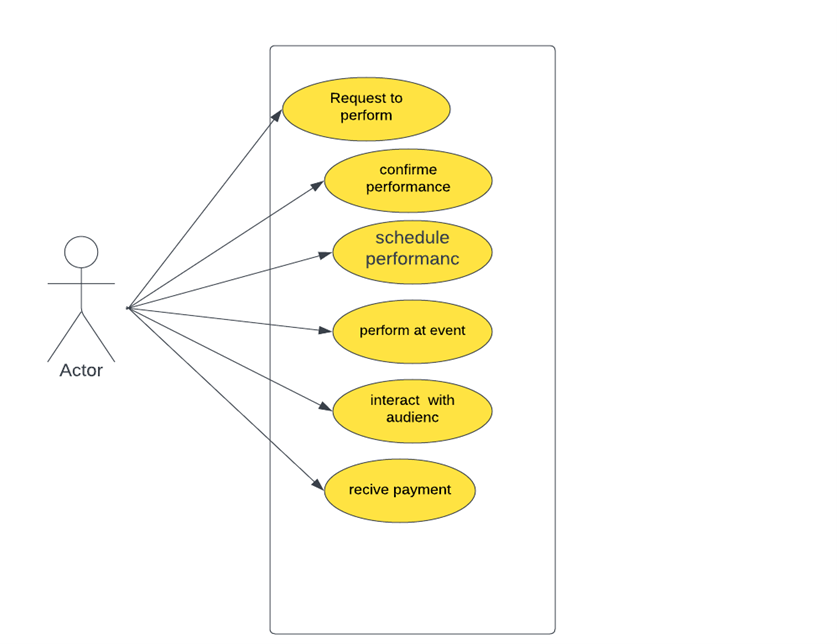
**Use case nr 3: Shopkeeper**



**Use case nr 4 Technician**

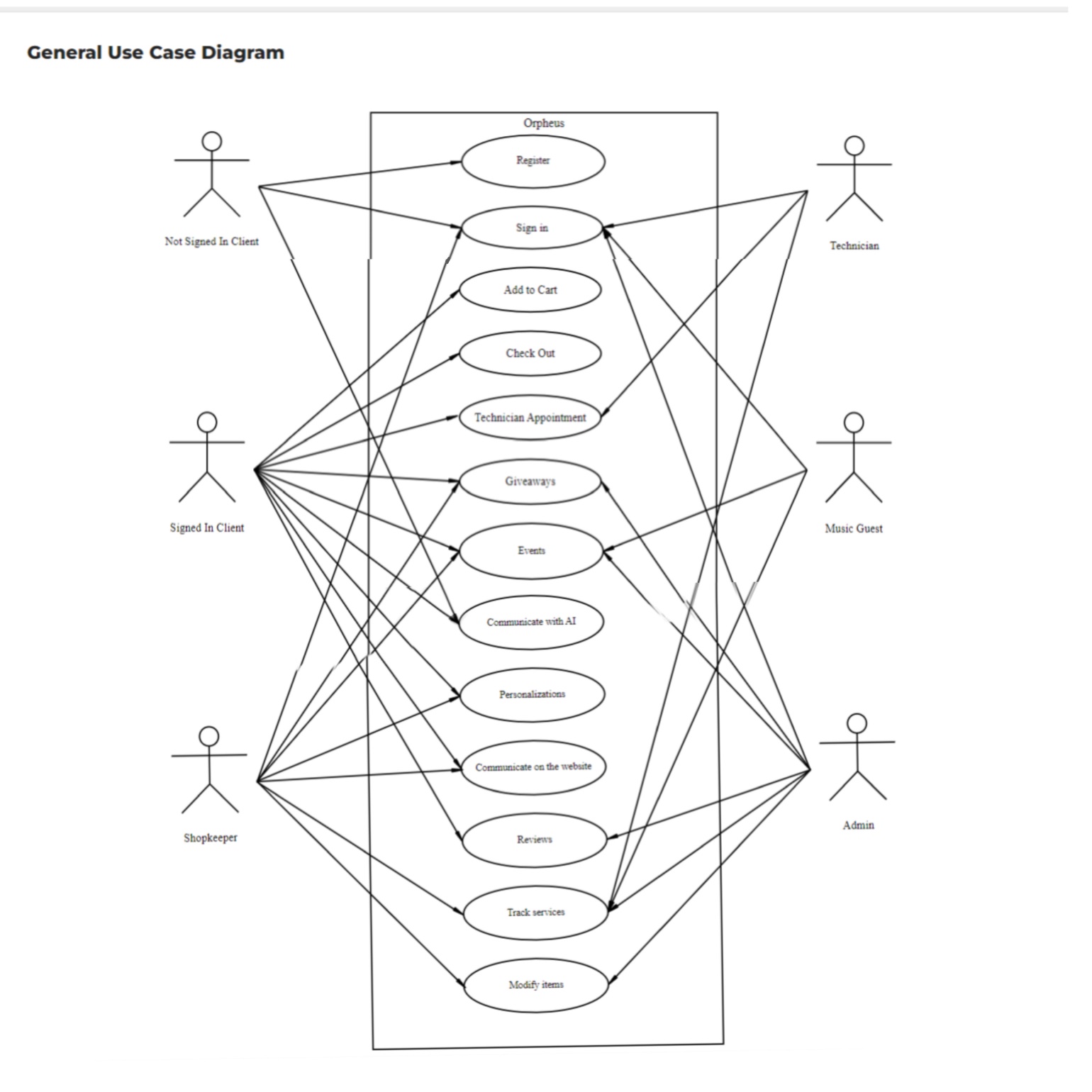
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**Use case nr 5 Music Guest**

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**Use case nr 6 Admin**

**Use case nr 7 General**



* 1. **Use case expanded**

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| Use case 1.1: | client SIgning in |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client needs to sign in in order to access all the features of the website and talk directly to customer service |
| Minimum guarantees | Client will enter the data but will not be able to sign in |
| Success guarantees | Client will be able access all the features and services the website offers |
| Primary actor | Client |
| Stakeholder’s interest | Clients being able to actually buy products, therefore bring in income |
| Preconditions | The client needs to have already signed up beforehand |

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| Use case 1.2: | client CHECKS OUT ITEMS |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client observes all items or services that might be of interest |
| Minimum guarantees | Client will observe all products in stock or not, as well as other services without taking other action |
| Success guarantees | Client will observe all products and services and take other action (such as adding to cart or booking appointments) |
| Primary actor | Client |
| Stakeholder’s interest | Clients being tempted to buy products or services |
| Preconditions | The client must be signed in |

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| Use case 1.3: | client ADDS TO CART |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client progresses with the intent to purchase items |
| Minimum guarantees | Client cannot add out of stock items to cart |
| Success guarantees | Client adds items to cart and will then proceed to the checkout portion |
| Primary actor | Client |
| Stakeholder’s interest | Clients being about to spend money on products |
| Preconditions | The client must be signed in and have observed the items |

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| Use case 1.4: | client proceeds to check out |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client will pay for the afore selected products |
| Minimum guarantees | Client will not be charged if they do not click confirm order |
| Success guarantees | Client will click confirm order and then be charged |
| Primary actor | Client |
| Stakeholder’s interest | Clients being tempted to buy products or services |
| Preconditions | The client must have added products to cart |

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| Use case 1.5: | client confirms the arrival of their order |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client confirms the arrival of the delivery |
| Minimum guarantees | Client will confirm the fact they have paid but not the fact they have received the package |
| Success guarantees | Client will confirm both the fact they paid and the arrival of their package |
| Primary actor | Client |
| Stakeholder’s interest | Client is content and as such is likely to buy again |
| Preconditions | The client must have ordered and paid the product |

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| Use case 1.6: | client enters giveaways |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client enters a contest with the intent to win free products/services |
| Minimum guarantees | Client will observe current giveaways but will not enter in any |
| Success guarantees | Client will observe current giveaways and will enter successfully |
| Primary actor | Client |
| Stakeholder’s interest | Clients are motivated to check the application often |
| Preconditions | The client must be signed in |

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| Use case 1.7: | client joins events |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client observes events (past, present and future) and decides to join one |
| Minimum guarantees | Client will be able to observe all events and will not join any of them |
| Success guarantees | Client will observe all events and join at least one |
| Primary actor | Client |
| Stakeholder’s interest | Clients spending more time in our website and around our staff |
| Preconditions | The client must be signed in |

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| Use case 1.8: | client requests persoalizations |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client wants to personalize a musical instrument in their possession |
| Minimum guarantees | Client will fill all fields required but will not be able to progress to a further step |
| Success guarantees | Client will fill all fields required and will be able to progress to a further step |
| Primary actor | Client |
| Stakeholder’s interest | Clients paying for a service |
| Preconditions | The client must be signed in |

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| Use case 1.9: | client books appointments |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client books appointments with specialized technicians to repair/check their instruments |
| Minimum guarantees | Client will be able to see the hours available of each technician but not be able to make a booking |
| Success guarantees | Client will be able to see all hours available of each technician and request an appointment |
| Primary actor | Client |
| Stakeholder’s interest | Clients paying for a service |
| Preconditions | The client must be signed in |

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| Use case 1.10: | client communicate to customer service |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client talks to customer service in order to get a professional opinion in order to make a more educated purchase |
| Minimum guarantees | Client will send a message and not get a reply back |
| Success guarantees | Client will send a message and then have a conversation with a shopkeeper in order to make an educated purchase on the item most suited to them |
| Primary actor | Client |
| Stakeholder’s interest | Clients being informed and educated so more likely to return |
| Preconditions | The client must be signed in |

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| Use case 1.11: | client leaves reviews |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client expresses their opinion on products/staff/website |
| Minimum guarantees | Client will see they can write a review but elect to ignore it |
| Success guarantees | Client will write out their review and post it |
| Primary actor | Client |
| Stakeholder’s interest | Being able to see the levels of customer satisfaction |
| Preconditions | The client must be signed in |

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| Use case 1.12: | client signs out |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client signs out in order to protect their privacy |
| Minimum guarantees | Client will be able to see the “Sign out” button but nothing happens when its clicked |
| Success guarantees | Client will be able to sign out when the “Sign out” button is clicked |
| Primary actor | Client |
| Stakeholder’s interest | Clients being content so they do not mind using the website |
| Preconditions | The client must be signed in |

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| Use case 2.1: | Guest client checks out events/giveaways |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client can see the events or giveaways happening in the near future |
| Minimum guarantees | Client will not be able to get enough information about the events/giveaways |
| Success guarantees | Client will be informed about the general information of events/giveaways, but cannot participate without an account |
| Primary actor | Guest client |
| Stakeholder’s interest | Guests are drawn to future activities, so they log in and apply for participation |
| Preconditions | The guest client must have entered the app and clicked on the “events” category |

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| Use case 2.2: | Guest client checks out personalization options |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client can see options of personalizing/upgrading their instruments |
| Minimum guarantees | Client will not be able to get the entire range of personalization option information |
| Success guarantees | Client will be informed about the general information on personalizing or making custom orders, but cannot purchase them without an account |
| Primary actor | Guest client |
| Stakeholder’s interest | Guests are drawn to the wide range of personalization options and custom orders, pushing them to create accounts and make purchases |
| Preconditions | The guest client must have entered the app and clicked on the “custom orders” category |

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| Use case 2.3: | Guest client views technical support calendar |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client can check out the free dates of technician’s schedule to set up a meeting to fix or upgrade their instruments |
| Minimum guarantees | Client will not be able to find a free date that the technician is available |
| Success guarantees | Client will be able to find a free date to meet the technician, but cannot confirm the meeting without an account |
| Primary actor | Guest client |
| Stakeholder’s interest | Guests can see the availability of the technicians; they hurry to occupy free dates by creating accounts and confirming meetings |
| Preconditions | The guest client must have entered the app and clicked on the “tech support” category |

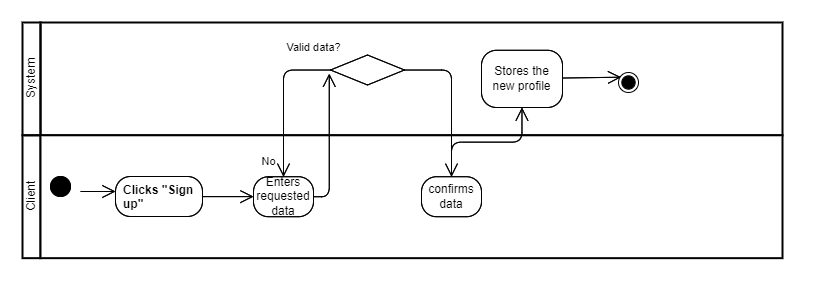
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| Use case 2.4: | Guest client partially uses customer service |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client can ask questions to customer service about their issues |
| Minimum guarantees | Client will get general answers from the AI that may or may not be helpful |
| Success guarantees | Client will get general answers from the AI or worker, but cannot ask specific questions without an account |
| Primary actor | Guest client |
| Stakeholder’s interest | Guests want to ask more specific questions about their issues, so they create accounts and increase interactivity with the app |
| Preconditions | The guest client must have entered the app and clicked on the “customer service” category |

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| Use case 2.5: | Guest client checks out reviews on products |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client can read the public reviews listed under the products |
| Minimum guarantees | Client will find only star ratings listed below the product they are interacting with |
| Success guarantees | Client will read many reviews from other logged in clients, but cannot leave one themselves without an account |
| Primary actor | Guest client |
| Stakeholder’s interest | Guests read reviews and are tempted to ask questions to other reviewers before buying the product, so they create accounts and increase interactivity with the app |
| Preconditions | The guest client must have entered the app and clicked on the preferred product to then read the reviews |

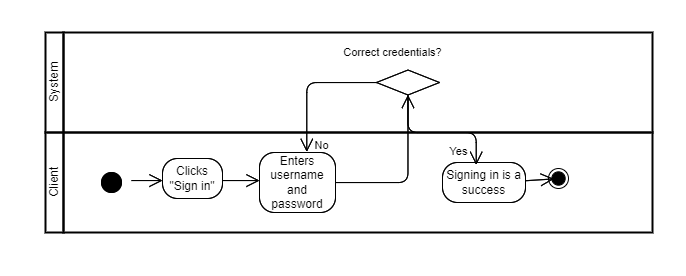
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| Use case 2.6: | Guest client can sign up or log in |
| Scope | Music shop app |
| Level | User level |
| Intention Context | Client can create a personal account and log in with that account |
| Minimum guarantees | Upon signing up other existing account problems can occur; upon logging in there can be issues with forgotten emails or passwords |
| Success guarantees | Client will create a new personal account and log in with that account |
| Primary actor | Guest client |
| Stakeholder’s interest | Guest clients will sign in, granting themselves a plethora of purchasing products and services, increasing income for the shop |
| Preconditions | The guest client must have a distinct email and password, not priorly used for another account in the app for the sign up to work |

* 1. **Activity Diagrams**

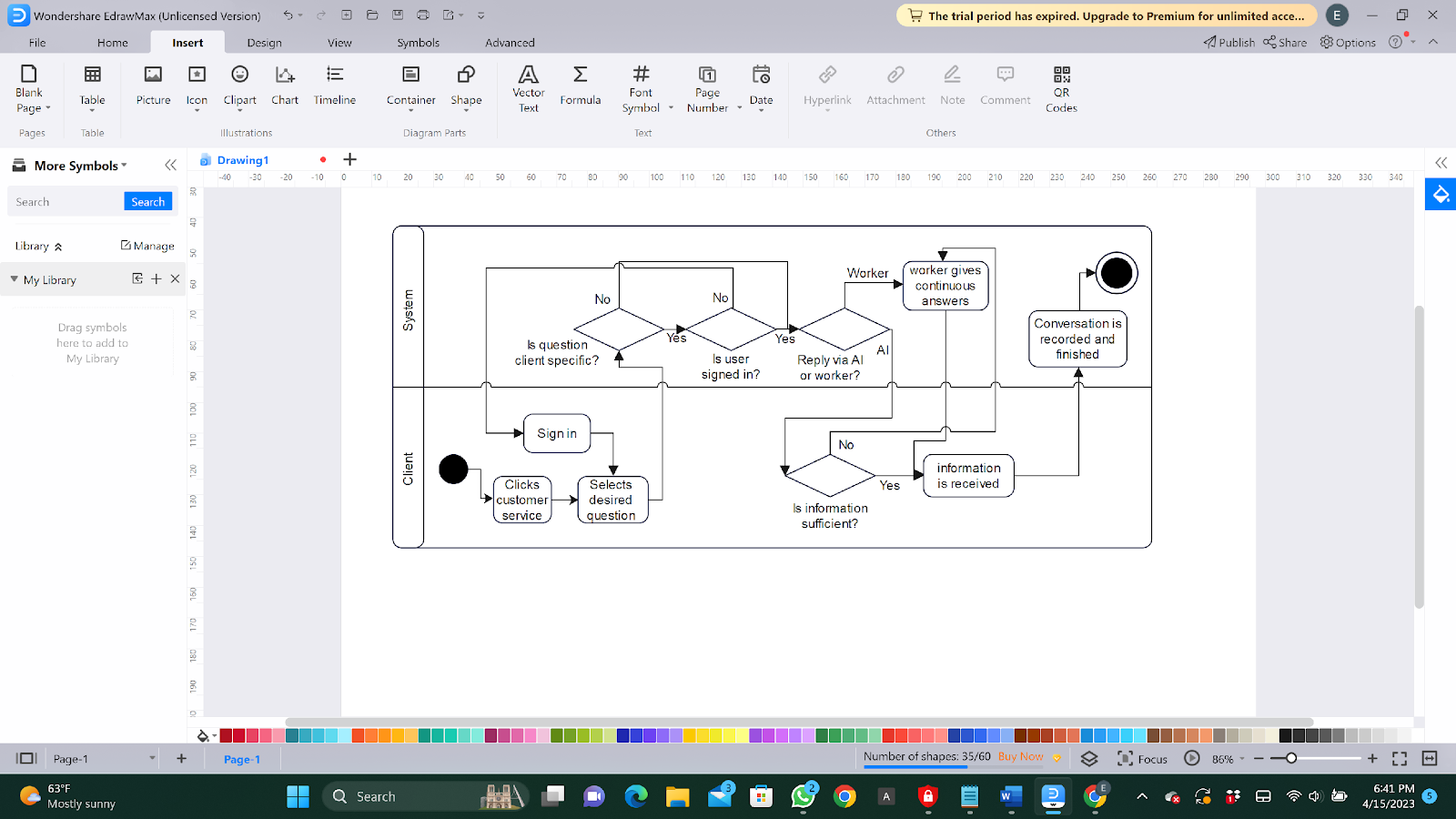
**Signing up**



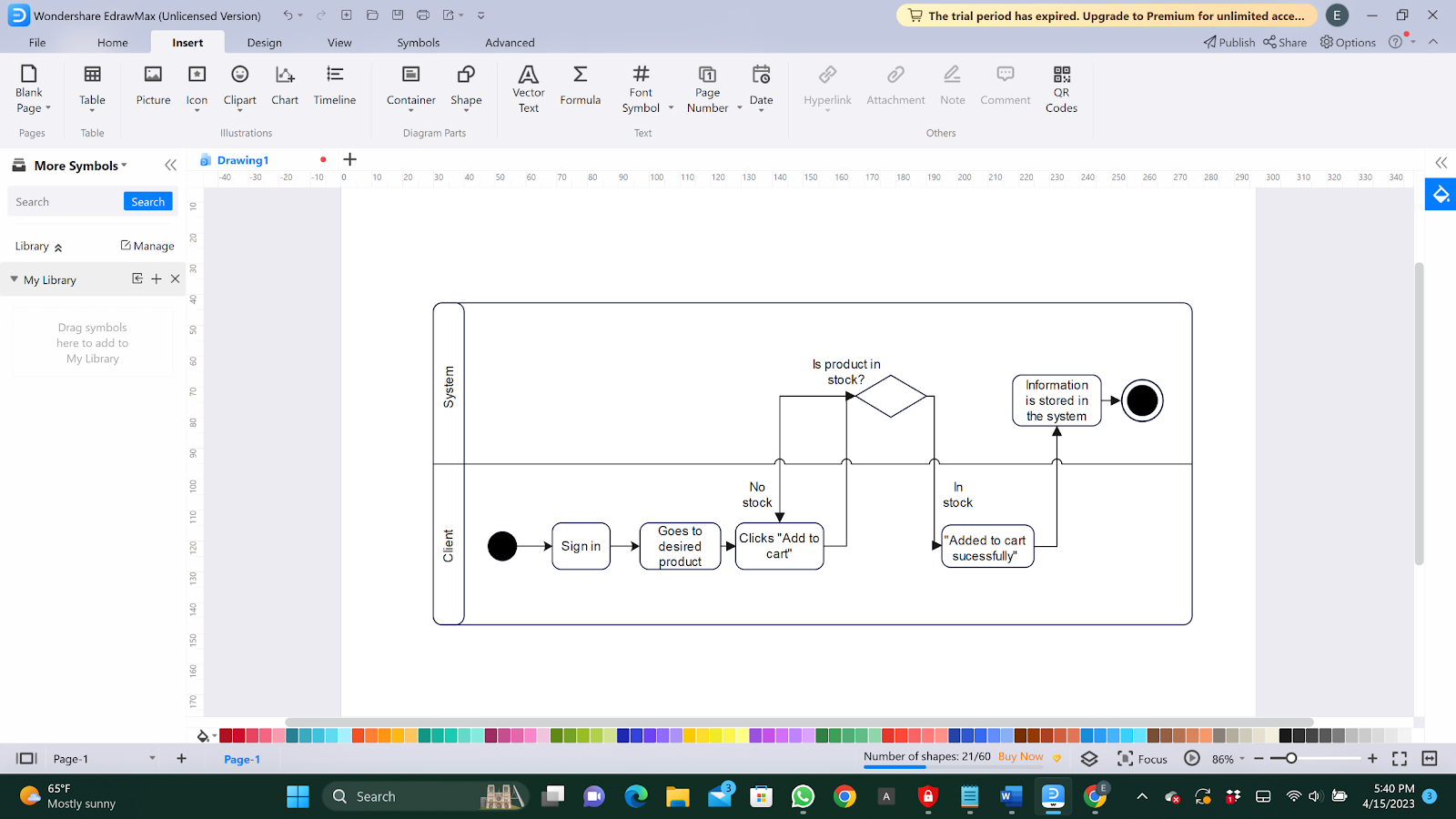
**Signing in**



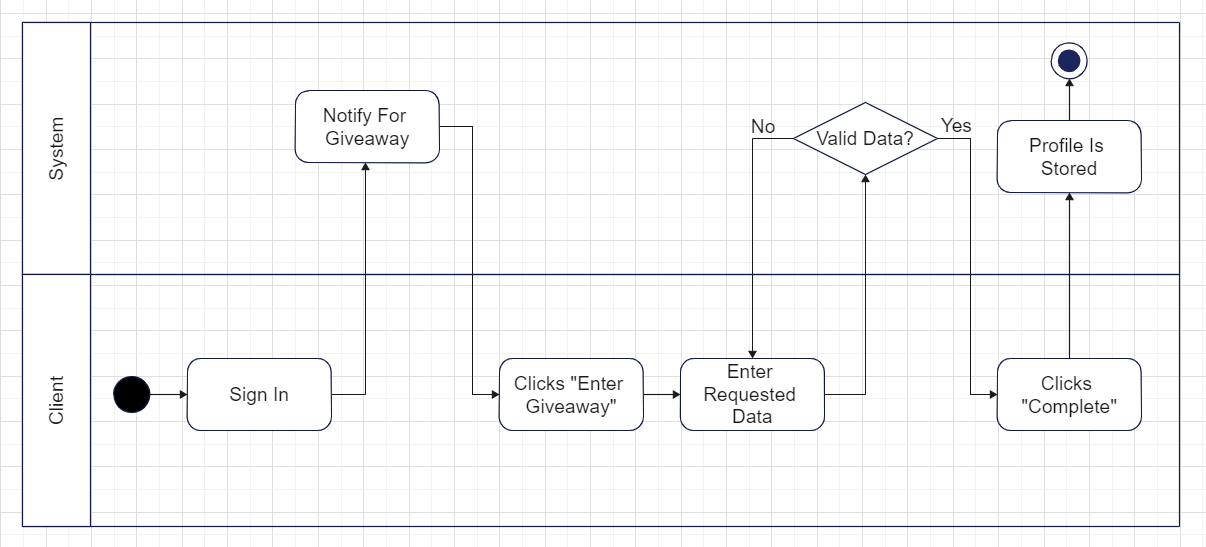
**Client talking to customer service**



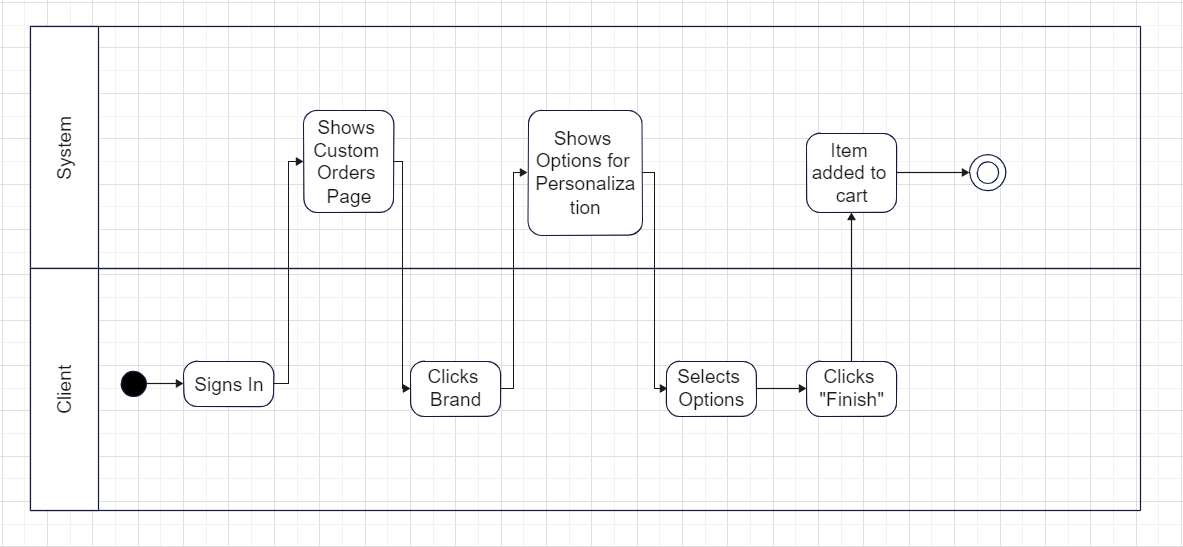
**Client adding to cart**



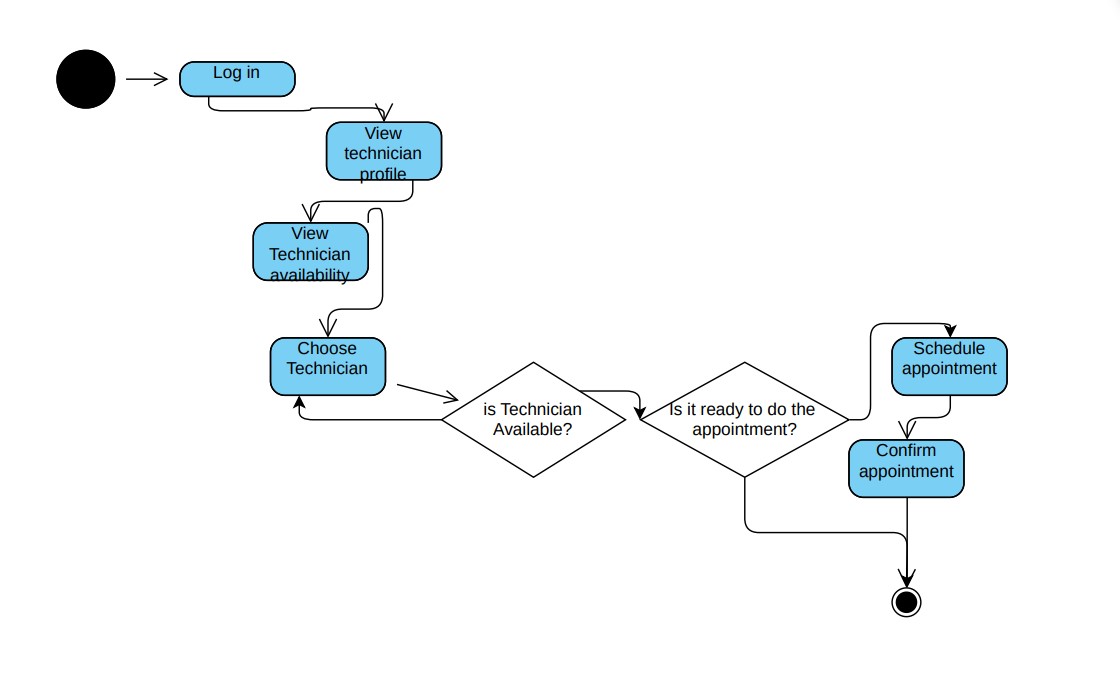
**Client Entering Giveaways**



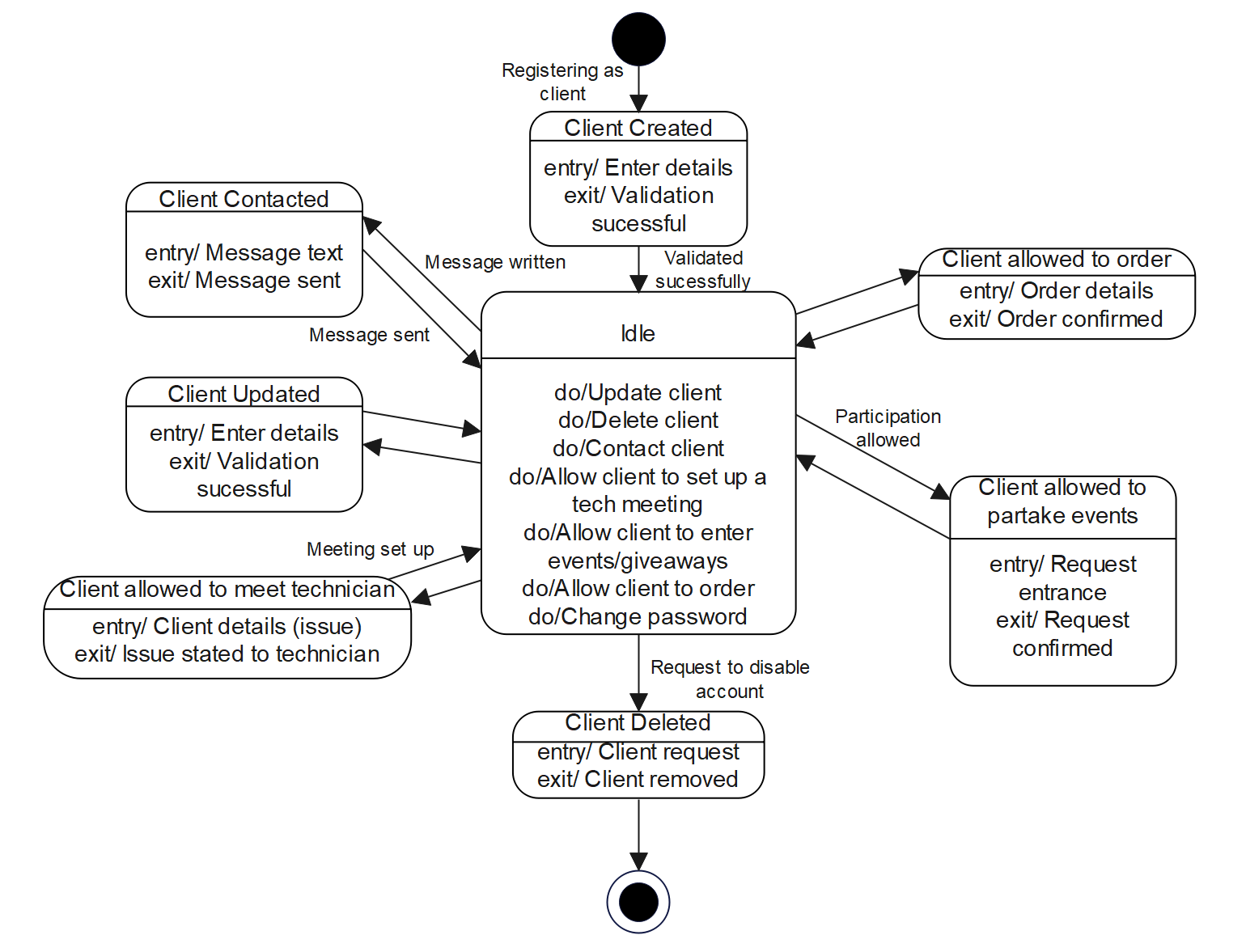
**Client requesting Personalizations**



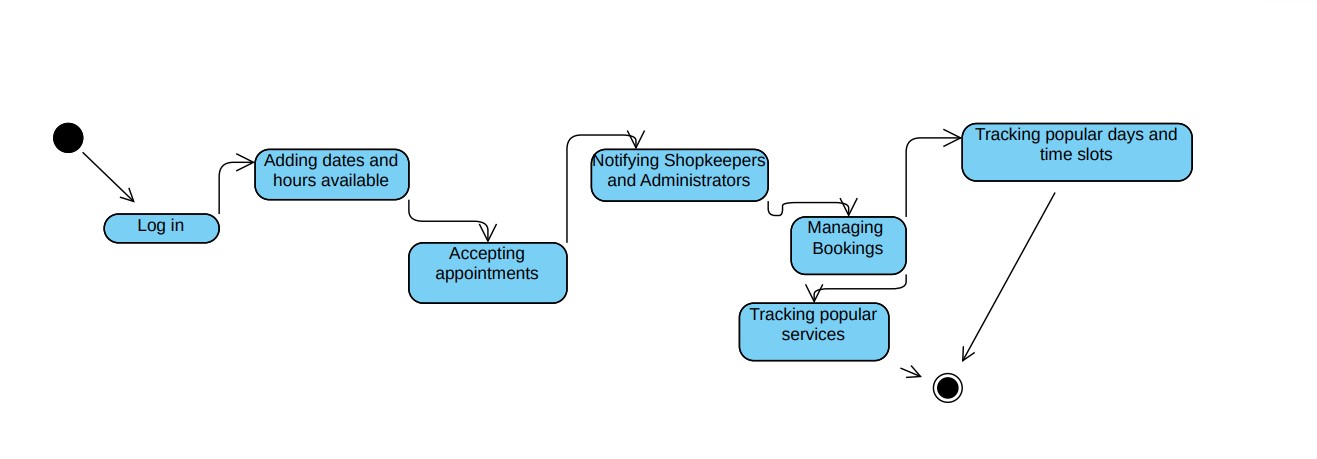
**Client making appointment with technician**

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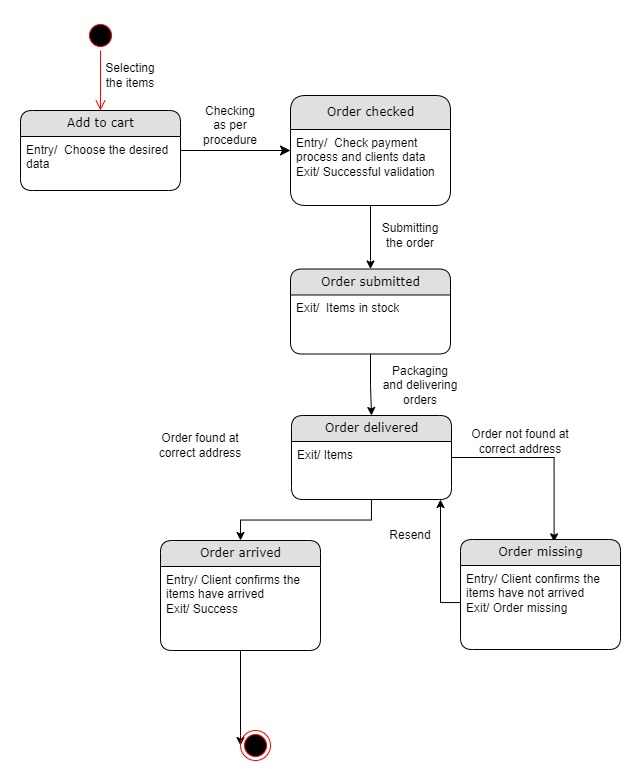
* 1. **State Diagrams**

**Client** 

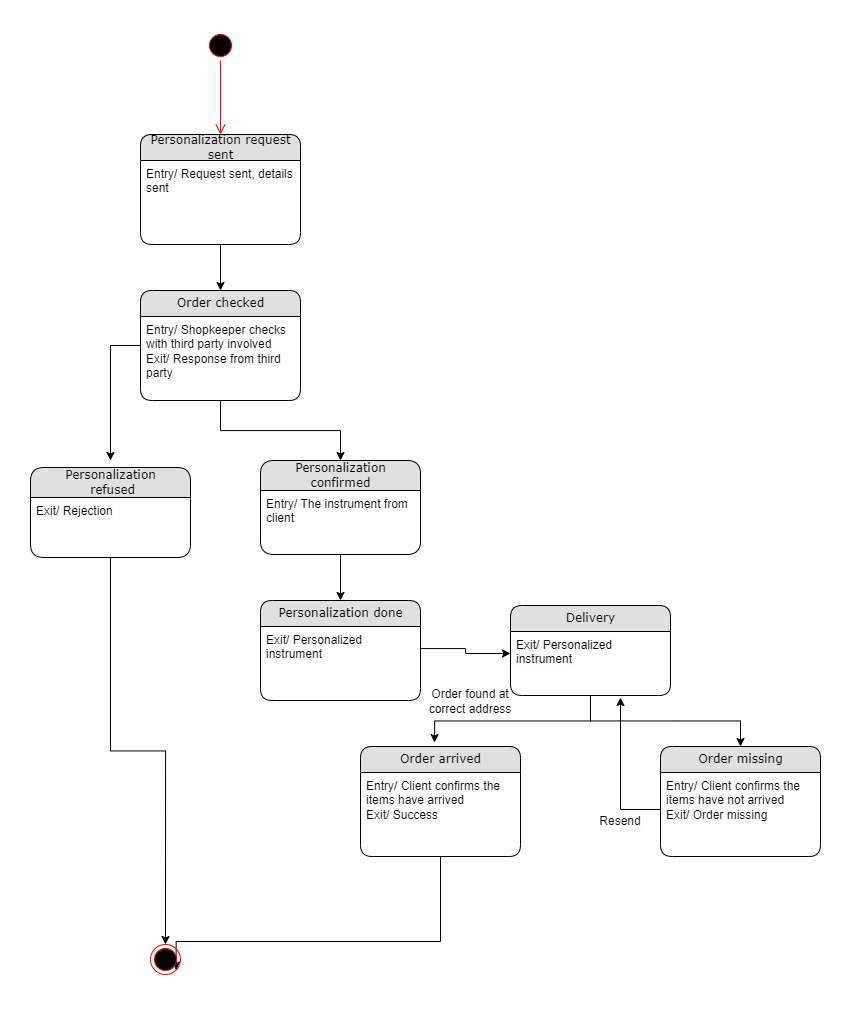
Technician



Client ordering



Client requesting personalization’s



Payment

