EX-SELL

Use Case Description

Version 1.0 approved

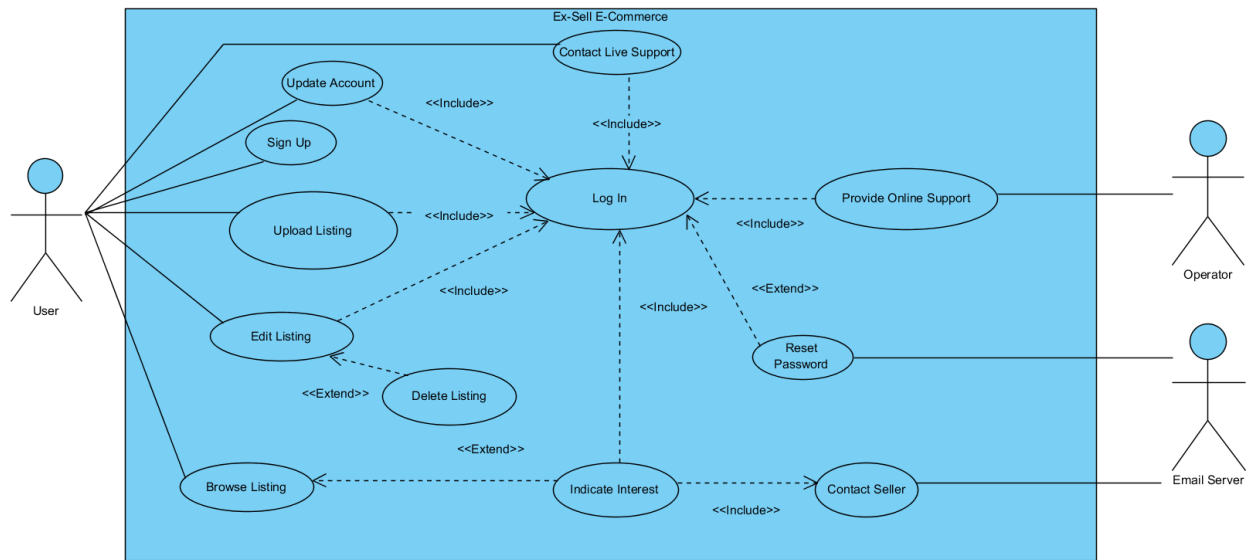## Prepared by Zenith

Yiu Hong Sum   U1621435G
 Lim Kian Hock Bryan   U1620949L
Cheng Yang Zhen   U1521618K
Lim Yan Jun   U1622311B
Soong Jie Ming   U1521535B
Chen Zhenni   U1622603D
Chang Keat Lueng Aaron U1622360F

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Use Case ID:	ES001		
Use Case Name:	Login		
Created By:	Bryan	Last Updated By:	Yiu Hong Sum
Date Created:	4th February 2018	Date Last Updated:	7th February 2018

Actor:	User, Administrator
Description:	This use case allows the Actor to log in to their accounts.
Preconditions:	1. The account must already exist in the database. 2. This use case starts when Actor selects Login
Postconditions:	1. The Actor is logged into the System
Priority:	Medium
Frequency of Use:	Frequently
Normal Flow:	1.1. Actor select login 1.2. System prompt actor for login credentials 1.3. Actor enters credentials 1.4. Actor submit credentials to the system 1.5. System validate Actor credential 1.6. System verify the credentials with database 1.7. System authenticates the Actor to login successfully.
Alternative Flows:	1.A1: System detects empty email address or password fields. 　1. System displays error message "Email address or password fields cannot be empty." 　2. Actor filled up the required field(s) for email address and password. 　3. Actor select the login button to re-attempt login again. 　4. Return to 1.2. 1.A2: Actor enters the wrong credentials 　1. System displays error message "Invalid email address or password. Please re-enter." 　2. Return to 1.2.
Exception:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	ES002		
Use Case Name:	Sign Up		
Created By:	Bryan	Last Updated By:	Yiu Hong Sum
Date Created:	4th February 2018	Date Last Updated:	7th February 2018

Actor:	User, Email Server
Description:	This use case allows the Actor to create their account.
Preconditions:	1. Account must not already exist in the database. 2. This use case starts when Actor selects Sign Up
Postconditions:	1. Account is created
Priority:	Medium
Frequency of Use:	Frequently
Normal Flow:	2.1. Actor select Sign Up 2.2. System prompt actor for valid email address, first name, last name, password and confirm password 2.3. Actor enter required input 2.4. Actor submit input 2.5. System validates the input 2.6. System send verification code to the registered email address. 2.7. Actor enter verification code 2.8. System verify the input 2.9. System create account in database and notify Actor

Alternative Flows:	2.A1: System detects mismatch between the password and confirm password.
	   1. System displays error message "Password and Confirm Password mismatch. Please re-enter."
	   2. Return to 2.1.
	
	2.A2: System detects the user account is already existing in the database.
	   1. System will display error message "Account already exists."
	   2. User will enter a new email address.
	   3. User select the register button to re-attempt registration again.
	   4. Return to 2.1.

Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	ES003		
Use Case Name:	Reset Password		
Created By:	Bryan	Last Updated By:	Yiu Hong Sum
Date Created:	4th February 2018	Date Last Updated:	7th February 2018

Actor:	User, Email Server
Description:	This use case allows Actor to reset their passwords
Preconditions:	1. Account exists in the database. 2. This use case starts when user select reset password 3. This use case extends Log In (ES001)
Postconditions:	1. Password is reset
Priority:	High
Frequency of Use:	Occasionally
Flow of Events:	3.1. Actor select Reset Password 3.2. System prompt actor for registered email address 3.3. Actor enter their email address 3.4. Actor submit input 3.5. System validate input 3.6. System verify the email address 3.7. System generate and update new password into database 3.8. System sends the new password to the Actor's registered email address. 3.9. System notify user that password has been reset

Alternative Flows:	3.A1: The provided email address is not found in the database.
	    1. System will display a message, "Invalid email entered".
	    2. Return to 3.1.
	
	3.A2: The entered code is invalid.
	    1. System will display a message, "Invalid verification code entered".
	    2. Return to 3.4.
	
	3.A3: There is a mismatch between the two passwords.
	    1. System will display a message, "Mismatch between the two passwords".
	    2. Return to 3.6.

Exceptions:	-
Includes:	Log In
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	ES004		
Use Case Name:	Delete Listing		
Created By:	Yiu Hong Sum	Last Updated By:	Yiu Hong Sum
Date Created:	8th February 2018	Date Last Updated:	19th March 2018

Actor:	User
Description:	To allow Actor is delete a post.
Preconditions:	1. Actor must be logged in. 2. This use case extends Edit Listing Product (ES007) 3. This use case starts when user select Delete Post
Postconditions:	1. Post is deleted successfully.
Priority:	Mid
Frequency of Use:	Occasionally
Flow of Events:	12.1. Actor selects "Delete Post" 12.2. System prompts for reason. 12.3. Actor inserts reason. 12.4. Actor selects "Submit" button. 12.5. System prompts for confirmation. 12.6. Actor selects "Confirm". 12.7. System sends reason to owner of post. 12.8. System displays "Post deleted successfully".
Alternative Flows:	4.A1: The Actor selects Cancel. 1. Return to 3.2.
Exceptions:	-
Includes:	Browse Product
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	ES005		
Use Case Name:	Upload Listing		
Created By:	Yiu Hong Sum	Last Updated By:	Yiu Hong Sum
Date Created:	7th February 2018	Date Last Updated:	19th March 2018

Actor:	User
Description:	This use case allows Actor to upload product
Preconditions:	1. Actor must be logged in 2. This use case includes Log In (ES001) 3. This use case starts when user select Upload Product
Postconditions:	1. Product is posted
Priority:	High
Frequency of Use:	Frequently
Flow of Events:	5.1 Actor select Upload Product 5.2 System prompt Actor for product details 5.3 Actor input product details 5.4 Actor submit product details 5.5 System store product details in database 5.6 System display product
Alternative Flows:	5. A1 Actor did not fill up all the inputs 1. System prompt Actor to fill up all required inputs. 2. Return to 5.2
Exceptions:	-
Includes:	Log In
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	ES006		
Use Case Name:	Provide Online Support		
Created By:	Yiu Hong Sum	Last Updated By:	Yiu Hong Sum
Date Created:	7th February 2018	Date Last Updated:	19th March 2018

Actor:	Operator
Description:	This use case allows Actor to provide online support to user
Preconditions:	1. Actor must be logged in 2. Actor must be an operator
Postconditions:	1. Live Support is provided for user
Priority:	High
Frequency of Use:	Occasionally
Flow of Events:	6.1 Actor Select "Operator Login" 6.2 System submit Actor input for verification 6.3 System display successful log in 6.4 Actor provide online support upon request
Alternative Flows:	-
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	ES007		
Use Case Name:	Edit Listing		
Created By:	Yiu Hong Sum	Last Updated By:	Yiu Hong Sum
Date Created:	7th February 2018	Date Last Updated:	19th March 2018

Actor:	User
Description:	This use case allows Actor to edit product
Preconditions:	1. Actor must be logged in 2. This use case extends Upload Listing (ES005) 3. This use case starts when user select Upload Listing
Postconditions:	1. Product details is updated
Priority:	High
Frequency of Use:	Frequently
Flow of Events:	7.1 Actor select Edit Listing 7.2 Actor select product to edit 7.3 System retrieve product details from database 7.4 System prompt Actor for product details 7.5 Actor input update product details 7.6 Actor submit product details 7.7 System store product details in database 7.8 System display updated product details
Alternative Flows:	7. A1 Actor did not fill up all the inputs 1. System prompt Actor to fill up all required inputs. 2. Return to 7.2
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	ES008		
Use Case Name:	Browse Listing		
Created By:	Aaron	Last Updated By:	Yiu Hong Sum
Date Created:	7th February 2018	Date Last Updated:	19th March 2018

Actor:	User
Description:	This use case allows Actor to search for an item by category and name
Preconditions:	1. Actor must be logged in 2. This use case includes Log In (ES001) 3. This use case starts when user select Browse Listing
Postconditions:	1. Product is posted
Priority:	High
Frequency of Use:	Frequent
Flow of Events:	8.1 Actor select Browse Product 8.2 Actor selects the category 8.3 System display product of all category 8.4 Actor selects the category of choice 8.5 System display list of products
Alternative Flows:	8.A1. Category of choice is unavailable 1. Actor will select the search box 2. Search box comes into focus 3. Select types in desired category 4. System will match category based on descriptions of item 5. Go to 8.4
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	ES009		
Use Case Name:	Indicate Interest		
Created By:	Aaron	Last Updated By:	Yiu Hong Sum
Date Created:	7th February 2018	Date Last Updated:	19th March 2018

Actor:	User
Description:	Allow Actor to indicate interest for a listed item from a seller
Preconditions:	1. Actor must browse a product 2. This use case includes Browse Listing (ES008) 3. This use case includes Contact Seller (ES010) 4. This use case starts when user select Indicate Interest
Postconditions:	1. Actor bought a product
Priority:	High
Frequency of Use:	Frequent
Flow of Events:	9.1 Actor select Indicate Interest 9.2 System prompt user for confirmation 9.3 Actor confirms the prompt 9.4 System update database of new update 9.5 System display success message
Alternative Flows:	-

Exceptions:	9.1.E.1. Item has been removed from the listing
	   1. System will bring the Actor back to the page that the user came from
	   2. System will display a message "The item you were looking for has been removed from the store"
	9.1.E.2. Item has been bought by another user
	   1. System will update the "Buy" button to "Sold"

Includes:	Browse product, Contact seller
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	ES010		
Use Case Name:	Contact Live Support		
Created By:	Aaron	Last Updated By:	Bryan Lim
Date Created:	8th February 2018	Date Last Updated:	19th March 2018

Actor:	User
Description:	This use case allows Actor to contact live support operator
Preconditions:	1. Actor must be logged in
Postconditions:	1. Actor contacted live support operator
Priority:	Medium
Frequency of Use:	Occasionally
Flow of Events:	10.1. Actor select Live Support 10.2. System create communication page for Actor and Operator 10.3. System display communication page for the Actor and Operator
Alternative Flows:	-
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	ES011		
Use Case Name:	Update Account		
Created By:	Zhenni	Last Updated By:	Zhenni
Date Created:	8th February 2018	Date Last Updated:	8th February 2018

Actor:	User
Description:	To allow Actor to update their account information respectively.
Preconditions:	1. Actor must be logged in. 2. This use case includes Log In (ES001) 3. This use case starts when user select Edit Account
Postconditions:	1. Actor's account information is updated.
Priority:	Mid
Frequency of Use:	Occasionally
Flow of Events:	11.1. Actor selects "Edit Account" 11.2. System retrieves and displays all account details of Actor. 11.3. Actor edits relevant information. 11.4. Actor selects "Submit" button. 11.5. System prompts for confirmation. 11.6. Actor selects "OK". 11.7. System updates database with new account information. 11.8. System displays "Account Information Updated Successfully".
Alternative Flows:	11.A1: The Actor selects Cancel. 1. Return to 3.3.
Exceptions:	-
Includes:	Log In
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	ES012		
Use Case Name:	Contact Seller		
Created By:	Zhenni	Last Updated By:	Yiu Hong Sum
Date Created:	8th February 2018	Date Last Updated:	19th March 2018

Actor:	User, Email Server
Description:	This use case allows actor to Contact Seller
Preconditions:	4. Actor must be logged in. 5. This use case includes Indicate Interest (ES009) 6. This use case starts when user select Contact Seller
Postconditions:	1. User successfully contacted with seller
Priority:	Mid
Frequency of Use:	Occasionally
Flow of Events:	12.1. Actor selects "Contact Seller" 12.2. System retrieve seller contact from database 12.3. System display Actor contact number
Alternative Flows:	
Exceptions:	-
Includes:	Indicate Interest
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-