

Sarah McCulley

Hour 6

2. Find remote, watch tv, play dvd, play stereo, watch Netflix, play video games, power on, power off, connect to wifi, increase/decrease volume, record show

4. **Actors-** customer, sales clerk, cashier, manager, owner, delivery people, maintenance staff

Major use cases and scenarios-

Customer asks if item is in stock: they ask a sales clerk, the sales clerk can either know the answer or offer to look it up. If they offer to look it up they type it into a computer. Maybe it comes up right away, or maybe they didn't enter the item number correctly and they are prompted to retype it. If the item is in stock, the clerk can lead the customer to the item. If it is not in stock, the sales clerk could offer to call another store to locate the item.

Customer goes to cashier to check out: the cashier scans the items and tells them how much they owe. The customer could pay with cash or a credit card. If they choose to pay with a credit card, the cashier will swipe the card to see if it approved. If it is, then the cashier bags the item and the transaction is complete. If it is declined, the cashier can ask if the customer has another payment method.

When a delivery person comes to the store they might pull up to the loading dock behind the store. They ring a door bell to be given access to deliver the product. An employee in the store answers the door to let them in. After everything is unloaded the employee would let the delivery person out and close and lock the door.

The manager does work to prepare to open the store: They may log into email and respond to messages. They listen to voicemail and take phone calls. They use inventory software to keep track of what is in the store and what needs to be ordered.