

Cockburn's Use Case Template

USE CASE #1	Order PC	
Goal in Context	Customer Order a PC on Dell Website (DELL CRM System)	
Scope & Level	Order a PC Sub-function Paying order	
Preconditions	The Customer have to be logged	
Success End Condition	Customer make the order and Pay	
Failed End Condition	Customer Fail to Pay or Cancel the Order during the buying process	
Primary, Secondary Actors	Customer	
Trigger	Customer opens Dell Website and start ordering a PC	
DESCRIPTION	Step	Action
	1	Customer choose a PC on DELL website PC catalog
	2	Customer configures a PC
	3	Customer Confirms PC Order
EXTENSIONS	Step	Branching Action

	3a	Customer canceled the order. The order are discarded
	3b	Customer fail to pay the order. Customer perform payment process and payment got rejected
	3c	Confirmed order Update Dell Production Schedule Use Case

USE CASE #2	Change Order	
Goal in Context	Customer Changes his PC order on Dell Website (DELL CRM System)	
Scope & Level	Changing order for a PC Sub-function	
Preconditions	The Customer have to be Logged , Customer have to had an order	
Success End Condition	Customer Changes his order	
Failed End Condition	Cancel the change during the changing process	
Primary, Secondary Actors	Customer	
Trigger	Customer opens Dell Website, start Changing his previous PC order	
DESCRIPTION	Step	Action

	1	Customer select his order on DELL website
	2	Customer configures PC
	3	Customer Confirms Order changes
EXTENSIONS	Step	Branching Action
	2a	Customer canceled the order. The order are discarded
	3a	Confirmed changes Update Dell Production Schedule Use Case

USE CASE #3	Update Dell Production List
Goal in Context	Update the dell Production List for every new order or modified order
Scope & Level	Update the dell Production List for every new order or modified order Sub-function
Preconditions	A confirmed or modified order from the customer
Success End Condition	Update order in the Orders Production List.
Failed End Condition	System Not able to update order on Dell Production List
Primary, Secondary Actors	DELL

Trigger	Customer finished ordering a PC	
DESCRIPTION	Step	Action
	1	DELL CRM System collect order information
	2	DELL CRM System UPDATE the order in the Dell Production List

USE CASE # 4	Login	
Goal in Context	Allowing Customers to login to account	
Scope & Level	Customer Authentication Primary Task	
Preconditions	Customer should be already registered	
Success End Condition	Customer can be able to open his account	
Failed End Condition	Retry login, Forgot Password	
Primary, Secondary Actors	Customer	
Trigger	Customers opens the login page	
DESCRIPTION	Step	Action

	1	Customer opens Dells website
	2	Enter Login details.
	3	On successful authentication can be able to order pc
EXTENSIONS	Step	Branching Action
	2a	Validate User Use case

USE CASE # 5	Validate User
Goal in Context	System verifies user credentials.
Scope & Level	Validating the user entered credentials. Sub- Function
Preconditions	User credentials should be available in Dells database
Success End Condition	User is successfully validated.
Failed End Condition	User not recognized
Primary, Secondary Actors	Dell, Customer
Trigger	Customer clicks Sign in.

DESCRIPTION	Step	Action
	1	System looks for match in the Dells database
	2	If there is a match in the dells database, Validation is successful.
EXTENSIONS	Step	Branching Action
	2a	If there is no match, system fails to validate and sends user not recognized message.

USE CASE #6	Pay Order
Goal in Context	Paying for the order chose by the customer
Scope & Level	Order payment. Primary Task
Preconditions	Customer have his order ready.
Success End Condition	Payment is successfully done.
Failed End Condition	Payment failed. Retry payment.
Primary, Secondary Actors	Customer, Dell
Trigger	Customer starts the payment.

DESCRIPTION	Step	Action
	1	Customer choose the payment mode.
	2	Enter details required for payment (ex: credit card info.)
	3	Customer pay
	4	Dell receives the payment confirmation
EXTENSIONS	Step	Branching Action
	3a	If payment fails, customer is asked to redo the payment.

USE CASE #7	Shipping Order
Goal in Context	Shipping the order to the Customer
Scope & Level	The system will track all the information regarding the shipping order to customer. Primary Task
Preconditions	A PC ready to be sent to customer, customer address information.
Success End Condition	Customer get his Order
Failed End Condition	Customer couldn't get his Order

Primary, Secondary Actors	Supplier Customer	
Trigger	Supplier start the shipping process	
DESCRIPTION	Step	Action
	1	Supplier get the PC ready.
	2	Supplier packaged the PC.
	3	Supplier send PC to Customer.
	4	Customer receives the PC.
EXTENSIONS	Step	Branching Action
	3a	When Supplier Send an Order to Customer. The Customer have to be Notified about his order status. (Use Case #8)

USE CASE #8	Notify Customer
Goal in Context	Notify Customer about order status
Scope & Level	Send customer email or phone call. Primary Task
Preconditions	Customer already placed an order and payment is successfully done.

Success End Condition	Notification is send to the customers	
Failed End Condition	Failed to notify customers.	
Primary, Secondary Actors	Customer, Supplier, Dell	
Trigger	Customer places the order successfully and shipment details are available.	
DESCRIPTION	Step	Action
	1	Supplier updates the shipping details.
	2	Dells sends an email notifying the shipment details.
	3	Customer receives the notification.
EXTENSIONS	Step	Branching Action
	3a	Customer don't receive any notification if the wrong contact details are given.

USE CASE #9	Production Request List
Goal in Context	Production request list make available all the product requests to the suppliers.
Scope & Level	Production request list provide real time updates of the product requests. Primary Task.

Preconditions	Customer place a new order, change order and	
Success End Condition	Production request list provides the real time updates of product requests or change requests	
Failed End Condition	Real time information about the product is not available.	
Primary, Secondary Actors	Dell	
Trigger	Customer places an order and Dell production list is updated.	
DESCRIPTION	Step	Action
	1	Production request list gets updated with the new requests.
	2	Suppliers will be able to see new product requests.

USE CASE #10	Place Bid
Goal in Context	Seller places the bid for the product in the request list.
Scope & Level	Bid is placed by the seller for the product. Primary task
Preconditions	Order is successfully paid and Dells production list is updated.
Success End Condition	Bid is successfully placed.

Failed End Condition	Failed to place a bid.	
Primary, Secondary Actors	Supplier.	
Trigger	New request for order is available in Dells production list.	
DESCRIPTION	Step	Action
	1	Seller gets the request details over Dells production list.
	2	Seller places the bid for the product
EXTENSIONS	Step	Branching Action
	2a	Seller won't place a bid in case if he can't cater the request.

USE CASE #11	Bid Control
Goal in Context	Dell select the lowest price bid for the product placed by the sellers.
Scope & Level	Selecting the lowest bid for the product requested. Primary Task.
Preconditions	Sellers should have placed the bids already.
Success End Condition	Lowest bid is selected.

Failed End Condition	No bid is selected. Request for new bids	
Primary, Secondary Actors	Dell	
Trigger	Request for new product over Dell Production schedule.	
DESCRIPTION	Step	Action
	1	Dell compares the bids placed by sellers.
	2	Lowest bid is selected.
	3	Winner is given contract to supply the product
EXTENSIONS	Step	Branching Action
	1a	No bids are placed by the seller. Dell requests for new bids.

USE CASE #12	Assemble PC
Goal in Context	Assemble the PC based on customer specification
Scope & Level	Assemble the PC. Primary Task.
Preconditions	Product specifications by customer available over Dell production system. Seller wins the bid. Primary Task.

Success End Condition	Successfully assembles the PC	
Failed End Condition	Fails to assemble the PC	
Primary, Secondary Actors	Supplier	
Trigger	Wins the bid.	
DESCRIPTION	Step	Action
	1	Seller wins the product and gets the contract.
	2	Assembles the PC based on customer specifications.
EXTENSIONS	Step	Branching Action
	2a	Unable to assemble the PC if the customer requirements are not available.

USE CASE #13	PC Components
Goal in Context	2 nd tier suppliers ships the PC components on main supplier request.
Scope & Level	2 nd tier suppliers ships the PC components
Preconditions	Request for product over Dell production schedule. Supplier (Winner) requests for the components.

Success End Condition	Successfully ships the PC components	
Failed End Condition	No PC components are shipped.	
Primary, Secondary Actors	Suppliers.	
Trigger	Supplier (winner) requests for the PC components.	
DESCRIPTION	Step	Action
	1	2 nd tier suppliers gets q request for PC components
	2	Ships the PC components.
EXTENSIONS	Step	Branching Action
	1a	Don't get a request for new components if the supplier (winner) has the components available with him.