**Golden Cup - (Used - Case (Narrative))**

**Customer**

|  |  |  |
| --- | --- | --- |
| Name | Place order | |
| Actor | Customer | |
| Description | Before placing an order, the customer must create an account, and the customer must login. | |
| Successful completion | User:   1. Customer clicks on sign up      1. Customer fills up necessary information 2. Customer approves email verification 3. Customer logs in 4. Customer hovers on categories 5. Customer clicks on “Products” 6. Customer chooses a product 7. Customer selects add to cart 8. Customer places an order 9. Extends usecase ‘Edit Order’ | System Response:   * 1. System displays sign up page.   2.1 System will send verification link to customer’s email  4.1 System displays account page  6.1 System displays product catalog  8.1 System displays list of item/s selected. |
| Alternative | 2.1.1 Invalid inputs of data   * + 1. Invalid username or password   6.2 Customer clicks on “Accessories” | |
| Pre-condition | Customer proceeds to sign up page.  Sales staff gets customer id | |
| Post condition | Customer proceed to checkout. | |
| Assumptions | 1. Customer doesn’t have an account. 2. Customer order/s placed on the cart. | |

|  |  |  |
| --- | --- | --- |
| Name | Checkout | |
| Actor | Customer | |
| Description | After placing an order, the customer proceeds to checkout. | |
| Successful  Completion | User:   1. Customer places an order 2. Customer clicks “Checkout” | System Response:   * 1. System displays order details   2.1 System displays checkout page |
| Alternative | 2.1.1 Customer cancels checkout | |
| Pre-condition | Customer placed an order | |
| Post condition | Customer proceeds to payment | |
| Assumptions | 1. Customer’s order is final. | |

|  |  |  |
| --- | --- | --- |
| Name | Payment | |
| Actor | Customer | |
| Description | After placing an order, the customer proceeds to checkout , and the customer proceeds to payment. | |
| Successful  Completion | User:   1. Customer places an order 2. Customer clicks “Checkout” 3. Customer proceeds to payment. 4. Customer chooses preferred method of payment. | System Response:  3.1 System will ask the customer what type of payment. |
| Alternative | * 1. Customer cancels payment. | |
| Pre-condition | Customer has finished checkout phase | |
| Post condition | System will display order details, preferred mode of payment and payment status. | |
| Assumptions | Customer is ready for payment. | |

|  |  |  |
| --- | --- | --- |
| Name | Browse products | |
| Actor | Customer | |
| Description | Customer views categories inside the catalog. | |
| Successful  Completion | User:   1. Customer hovers on categories 2. Customer clicks on “Products” | System Response:  2.1 System displays product catalog |
| Alternative | 2.1.1 Customer selects “ Accessories “   * 1. Customer selects “ About us “   2. Customer selects “ Log in “   3. Customer selects “ Sign up “ | |
| Pre-condition | Customer must be inside the homepage. | |
| Post condition | Customer proceeds to log in/ sign up | |
| Assumptions | Customer chose a product | |

|  |  |  |
| --- | --- | --- |
| Name | Create an account | |
| Actor | Customer | |
| Description | Before ordering, the customer must create an account. | |
| Successful  Completion | User:   1. The customer selects the option to create an account 2. The customer enters their username , email address and password | System Response:   * 1. System displays the “Create an account”page. |
| Alternative | 2.1 Invalid email address or taken.  2.2 Username is taken  2.3 Password is too short  2.4 Required input is missing  2.5 Password and confirm password doesn’t match. | |
| Pre-condition | Customer clicks create an account button | |

|  |  |  |
| --- | --- | --- |
| Name | Login account | |
| Actor | Customer | |
| Description | Before logging in, the customer must create an account. | |
| Successful  Completion | User:   1. Customer proceeds to log in 2. Customer enters username and password | System Response:   * 1. System displays the “ login” page. |
| Alternative | * 1. Either username or password or both is invalid.   2. Customer forgot his/her password and needs to click the “Forgot your password” link. | |
| Pre-condition | Customer must click “login” button. | |
| Post condition | System will redirect customer to their account page. | |
| Assumptions | Customer has registered account. | |

|  |  |  |
| --- | --- | --- |
| Name | View Order | |
| Actor | Sales Staff | |
| Description | Sales Staff views order of customer | |
| Successful  Completion | User:   1. Sales Staff logs in 2. Sales staff enters his/her username and password 3. Sales Staff clicks on view orders button 4. Sales staff processes the order one by one. | System Response:  1.1 System displays “System login” page   * 1. System displays list of orders sorted by most recent |
| Alternative | * 1. Either username or password or both is invalid.   2.2 Sales staff forgot his/her password and needs to click the “Forgot your password” link.  3.1 Customer cancels order | |
| Pre-condition | Sales Staff must have a registered account in the system. | |
| Post condition | System will update and display the details processed by the sales staff | |
| Assumptions | Sales Staff has an account, Product that has been ordered by the customer is available | |

|  |  |  |
| --- | --- | --- |
| Name | Update Inventory | |
| Actor | Admin | |
| Description | Admin checks for inventory to be able to check product availability, admin can also edit the inventory. | |
| Successful  Completion | User:   1. Admin enters his/her username and password 2. Admin selects “Update inventory” 3. Admin inserts image/s or description in the product details 4. Admin selects “Save Changes” | System Response:   * 1. System will display “Administrator panel”   2.1 System displays the list of products  4.1 System displays updated inventory page |
| Alternative | 1.2 Admin’s username or password is invalid.   * 1. Admin selects “Sales record”   2. Admin edits product quantity | |
| Pre-condition | Admin must have an appropriate username and password.  Admin must log in. | |
| Post condition | System displays updated inventory | |
| Assumptions | Admin has an account. | |

|  |  |  |
| --- | --- | --- |
| Name | Edit order | |
| Actor | Customer | |
| Description | Before the customer proceeeds to checkout, the customer decided to edit his/her order. | |
| Successful  Completion | User:   1. Customer clicks on log in 2. Customer hovers on categories 3. Customer clicks on “Products” 4. Customer chooses a product 5. Customer selects add to cart 6. Customer places an order 7. Customer selects “Edit Order” | System Response:  1.1 System displays log in page    3.1 System displays product catalog.   * 1. System displays list of item/s selected.   7.1 System displays edit order page. |
| Alternative | 1.1 Either username and password is invalid  7.1 Customer proceeds to checkout | |
| Pre-condition | Customer logs in | |
| Post condition | System will display customer’s updated order | |
| Assumptions | Customer must have an order  Customer has an account | |

|  |  |  |
| --- | --- | --- |
| Name | Manage Call/Walk-in | |
| Actor | Sales staff | |
| Description | This Usecase describes when a customer chose to order through call or walk-in. | |
| Successful  Completion | User:   1. Sales Staff logs in 2. Sales staff enters his/her username and password 3. Sales staff clicks on “Call/walk-in” button 4. Extends ‘Process order’ 5. Includes ‘Finalize details’ | System Response:  1.1 System displays “System login” page    3.1 System displays “Call/walk-in” page |
| Alternative | * 1. Either username and password is invalid   3.2 Sales staff clicks on “View orders” | |
| Pre-condition | A customer calls or walks-in the store | |
| Post condition | Sales staff chooses between finalize details and process order | |
| Assumptions | Customer already has specific functions that they’re looking for | |

|  |  |  |
| --- | --- | --- |
| Name | Process order | |
| Actor | Sales staff | |
| Description | This usecase describes when the customer already has a specific functions that they’re looking for and found a satisfactory product to buy | |
| Successful  Completion | User:   1. Sales Staff logs in 2. Sales staff enters his/her username and password 3. Sales staff clicks on “Call/walk-in” button 4. Sales staff clicks “Process order” 5. Sales staff fills in customer details ,their order and payment option 6. Sales staff confirms customer’s order | System Response:  1.1 System displays “System login” page    4.1 System displays “Process order” page |
| Alternative | 2.1 Either username and password is invalid  6.1 Customer cancels their order | |
| Pre-condition | Customer calls/walks-in the store | |
| Post condition | Sales staff returns to view order | |
| Assumptions | Customer already has a specific product that they’re planning to buy | |

|  |  |  |
| --- | --- | --- |
| Name | Finalize details | |
| Actor | Sales staff | |
| Description | This usecase describes when sales staff processes details of customer who call or walk-in to canvas. | |
| Successful  Completion | User:  1. Sales Staff logs in   1. Sales staff enters his/her username and password 2. Sales staff clicks on “Call/walk-in” button 3. Sales staff clicks “Finalize details” 4. Sales staff registers customer account using their details | System Response:  1.1 System displays “System login” page  3.1 Sysetm displays “Call/walk-in” page  4.1 System displays “Finalize details” page |
| Alternative | 2.1 Either username and password is invalid | |
| Pre-condition | Customer calls/walks-in the store | |
| Post condition | Sales staff has created an account for unregistered customer as basis for their inquiry | |
| Assumptions | Customer doesn’t have an account  Customer is performing an inquiry | |