T-2HAND

Use-Case Specification

**(Small Project)**

Version <1.1>

Revision History

| **Date** | **Version** | **Description** | **Author** |
| --- | --- | --- | --- |
| 14/11/2024 | 1.0 | Complete version of the document | Trần Thị Cát Tường  Võ Hoàng Đức  Lâm Sỹ Tân  Trần Đan Huy |
| 31/12/2024 | 1.1 | Modify the Use-case Model | Ôn Gia Bảo |
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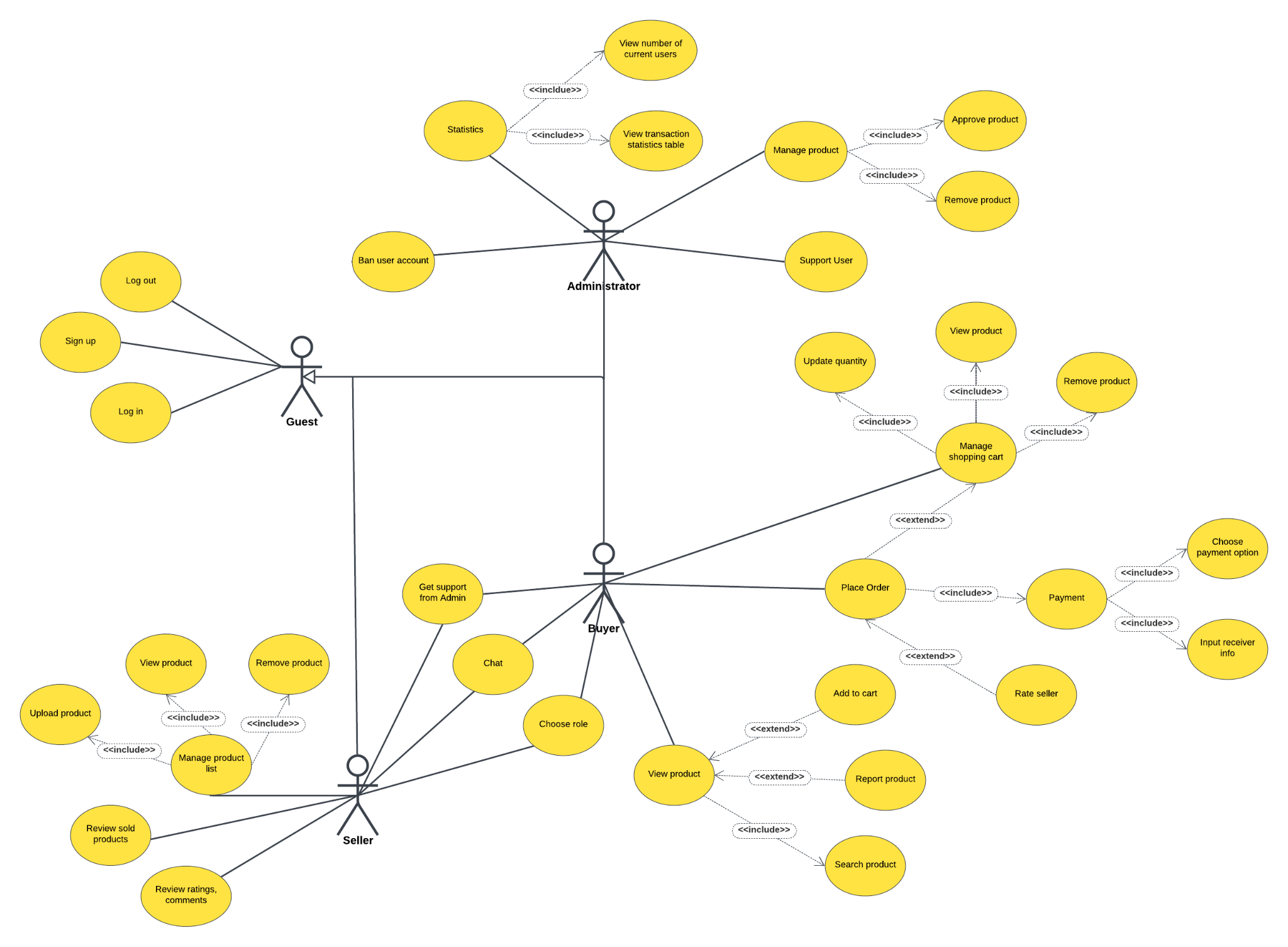
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# Use-case Model



# Use-case Specifications

## Use-case: Sign Up

| Use case Name | Sign Up |
| --- | --- |
| Brief description | Allows new users to create an account to access the platform as either a buyer or a seller. |
| Actors | Seller and Buyer |
| Basic Flow | 1. The user accesses the "Sign Up" page. 2. The system displays a registration form requesting:  * Full name * Email address * Password (with confirmation) * Confirm Password  1. The user fills in the required fields and clicks the "Sign Up" button. 2. The system validates the input for completeness, format (e.g., valid email), and duplicates (e.g., existing email). 3. The system sends a confirmation email to the registered email address with a link to verify the account. 4. The user is redirected to the login page. |
| Alternative Flows | **Alternative flow 1: Duplicate Email**  If the email is already registered, the system displays: "This email is already associated with an account. Please log in or use a different email."    **Alternative flow 2: Invalid Input**  If any field is left blank or contains invalid data, the system highlights the field and displays a message: "Please complete all required fields correctly."  **Alternative flow 3: Passwords Do Not Match**  If the user enters a password and confirmation password that do not match, the system displays the message: "Passwords do not match. Please ensure both fields are identical."  **Alternative flow 4: Email Verification Pending**  If the user attempts to log in without verifying their email, the system displays the message: "Your email has not been verified. Please check your inbox to verify your account." |
| Pre-conditions | The user is not registered in the system |
| Post-conditions | The user creates an account and logs in |

## Use-case: Login

| Use case Name | Login |
| --- | --- |
| Brief description | Allows existing users to log into their accounts based on their roles |
| Actors | Buyer, Seller, Admin |
| Basic Flow | 1. The user accesses the "Sign In" page. 2. The system displays a login form requesting:  * Email address * Password  1. The user enters their credentials and clicks the "Sign In" button. 2. The system validates the credentials.  * If the credentials are valid:   + The system grants access to the account.   + Admin accounts are redirected to the admin dashboard.   + Buyer and Seller accounts are redirected to the role selection page (see "Choose Role" use case). |
| Alternative Flows | **Alternative flow 1: Forgot Password**   1. The user selects the "Forgot Password" button. 2. The system displays the password recovery form. 3. The system sends a password reset link to the user's email. 4. The user resets their password using the link. 5. The user returns to the login form and logs in again.   **Alternative flow 2: Invalid Credentials**  If the email or password is incorrect, the system displays: "Invalid email or password. Please try again."  **Alternative flow 3: Account Locked**  If the account is locked due to multiple incorrect login attempts, the system displays: "Your account has been locked. Please reset your password or contact support."  **Alternative flow 4: Email Not Verified**  If the email is not verified, the system displays: "Your email has not been verified. Please check your inbox to verify your account." |
| Pre-conditions | The user must already have an account in the system |
| Post-conditions | The user logged in and had access to their account |

## Use-case: Choose Role

| Use case Name | Choose Role |
| --- | --- |
| Brief description | Allows users with Buyer/Seller accounts to choose the role they want to use during the current session after signing in. |
| Actors | Buyer, Seller |
| Basic Flow | 1. After logging in, the system displays a "Choose Role" page with options:  * **Buyer**: For shopping and purchasing activities. * **Seller**: For managing and selling products.  1. The user selects a role. 2. The system validates the selection and redirects the user to the corresponding interface:  * **Buyer Role**: Redirects to the homepage for buyers. * **Seller Role**: Redirects to the seller dashboard. |
| Alternative Flows | **None** |
| Pre-conditions | The user is in the process of signing an account |
| Post-conditions | The user successfully have an account with the selected role |

## Use-case: Search Product

| Use case Name | Search Product |
| --- | --- |
| Brief description | Allows the buyer to search for products by entering keywords on the search bar or selecting categories then applying filters. The system returns a list of relevant products based on the input. |
| Actors | Buyer |
| Basic Flow | 1. The buyer opens the search interface. 2. The buyer enters a keyword or selects a category, or applies filters. 3. The system processes the input and retrieves matching products from the database. 4. The system displays the list of products matching the search criteria. |
| Alternative Flows | **Alternative flow 1: No Matching Products**  If no products match the criteria, the system displays a message: "No products found. Please try different keywords."  **Alternative flow 2: Invalid Input**  If the buyer submits an empty search field, the system displays a message: "Please enter a keyword or select a category to search." |
| Pre-conditions | The buyer is logged in to their account |
| Post-conditions | The buyer sees a category that matches the query. |

## Use-case: View product

| Use case Name | View product |
| --- | --- |
| Brief description | Allows the buyer to view detailed information about a product, including its description, price, reviews, and availability. |
| Actors | Buyer |
| Basic Flow | 1. The buyer searches for or selects a product from the product list. 2. The system retrieves detailed product information, including:  * Product name, description, and price. * Images of the product. * Stock availability * Seller information (e.g., seller name, location, review from other buyers).  1. The system displays the product’s details page to the buyer. |
| Alternative Flows | **Alternative flow 1: Out of Stock**  If the product is out of stock, the system displays the alert message: "This product is currently out of stock." |
| Pre-conditions | The user is logged in to their account |
| Post-conditions | The buyer sees the detail information of the product |

## Use-case: Add to Cart

| Use case Name | Add to Cart |
| --- | --- |
| Brief description | Allows the buyer to add selected products to their shopping cart. |
| Actors | Buyer |
| Basic Flow | 1. The buyer views a product and clicks the "Add to Cart" button. 2. The system checks the product availability. 3. If the product is available, the system adds it to the buyer's cart and updates the cart total cost. |
| Alternative Flows | **Alternative flow 1: Duplicate Entry**   1. The system verifies the available stock for the product. 2. If the product is already in the cart, the system increases the quantity instead of adding a duplicate entry. 3. If stock is insufficient: The system displays: "Requested quantity exceeds available stock." |
| Pre-conditions | The buyer is logged in to their account |
| Post-conditions | The buyer's cart is updated with the product. |

## Use-case: Update Quantity

| Use case Name | Update Quantity |
| --- | --- |
| Brief description | Allows the buyer to modify the quantity of a product in their shopping |
| Actors | Buyer |
| Basic Flow | 1. The buyer navigates to the shopping cart. 2. The buyer selects a product and specifies a new quantity. 3. The system validates the new quantity against available stock. 4. If valid, the system updates the product quantity and recalculates the total price. |
| Alternative Flows | **Alternative flow 1: Insufficient Stock**  If the requested quantity exceeds available stock, the system displays a message: "Requested quantity exceeds available stock." |
| Pre-conditions | The buyer is logged in to their account and has items in their cart |
| Post-conditions | The buyer successfully decreases or increases the quantity of the existing item in their cart. |

## Use-case: Remove Product

| Use case Name | Remove Product |
| --- | --- |
| Brief description | Remove Product from Cart |
| Actors | Buyer |
| Basic Flow | 1. The buyer navigates to the shopping cart. 2. The buyer selects a product and clicks the icon "Remove." 3. The system removes the product from the cart and updates the total price. |
| Alternative Flows | **None** |
| Pre-conditions | The buyer is logged in to their account and has items in their cart |
| Post-conditions | The buyer successfully removes the existing item in their cart. |

## Use-case: Report Product

| Use case Name | Report Product |
| --- | --- |
| Brief description | Allows the buyer to report a product that violates platform rules or is deemed inappropriate. |
| Actors | Buyer |
| Basic Flow | 1. The buyer views the product details page. 2. The buyer clicks the "Report Product" button. 3. The system displays a form for the buyer to specify the reason for the report. 4. The buyer selects a reason and provides optional additional comments in a text box. 5. The buyer submits the report. 6. The system logs the report, notifies the platform administrator, and displays a confirmation message: "Thank you for your report. We will review this issue shortly." |
| Alternative Flows | **Alternative flow 1: Incomplete Form Submission**  If the buyer tries to submit the form without selecting a reason, the system highlights the field and displays a message: "Please select a reason for reporting the product."  **Alternative flow 2: Error During Submission**  If the buyer submits an empty search field, the system displays a message: If there is a network issue, the system displays an error message: "Unable to submit the report. Please try again later." |
| Pre-conditions | The buyer is logged in to their account |
| Post-conditions | The buyer successfully reports the product that violates platform rules or is deemed inappropriate. |

## Use-case: Place Order

| Use case Name | Place order |
| --- | --- |
| Brief description | Allow buyers to complete a purchase by providing delivery details, selecting a payment method, and input receive information. |
| Actors | Buyer |
| Basic Flow | 1. Proceeds to Checkout:  * The buyer clicks the "Checkout" button in their shopping cart. * The system validates the cart for availability and sufficient stock for all items. * If all items are valid, the system proceeds to the checkout process.  1. Input Receiver Information:  * The system prompts the buyer to input receiver details * The buyer submits the receiver information. * The system validates the input for completeness and correctness.   - If validation fails, the system highlights errors and prompts the user to correct them.   1. Choose Payment Options:  * The system displays available payment methods 3.2 The buyer selects a payment method * The system validates the selected payment method and details.  1. Process Payment and Confirm Order:  * The system processes the payment (for online payment methods) through a secure gateway. * Once payment is successfully processed:   - The system confirms the order.  - An order confirmation message is displayed: "Your order has been placed successfully."  - Buyer can rate seller and product |
| Alternative Flows | **Alternative flow 1: Invalid Receiver Information**  If the receiver information is incomplete or invalid (e.g., missing fields or incorrect phone format), the system highlights errors and displays: "Please fill in all required fields correctly."  **Alternative flow 2: No Payment Method Selected**   1. If the buyer tries to proceed without selecting a payment method, the system displays an error message: "Please choose a payment method to continue." 2. The buyer is redirected back to the payment options page.   **Alternative flow 3: Feedback has already been submitted**  If the buyer has submitted the feedback before, the system prompts: "You have sent the feedback on this order already."  **Alternative flow 1: No Feedback Submitted**  If the buyer submits the form without any input, the system prompts: "Please provide a rating before submitting." |
| Pre-conditions | The buyer is logged into their account |
| Post-conditions | The buyer successfully made an order |

## Use-case: Choose Payment Option

| Use case Name | Choose Payment Option |
| --- | --- |
| Brief description | Allows the buyer to select a payment method during the checkout process. |
| Actors | Buyer |
| Basic Flow | 1. The buyer clicks the "Checkout" button to start the checkout process. 2. The system displays the available payment methods (e.g., Credit Card, Cash on Delivery). 3. The buyer selects a payment method. 4. The buyer enters and submits payment details (Use case Input Receiver Information) 5. The system validates the payment details if required. 6. The system saves the selected payment method. |
| Alternative Flows | **Alternative flow 1: No Payment Method Selected**   1. If the buyer tries to proceed without selecting a payment method, the system displays an error message: "Please choose a payment method to continue." 2. The buyer is redirected back to the payment options page.   **Alternative flow 2: Feedback has already been submitted**  If the buyer has submitted the feedback before, the system prompts: "You have sent the feedback on this order already." |
| Pre-conditions | The buyer is logged into their account and is placing an order. |
| Post-conditions | The buyer’s payment method is saved with the transaction |

## Use-case: Input Receiver Information

| Use case Name | Input Receiver Information |
| --- | --- |
| Brief description | Allows the buyer to input the recipient's details for order delivery. |
| Actors | Buyer |
| Basic Flow | 1. The buyer proceeds to the checkout page. 2. The buyer inputs receiver information, including name, address, phone number, and email. 3. The system validates the input for completeness and correctness. 4. The system saves the information and proceeds to the payment stage. |
| Alternative Flows | **Alternative flow 1: Invalid Input**   1. The system scans all input fields for completeness and validity. 2. If any field is left blank or contains invalid data, the system highlights the invalid or incomplete fields 3. The system displays a message at the top of the form or near the invalid fields: "Please fill in all required fields correctly." 4. The user corrects the highlighted errors. 5. The user resubmits the form with updated input. 6. If all fields are valid, the system proceeds with the primary flow. |
| Pre-conditions | The buyer is logged into their account and is placing an order. |
| Post-conditions | The new buyer’s address is saved with the order. |

## Use-case: Rate Seller

| Use case Name | Rate Seller |
| --- | --- |
| Brief description | Allows the buyer to leave a rating and review for the seller after an order is completed. |
| Actors | Buyer |
| Basic Flow | 1. The buyer navigates to their order history and selects a completed order. 2. The system displays a rating interface (e.g., star rating and text review). 3. The buyer submits a rating and optional comment. 4. The system saves the rating and updates the seller's profile with the new feedback. |
| Alternative Flows | **Alternative flow 1: No Feedback Submitted**  If the buyer submits the form without any input, the system prompts: "Please provide a rating before submitting." |
| Pre-conditions | The buyer is logged in to their account and has already made an order |
| Post-conditions | The feedback is saved to product information |

## Use-case: Get support from Administrator

| Use case Name | Get support from Administrator |
| --- | --- |
| Brief description | Users can initiate a chat session with the administrator to report issues or seek guidance |
| Actors | Buyer, Seller |
| Basic Flow | 1. The user (buyer or seller) clicks the "Help" button from the dropdown menu in the header bar. 2. The system opens a chat box where the user can type their message to the administrator. 3. The user provides details of their issue or inquiry and clicks "Send." 4. The system sends the message to the administrator. |
| Alternative Flows | **Alternative flow 1: No Administrator Available**   1. If no admin is available to respond in real time, the system will display: "Admin will review your message and respond shortly". 2. Users can leave their messages and the admin will respond later |
| Pre-conditions | The user is logged in to their account |
| Post-conditions | The user is supported directly by chat messages from the administrator |

## Use-case: Upload Product

| Use case Name | Upload Product |
| --- | --- |
| Brief description | Allows the seller to add a new product to their product list. |
| Actors | Seller |
| Basic Flow | 1. The seller logs into their account and navigates to the "Upload Product" page. 2. The seller inputs product details, including name, description, price, stock, and images. 3. The system validates the input and saves the product to the database. 4. The system displays a confirmation message: "Product uploaded successfully." |
| Alternative Flows | **Alternative flow 1: Missing Fields**  If any required field is left blank, the system highlights the field and displays a message: "Please complete all required fields."  **Alternative flow 2: Invalid File Format**  If the uploaded image file is in an unsupported format, the system displays a message: "Invalid file format. Please upload a valid image." |
| Pre-conditions | The seller is logged in to their account |
| Post-conditions | The new product is added to the seller’s product list |

## Use-case: Remove Product

| Use case Name | Remove Product |
| --- | --- |
| Brief description | Allows the seller to delete a product from their product list. |
| Actors | Seller |
| Basic Flow | 1. The seller logs into their account and navigates to their product list. 2. The seller selects a product and clicks "Remove." 3. The system removes the product from the list and updates the database. 4. The system displays a confirmation message: "Product removed successfully." |
| Alternative Flows | **Alternative flow 1: Linked to Active Orders**  If the product is linked to active orders, the system displays a message: "This product cannot be removed as it is associated with active orders." |
| Pre-conditions | The seller is logged in to their account and has product in their product list |
| Post-conditions | The chosen product is removed from the seller’s product list. |

## Use-case: View Product

| Use case Name | View Product |
| --- | --- |
| Brief description | Allows the seller to view detailed information about their own products listed on the platform. |
| Actors | Seller |
| Basic Flow | 1. The seller logs into their account and navigates to the "Manage Product" section. 2. The system retrieves the seller's product list, including:  * Product name, description, and price. * Status of the product (e.g., "Active," "Pending Approval," or "Flagged").  1. The seller selects a product to view more details. 2. The system displays the detailed information for the selected product, including sales performance (e.g., total units sold, total revenue). |
| Alternative Flows | **Alternative flow 1: Product Flagged by Administrator**  The system displays a message: "This product has been flagged for violating platform policies and is currently not visible to buyers."  The system provides options for the seller to:   * View the reasons for the flagging (e.g., prohibited content, duplicate listing). * Contact platform support to resolve the issue. |
| Pre-conditions | The seller is logged in to their account |
| Post-conditions | The seller sees the detail information of their product |

## Use-case: Review Sold Products

| Use case Name | Review Sold Products |
| --- | --- |
| Brief description | Allows the seller to review the list of products they have sold, including details such as quantity, buyer information, and total revenue. |
| Actors | Seller |
| Basic Flow | 1. The seller logs into their account and navigates to the "Sold Products" section. 2. The system retrieves and displays a list of sold products with details like product name, sale date, buyer information, quantity sold, and revenue generated. 3. The seller can sort based on date, product name |
| Alternative Flows | **Alternative flow 1: No Sold Products**  If the seller has not sold any products, the system displays a message: "No sales have been made yet."  **Alternative flow 2: Filter Results Empty**  If no records match the applied filter, the system displays a message: "No results match the selected criteria." |
| Pre-conditions | The seller is logged in to their account |
| Post-conditions | The seller sees the sales data of their shop. |

## Use-case: Review Ratings and Comments

| Use case Name | Review Ratings and Comments |
| --- | --- |
| Brief description | Allows the seller to view feedback from buyers on their sold products, including ratings and comments. |
| Actors | Seller |
| Basic Flow | 1. The seller logs into their account and navigates to the "Feedback" section. 2. The system retrieves and displays ratings and comments for the seller’s products. 3. The seller can filter feedback by product or rating (e.g., 5-star reviews only). 4. The seller reviews the feedback to understand buyer satisfaction. |
| Alternative Flows | **Alternative flow 1: No Feedback Available**  If no ratings or comments are available, the system displays a message: "No feedback has been received yet." |
| Pre-conditions | The seller is logged in to their account |
| Post-conditions | The seller sees the feedback of the seller’s product |

## Use-case: Chat

| Use case Name | Chat |
| --- | --- |
| Brief description | Enables buyers, sellers and admin to communicate directly about product inquiries or transactions. |
| Actors | Buyer, Seller |
| Basic Flow | 1. The user clicks the "Chat" button in the header bar.  * The system displays a list of previously initiated chat sessions with other users * The user selects a conversation to continue. * The system opens the chat box for the selected conversation.  1. Initiating Chat from Seller’s Page:  * The buyer navigates to a seller’s page or product page. * The buyer clicks the "Chat with Seller" button. * The system opens a new chat box, or if a conversation already exists, it displays the chat history with the seller.  1. Messaging:  * The user types a message into the chat input box. * The user clicks the "Send" button or presses Enter. * The system delivers the message to the recipient in real-time. * The chat history is updated for both users. |
| Alternative Flows | **Alternative flow 1: No Previous Conversations**  If the user clicks the header chat button but has no prior chat sessions, the system displays: "No conversations available. Start a new chat to connect with others." |
| Pre-conditions | The user is logged in to their account |
| Post-conditions | The user can chat with each other in real-time. |

## Use-case: Ban User Account

| Use case Name | Ban User Account |
| --- | --- |
| Brief description | Allows the administrator to ban users who violate platform policies. |
| Actors | Administrator |
| Basic Flow | 1. The administrator logs into their account and navigates to the "User Management" section. 2. The system displays a list of users, including account details and status. 3. The administrator selects a user and clicks the "Ban Account" button. 4. The system updates the user’s status to "Banned" and prevents future login attempts. 5. The system notifies the administrator: "User account has been banned successfully." |
| Alternative Flows | **None** |
| Pre-conditions | The administrator is logged in to their account |
| Post-conditions | The administrator bans the user and blocks access. |

## Use-case: View Number of Current Users

| Use case Name | View Number of Current Users |
| --- | --- |
| Brief description | Allows the administrator to view the total number of users currently active on the platform. |
| Actors | Administrator |
| Basic Flow | 1. The administrator logs into their account and navigates to the "Statistics" section. 2. The system displays the number of users currently logged into the platform in the "Active users" section 3. The administrator can refresh the statistics to get the latest count. |
| Alternative Flows | **Alternative flow 1: No Active Users**  If no users are currently active, the system displays: "No users are currently active on the platform" in the "Active users" section |
| Pre-conditions | The administrator is logged in to their account |
| Post-conditions | The administrator sees the numbers of users currently active on the platform (Including both seller and buyer) |

## Use-case: View Transaction Statistics Table

| Use case Name | View Transaction Statistics Table |
| --- | --- |
| Brief description | Allows the administrator to view and analyze transaction statistics based on various criteria such as date range, product category, or transaction type. |
| Actors | Administrator |
| Basic Flow | 1. The administrator logs into their account and navigates to the "Statistics" section. 2. The system displays a dashboard with options to filter and customize the transaction statistics table. 3. The administrator selects filters such as:  * Date range (e.g., last 7 days, specific months). * Product categories. * Transaction types (e.g., completed, canceled, refunded).  1. The system retrieves and displays a summary table containing:  * Total number of transactions. * Revenue generated. |
| Alternative Flows | **Alternative flow 1: No Transactions Available**  If there are no transactions in the selected period, the system displays: "No transaction data is available for the selected period." in the "Transaction Statistics" section |
| Pre-conditions | The administrator is logged in to their account |
| Post-conditions | The administrator sees information about transactions that have been performed |

## Use-case: Approve Product

| Use case Name | Approve Product |
| --- | --- |
| Brief description | Allows the administrator to review and approve products submitted by sellers before they are listed on the platform. |
| Actors | Administrator |
| Basic Flow | 1. The administrator logs into their account and navigates to the "Pending Products" section. 2. The system displays a list of products awaiting approval. 3. The administrator reviews the product details and clicks "Approve" for valid products. 4. The system updates the product status to "Approved" and lists it on the platform. 5. The system notifies the administrator: "Product approved successfully." |
| Alternative Flows | **Alternative flow 1: Reject Product**   1. The administrator reviews the product details in the "Pending Products" section. 2. If the product is deemed inappropriate, the administrator clicks the "Reject" button. 3. Administrator input a reason for rejection 4. The administrator confirms the rejection action and submits the form. 5. The system sends a notification to the seller with the reason for rejection |
| Pre-conditions | The administrator is logged in to their account and a seller is adding a product to their product list |
| Post-conditions | The product is marked as approved or rejected |

## Use-case: Remove Product

| Use case Name | Remove Product |
| --- | --- |
| Brief description | Allows the administrator to remove products that violate platform policies or are flagged by buyers |
| Actors | Administrator |
| Basic Flow | 1. The administrator logs into their account and navigates to the "Manage Products" section. 2. The system displays a list of products, including flagged ones. 3. The administrator selects a product and clicks "Remove." 4. The system deletes the product from the platform and updates the database. 5. The system notifies the administrator: "Product removed successfully." |
| Alternative Flows | **None** |
| Pre-conditions | The administrator is logged in to their account |
| Post-conditions | The administrator removed a product from a seller’s product list |

## Use-case: Support User

| Use case Name | Support User |
| --- | --- |
| Brief description | Allows administrators to respond to user help requests submitted through the "Help" feature. |
| Actors | Administrator |
| Basic Flow | 1. Administrator logs into their account and navigates to the "Support Request" section. 2. The system displays a list of user messages 3. The administrator selects a specific message to view the details 4. The administrator types a response and clicks "Send". 5. The system sends the response to the user |
| Alternative Flows | **None** |
| Pre-conditions | The administrator is logged in to their account |
| Post-conditions | The administrator successfully guides users through text messages |

## Use-case: Logout

| Use case Name | Logout |
| --- | --- |
| Brief description | Allows the user to securely log out from their account, ending the session. |
| Actors | Buyer, Seller, Administrator |
| Basic Flow | 1. The user clicks the "Logout" button, located in a dropdown menu from the profile button. 2. The system displays a confirmation message: "Are you sure you want to log out?" 3. The user confirms the logout action by clicking "Yes" 4. The system redirects the user to the homepage for guests. |
| Alternative Flows | **None** |
| Pre-conditions | The administrator is logged in to their account |
| Post-conditions | The administrator is logged out from their account |