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| Name | Product Customization |
| Description | User wishes to give personalized touch to jewelleries. |
| Pre-Condition | User has already registered and logged into the account and selected a customizable item. |
| Post-Condition | Succes: User receives a satisfactory preview of the item and proceeds to buy. |
| Trigger | The User selects an item personalized products section. |
| Main Success Scenarios | 1)User encounters customizable product  2)User provides preference regarding stones, initials etc.  3) User clicks preview button.  4)Order confirmation and payment. |
| Extensions | 2.a Desired Customization Unavailable  1. Chatbot processes complex designs and provides preview.  2. Go to 4  2.b Complex customization requirements  1. Chatbot displays that selected option is not available for personalization.  2. Go to 1 |

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| Name | Customer Support Chatbot |
| Description | User wishes to query issues regarding product/website in chatbot. |
| Pre-Condition | User has already registered and logged into the website and has purchased a item from it which is to be plated and has crossed 180 days after delivery date. |
| Post-Condition | Succes: User avails the lifetime plating service for their jewellery. |
| Trigger | The User finds and navigates to the section. |
| Main Success Scenarios | 1)User navigates to this section  2) Overviews the process of service  3) Review and approval of request  4) User chooses plating type  5) Avails service and satisfied user. |
| Extensions | 4.a Plating type unavailable  1. System displays that selected type is not available for plating.  2. Go to 4  2.a Updation in service price  1. The particular section displays the updated price of service.  2. User proceeds to step 4. |

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| Name | Lifetime Plating Service |
| Description | User wishes to apply coating to their ornaments/jwelleries after sometime |
| Pre-Condition | User is using a jewellery website with chatbot functionality. |
| Post-Condition | Succes: User receives a satisfactory response for his query from chatbot. |
| Trigger | The User starts interaction by clicking chatbot icon. |
| Main Success Scenarios | 1)User encounters chatbot feature  2)User starts interaction by posing queries.  3) Chatbot analyzes and provides correct response.  4)User query resolved and interaction closed. |
| Extensions | 3.a Chatbot not able to understand query  1. Chatbot asks user to reframe their queries and provides few category to which the query might belong to.  2. Go to 2 |