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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 purchased the product.**  **2. The customer opens the ‘My Order’ home page for the feedback.** | | |
| **Postconditions:** | | The feedback will be uploaded on respective product details window for the other customers. | | |
| **Normal Flow:** | | 1. Customer opens ‘My order’ home page and opens the respective product’s link.  2. Customer writes the feedback related to that product.  3. Customer can update feedback.  4. System will upload the product feedback for other customer. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | |  | | |
| **Includes:** | | Steps 1-4 in the normal flow would be required for all ‘My Order’ 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. | | |