# Use Case: **Leave a Review (Lucian Andrei Negoita)**

## Main Flow

## The customer selects "**Leave a Review**" from the main menu.

## The system displays a list of devices that our business has, showing:

## **Item Name (Device)**

## **Description**

* 1. **Color**
  2. **Model**
  3. **Brand**
  4. **Year**

## The customer selects one or more devices to review.

## The customer selects "**Proceed to Review**" if at least one item is selected.

## The system displays the selected items and prompts the customer to provide:

## **Review Title (optional, applies to entire review)**

* 1. **Date of Review (auto-filled with the current date)**
  2. **Customer Country (optional)**
  3. **Username (required)**

## **For each device:**

* + 1. **Rating (1 to 5 stars, required)**
    2. **Comments (required)**

## The customer fills in the required fields and selects "**Submit Review**".

1. The system displays a confirmation message showing the submitted reviews, including:
   1. Overall Review Information (applies to the entire review):
      1. **Review Title (required)**
      2. **Date of Review (applies to the entire session)**
      3. **Customer Country (optional)**
      4. **Username (required)**
      5. **Overall Rating**
   2. Individual Device Review Information (applies to each device reviewed):
      1. **Item Name (specific device name)**
      2. **Rating (for that device)**
      3. **Comments (for that device)**
      4. **Color (for that device)**
      5. **Model (for that device)**

## Alternative flow 0 - to step 2

If the system detects that the customer has not purchased, rented, or repaired any devices or services previously, it displays a message: “**No items available to review**.”

## Alternative flow 1 - to step 2

2.1 The system offers the customer the option to filter the items by:

- **Brand**

**- Year**

2.2 The customer selects the filters they are interested in.

2.3 The system displays items that match the selected filters, showing the attributes mentioned in step 2.

## Alternative flow 2 - to step 4

If the customer attempts to proceed without selecting any items, the "**Proceed to Review**" option remains disabled. The system prompts the customer to select at least one item.

## Alternative flow 3 - to step 7

If the system detects that any mandatory fields (e.g., Rating) have not been filled, it returns to step 5, highlighting the missing information.

## Alternative flow 4- to step 7

## If the system detects invalid input formats (e.g., a rating outside the 1-5 range), it returns to step 5, highlighting the erroneous fields.

## Alternative flow 5 - to step 8

If the system encounters an error while saving the reviews (e.g., database error), it displays an error message and returns to step 6, allowing the customer to retry submitting.

## Alternative flow 6 - to step 5

If the customer selects "**Cancel**" at any point before submitting, the system aborts the review process and returns to the main menu without saving any data.

## Pre-condition

The customer must be logged into the system to start this use case.

## Affected Classes

**A screenshot of a computer

Description automatically generated**