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| **Use Case ID:** | 16 | | | |
| **Use Case Name:** | Feedbacks common | | | |
| **Created By:** | Pushpendra Sharma | | **Last Updated By:** |  |
| **Date Created:** | 28/03/2019 | | **Last Revision Date:** |  |
| **Actors:** | | Customer | | |
| **Description:** | | A customer can send feedback to admin; it can be for direct merchant or for third-party merchant. Admin will forward the feedbacks to the merchant and also redirect their responses to customer. | | |
| **Trigger:** | | The feedback functionality will be triggered after the product’s delivery .The customer will give common feedback to admin for the merchants and merchant will give their response for the respective feedback | | |
| **Preconditions:** | | **1. Customer purchased the product.**  **2. The customer opens the ‘My Order’ home page for the feedback.** | | |
| **Postconditions:** | | The feedback will be send to the admin for the merchant and receive their responses regarding their feedback. | | |
| **Normal Flow:** | | 1. Customer opens the ‘My Order’ home page and opens the respective product link.  2. Customer writes a common feedback related to that product to merchant via admin.  3. Customer will receive response from merchant via admin. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | |  | | |
| **Includes:** | | Steps 1-3 in the normal flow would be required for all ‘My Order’ home pages. | | |
| **Frequency of Use:** | | Multiple feedbacks for one product. | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | 1. The Customer already purchased the product and used it. | | |
| **Notes and Issues:** | | 1. There is an issue that the Customer can give the negative views without even using the product. 2. There is an issue that customer didn’t get any response related to their feedback from the merchant. | | |