**Wholesale System Use Cases**

**Use Case 1: User Registration**

**Goal:** A new user wants to register an account on the Wholesale System web application.

**User Input:** User provides personal information (name, email, address), chooses a username and password.

**System Actions:**

* The system validates the user's input data.
* The system creates a new user account.

**Output:** User receives a confirmation message, and their account is registered.

**Use Case 2: User Login**

**Goal:** A registered user wants to log in to their account.

**User Input:** User enters their username and password.

**System Actions:**

* The system verifies the user's credentials.
* If valid, the system grants access to the user's account.

**Output:** User gains access to their account dashboard.

**Use Case 3: Product Search and Purchase**

**Goal:** A user wants to search for a product, add it to their cart, and complete the purchase.

**User Input:** User enters search keywords, selects a product, adds it to the cart, and proceeds to checkout.

**System Actions:**

* The system searches for products matching the keywords.
* The system updates the user's cart with the selected product.
* The system guides the user through the payment process.

**Output:** User successfully completes the purchase, and the product is shipped.

**Use Case 4: Password Reset**

**Goal:** A user wants to reset their password securely.

**User Input:** User requests a password reset.

**System Actions:**

* The system sends a password reset email to the user's registered email address.
* The system generates a secure password reset link.

**Output:** User receives an email with a password reset link.

**Use Case 5: Customer Profile Update**

**Goal:** A user wants to update their personal information in their profile.

**User Input:** User edits their profile information (e.g., name, address).

**System Actions:**

* The system validates and updates the user's profile data.

**Output:** User's profile information is updated.

**Use Case 6: Live Chat for Customer Support**

**Goal:** A user requires real-time customer support through live chat.

**User Input:** User initiates a live chat session.

**System Actions:**

* The system connects the user with a customer support agent.
* The system provides a chat interface for real-time communication.

**Output:** User receives real-time assistance from a support agent.

**Use Case 7: Order Tracking and Returns**

**Goal:** A user wants to track their order and initiate a return if needed.

**User Input:** User enters their order details and initiates a return request.

**System Actions:**

* The system retrieves order information and order status.
* The system processes the return request.

**Output:** User receives order tracking information and a return confirmation.

**Use Case 8: Product Filtering and Sorting**

**Goal:** A user wants to refine product search results by applying filters and sorting options.

**User Input:** User selects filters (e.g., price range) and sorting criteria (e.g., relevance).

**System Actions:**

* The system filters and sorts product search results based on user preferences.

**Output:** User sees refined and sorted product listings.

**Use Case 9: Admin Login and Inventory Management**

**Goal:** An administrator wants to log in and manage the inventory.

**User Input:** Admin enters their credentials.

**System Actions:**

* The system authenticates the admin.
* The system grants access to the admin panel with inventory management tools.

**Output:** Admin gains access to inventory management features.

**Use Case 10: Profit Calculation and Reporting**

**Goal:** An administrator wants to calculate monthly profits and review profit reports.

**User Input:** Admin selects the profit calculation and reporting feature.

**System Actions:**

* The system calculates monthly profits based on sales and expenses.
* The system generates profit reports.

**Output:** Admin receives profit reports for analysis.

**Use Case 11: Cart Management**

**User Input:** User interacts with the shopping cart interface.

**System Actions:**

**View Cart Contents:**

* The system provides an option for users to view the contents of their shopping cart.
* It displays the items, quantities, prices, and subtotal in a user-friendly manner.

**Add Items to Cart:**

* When the user selects a product to purchase, the system allows them to specify the quantity.
* The system updates the shopping cart with the selected items and quantities.

**Remove Items from Cart:**

* The user has the option to remove items from their cart.
* The system updates the cart to reflect the removal of items.

**Update Item Quantities:**

* Users can modify the quantity of items in their cart.
* The system recalculates the subtotal and updates the cart accordingly.

**Calculate Total Price:**

* The system automatically calculates the total price of the items in the cart based on quantities and prices.

**Proceed to Checkout:**

* When the user is ready to make a purchase, they can initiate the checkout process.
* The system prompts the user for payment and shipping details.

**Empty Cart:**

* Users have the option to clear their entire shopping cart.
* The system removes all items from the cart upon user confirmation.

**Output:** The user can effectively manage the items in their shopping cart, review the contents, update quantities, calculate the total price, and proceed to checkout for a seamless shopping experience. The system ensures that the user's cart accurately reflects their intended purchases.

**Use Case 12: Bulk Order Management**

**Goal:** An administrator wants to manage bulk orders efficiently.

**User Input:** Admin selects the bulk order management feature.

**System Actions:**

* The system allows the admin to import and process bulk orders, including details of multiple products and quantities.
* The system provides tools to validate, confirm, and process bulk orders.

**Output:** Admin successfully manages bulk orders with accuracy and efficiency, ensuring seamless processing.

**Use Case 13: Admin-Side Customer Support**

**Goal:** An administrator wants to provide real-time customer support via chat.

**User Input:** Admin initiates a chat session with a customer.

**System Actions:**

* The system connects the admin with the customer in a real-time chat interface.
* The system facilitates effective communication and issue resolution.

**Output:** The admin successfully assists the customer in real-time, enhancing customer support.

**Use Case 14: Inventory Detail Management**

**Goal:** An administrator wants to manage inventory details with precision.

**User Input:** Admin selects the inventory detail management feature.

**System Actions:**

* The system allows the admin to update and manage specific inventory details, including IDs, names, and quantities.
* The system ensures data accuracy and resolves data conflicts.

**Output:** Inventory details are accurately managed, reducing errors and ensuring data integrity.