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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 gives common feedback to admin for the merchants and also forwarded the responses to their respective feedback.. | | |
| **Preconditions:** | | **1. Customer received the product.**  **2. The customer opens the product 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 product home page and opens the 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:** | | In step 1 of normal flow if the product selected by the customer is not valid.  1a. The system should raise an exception that You are not able to give the feedback for that Product. Firstly, you have to buy it to give the feedback. | | |
| **Includes:** | | Steps 1-3 in the normal flow would be required for all Product home pages. | | |
| **Frequency of Use:** | | Multiple feedbacks for one product. | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | 1. The Customer already received 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. | | |