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| **Use Case ID:** | 15 | | | |
| **Use Case Name:** | Feedbacks of Products | | | |
| **Created By:** | Raj Kumar | | **Last Updated By:** |  |
| **Date Created:** | 28/03/2019 | | **Last Revision Date:** |  |
| **Actors:** | | Customer | | |
| **Description:** | | Customer can give feedback on a product and it will be present on product’s home page. | | |
| **Trigger:** | | The feedback functionality will be triggered after the product’s delivery .The customer will gives feedback for the product. | | |
| **Preconditions:** | | **1. Customer received the product.**  **2. The customer opens the product home page for the feedback.** | | |
| **Postconditions:** | | The feedback will be uploaded on the product details window for the other customers. | | |
| **Normal Flow:** | | 1. Customer opens the product home page and opens the product link.  2. Customer writes the feedback related to that product.  3. System will upload the product feedback for other customer. | | |
| **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. | | |