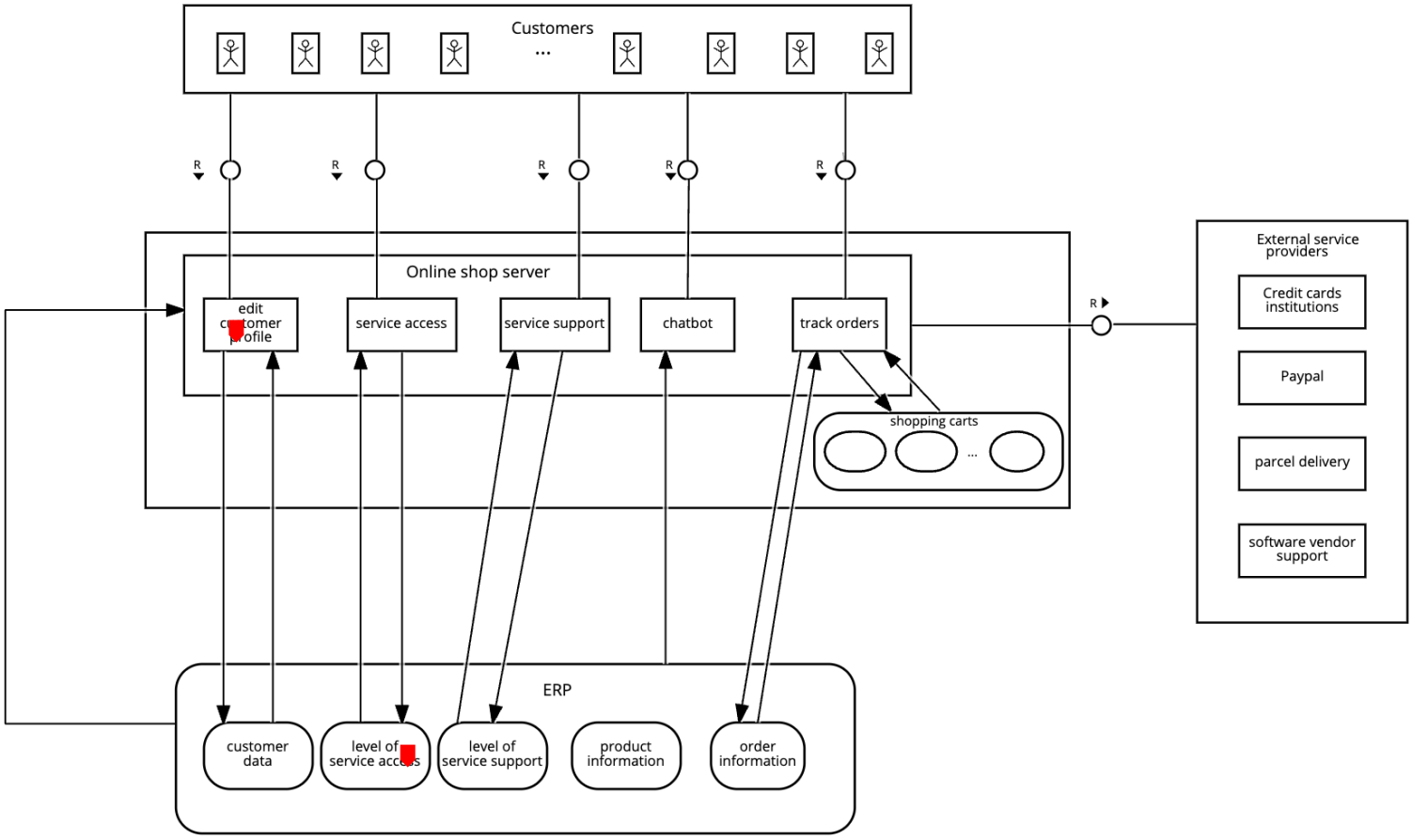
Item 1 (Week 8):

Type of user	Requirement	Priority (essential or desirable)
Individual customer	Sign up	Essential
	Edit user profile	Essential
	Search for products	Essential
	Read and agree with conditions	Essential
	Search for products through chatbot	Desirable
	Ask for help	Desirable
	Save the search result	Desirable
	Personalize level of service support	Desirable
	Personalize level of service access	Desirable
	Pay online	Essential
	Ask questions from chatbot	Desirable
	Track orders	Desirable
Employee	Update product and service	Essential
	Generate tax invoices	Essential
	Calculate income	Essential
	Interact with customers	Essential
	Audit data and services	Desirable

Item 2a (Week 8):

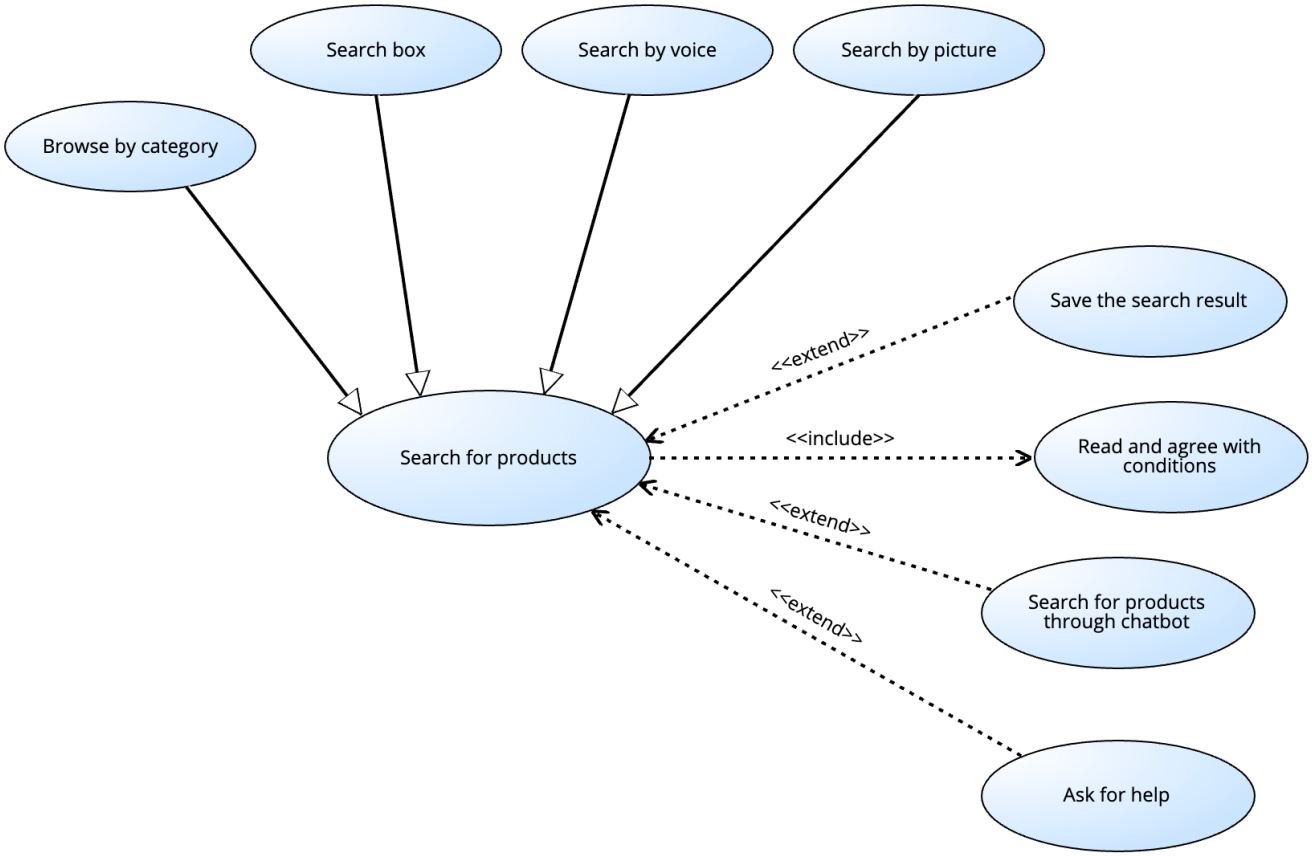


Users will request to use the function of the online shop server through a channel. They can choose to edit their profile. The edit customer profile component has the read and write access to the customer data as the users can use this to see their information and make changes on that. The service access component in the online shop server has the read and write access to the level of service access as the users can see and change the level of service access. The same thing happens to the service support as the users want to see the level of service support and make changes on the level of service support that they are using. As the user want to see the information of the order and the shopping carts, the track orders component in the online shop server can have the read and write access right to not only the order information data but also the shopping carts data. The chatbot can have the read access right to all the storages in the ERP so that it can quickly give the needed information for the users. The online shop server can request access to external service providers like credit cards institutions, PayPal, parcel delivery and software vendor support for extended functions.

Item 2b (Week 8):

It is important for designers to draw FMC diagrams because these diagrams show the graphical depiction of software-intensive systems. FMC diagrams help designers percive the interactions between various components by concentrating on the compositional structure of information processing systems. FMC diagrams also make the comprehension of system behaviour easier by focusing on the fundamental structures of a system, which allows designers to convey complex concepts effectively. They enable the creation of didactic models, which can help minimize the cost and risk involved in the design and operation of complicated systems.

Item 3a (Week 9):

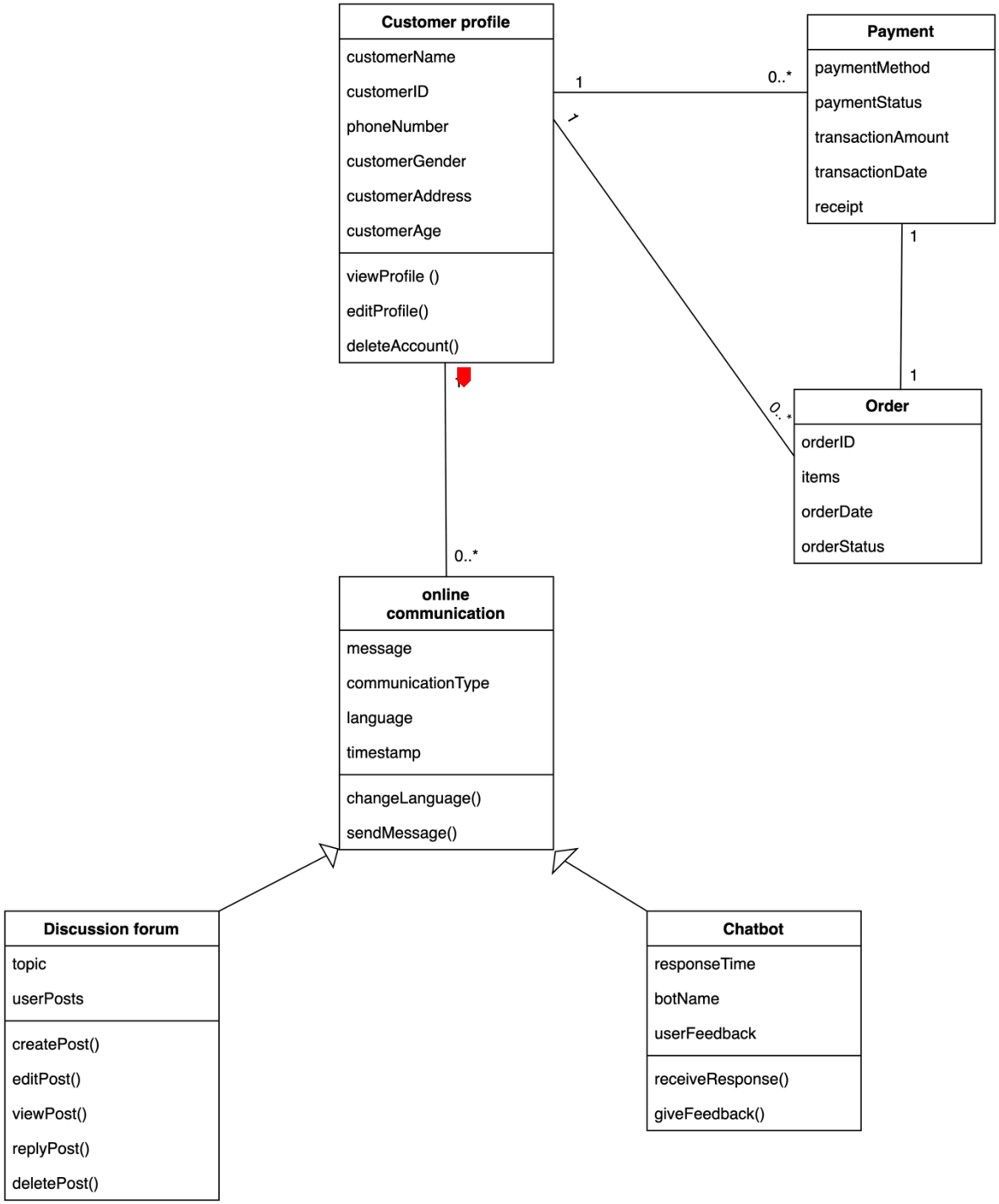


In the search for products use case, the read and agree with conditions use case has the “include” relationship with the search for products use case as the users need to agree with the service conditions of the app before they begin searching for the products they want. The use cases of saving the search result, searching for products through chatbot are the extensions of the search for products use case as it is optional to have these use cases. The search by voice, browse by category, search box and search by picture are the small version of the search for products use case.

Item 3b (Week 9):

It is important for designers to create use case diagrams because they illustrate the interaction between the users and system. A use case is a specific functional requirement that defines an objective a user wishes to achieve and how the system will assist in that objective. The diagrams form the basis for further design work by clarifying what the system should do. While a use case diagram defines system function from the user's perspective, it does not describe how the system works internally.

Item 4a (Week 10):



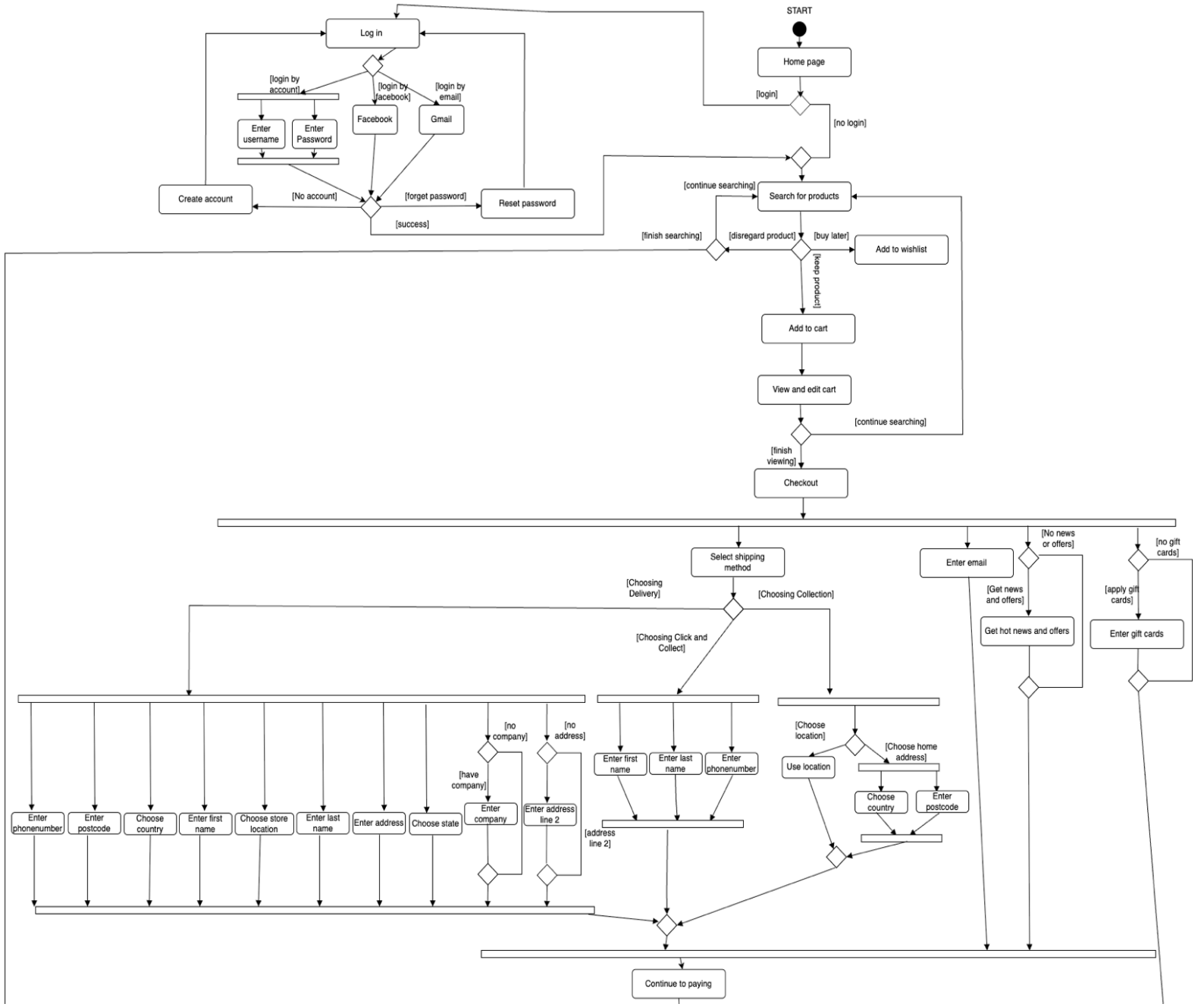
Item 4b (Week 10):

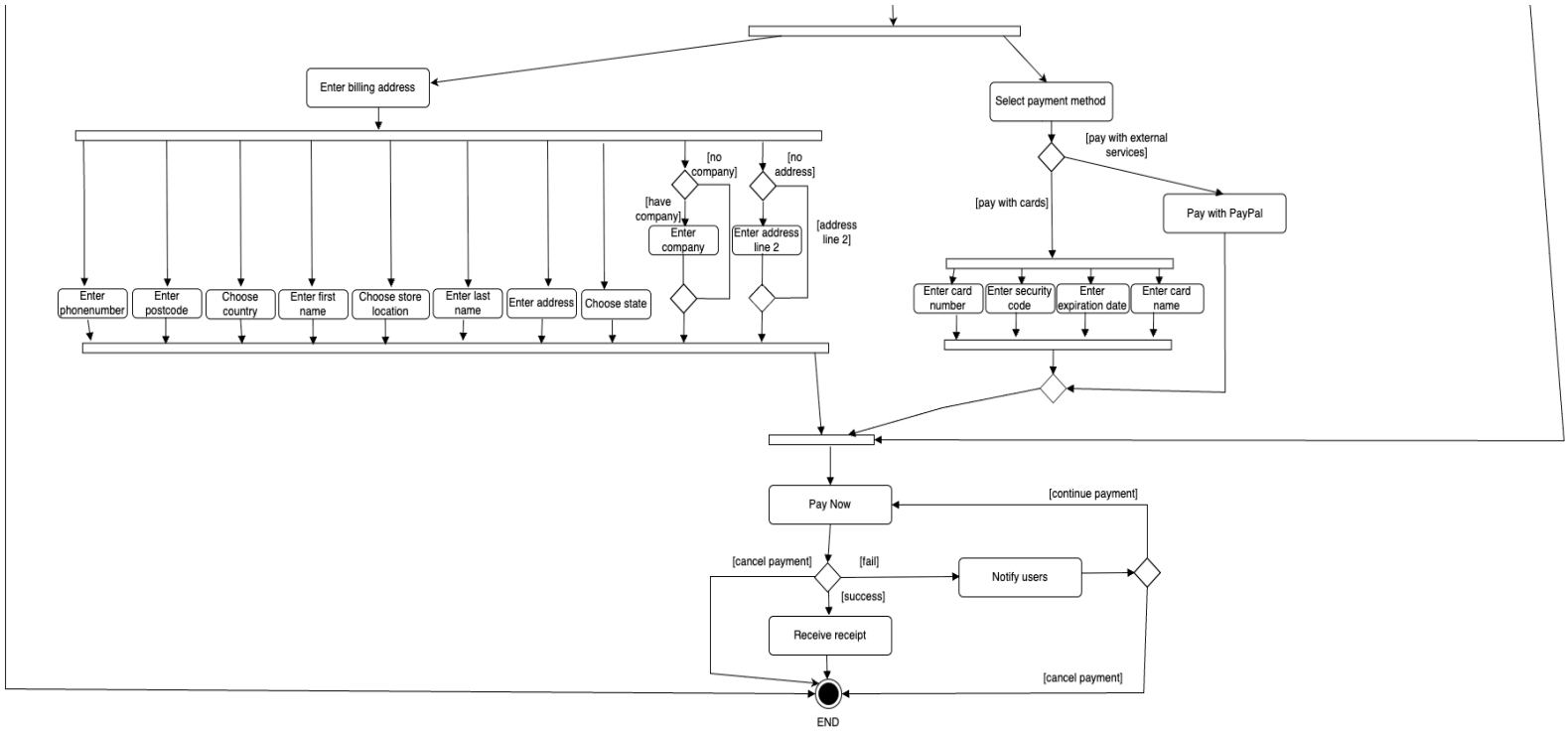
It is important for designers to draw a class diagram because it illustrates the organisation of an object-oriented system by showing classes, properties, etc. A class diagram helps stakeholders and

developers understand the structure of the system efficiently. Class diagrams also allow the identification of class responsibilities, better organisation, and less redundancy. They make maintenance, refactoring, and reusability of components easier.

Item 5a (Week 11):

Website: JB Hi-Fi (https://www.jbhifi.com.au/)


START
Log in
Home page
[login by account]
[login by facebook]
[login by email]
Facebook
Gmail
Enter username
Enter Password
[login]
[no login]
Create account
[No account]
[forget password]
Reset password
[success]
[continue searching]
Search for products
[finish searching]
[disregard product]
[buy later]
Add to wishlist
[keep product]
Add to cart
View and edit cart
[continue searching]
[finish viewing]
Checkout
Select shipping method
[Choosing Delivery]
[Choosing Collection]
[Choosing Click and Collect]
Enter email
[No news or offers]
[Get news and offers]
Get hot news and offers
[no gift cards]
[apply gift cards]
Enter gift cards
Enter phonenumber
Enter postcode
Choose country
Enter first name
Choose store location
Enter last name
Enter address
Choose state
[no company]
[have company]
Enter company
[no address]
Enter address line 2
Enter first name
Enter last name
Enter phonenumber
[address line 2]
[Choose location]
Use location
[Choose home address]
Choose country
Enter postcode
Continue to paying


Enter billing address
Select payment method
[pay with external services]
[pay with cards]
Pay with PayPal
[no company]
[no address]
[have company]
Enter company
Enter address line 2
[address line 2]
Enter phonenumber
Enter postcode
Choose country
Enter first name
Choose store location
Enter last name
Enter address
Choose state
Enter card number
Enter security code
Enter expiration date
Enter card name
Pay Now
[continue payment]
[cancel payment]
[fail]
Notify users
[success]
Receive receipt
[cancel payment]
END

Item 5b (Week 11):

It is important for designers to draw an activity diagram because this diagram illustrates the visual flow of activity for a single use case and how different use cases coordinate to represent the workflows and user behaviour while using the system. By using different elements like forks, joins, swimlanes, and decision nodes, the activity diagram helps developers and business professionals understand how the system works in a real scenario. This clarity brings out accurate system design and analysis.