

EX-SELL

Use Case Description

Version 1.0 approved

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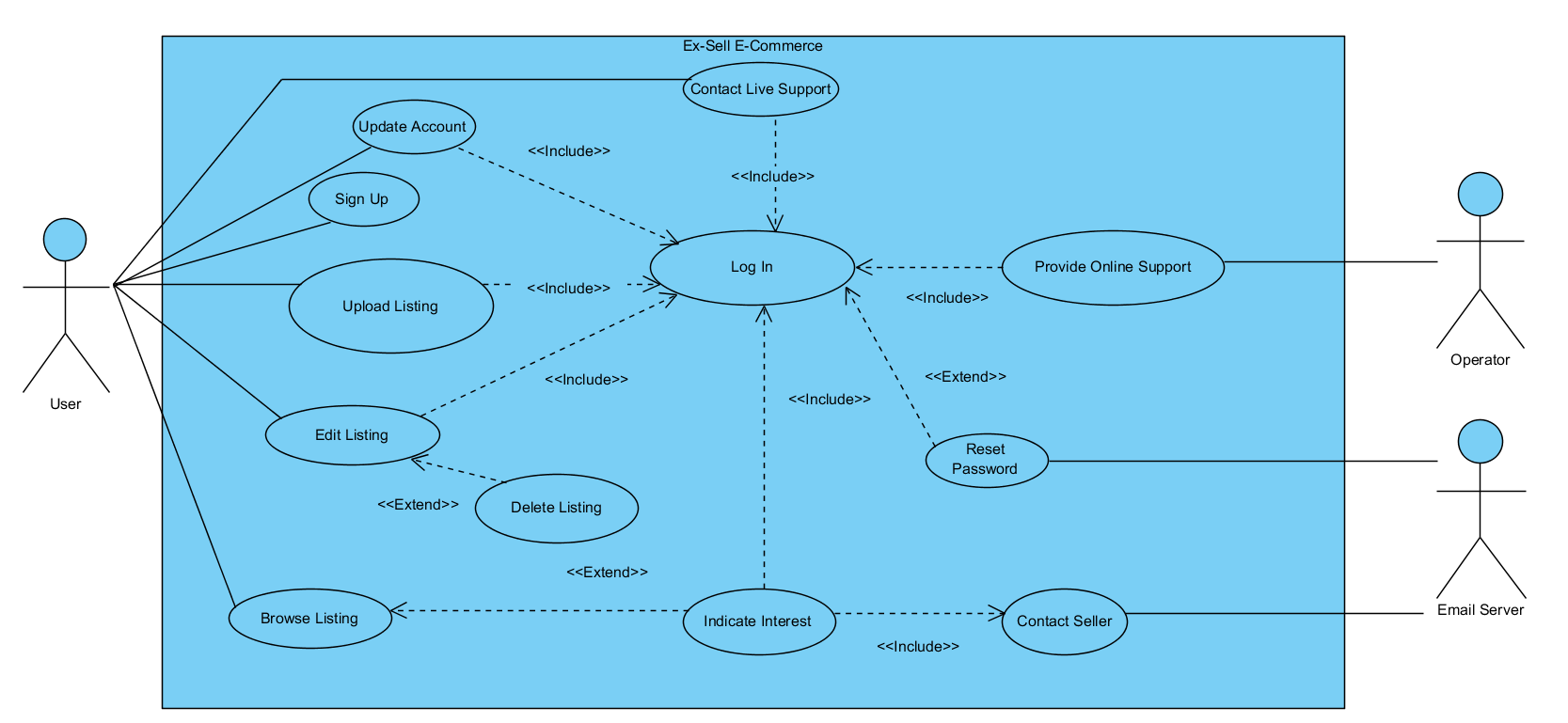
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# Diagram



# Use Case Descriptions

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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. Actor select login 2. System prompt actor for login credentials 3. Actor enters credentials 4. Actor submit credentials to the system 5. System validate Actor credential 6. System verify the credentials with database 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:** | - |

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| --- | --- | --- | --- |
| **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 |

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| --- | --- |
| **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:** | 1. Actor select Sign Up 2. System prompt actor for valid email address, first name, last name, password and confirm password 3. Actor enter required input 4. Actor submit input 5. System validates the input 6. System send verification code to the registered email address. 7. Actor enter verification code 8. System verify the input 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:** | - |

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| --- | --- | --- | --- |
| **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 |

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| --- | --- |
| **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:** | 1. Actor select Reset Password 2. System prompt actor for registered email address 3. Actor enter their email address 4. Actor submit input 5. System validate input 6. System verify the email address 7. System generate and update new password into database 8. System sends the new password to the Actor’s registered email address. 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:** | - |

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| --- | --- | --- | --- |
| **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 |

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| --- | --- |
| **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:** | 1. Actor selects “Delete Post” 2. System prompts for reason. 3. Actor inserts reason. 4. Actor selects “Submit” button. 5. System prompts for confirmation. 6. Actor selects “Confirm”. 7. System sends reason to owner of post. 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:** | - |

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| --- | --- | --- | --- |
| **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:** | * 1. Actor select Upload Product   2. System prompt Actor for product details   3. Actor input product details   4. Actor submit product details   5. System store product details in database   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:** | - |

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| --- | --- | --- | --- |
| **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 |

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| --- | --- |
| **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:** | * 1. Actor Select “Operator Login”   2. System submit Actor input for verification   3. System display successful log in   4. Actor provide online support upon request |
| **Alternative Flows:** | - |
| **Exceptions:** | - |
| **Includes:** | - |
| **Special Requirements:** | - |
| **Assumptions:** | - |
| **Notes and Issues:** | - |

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| --- | --- | --- | --- |
| **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:** | * 1. Actor select Edit Listing   2. Actor select product to edit   3. System retrieve product details from database   4. System prompt Actor for product details   5. Actor input update product details   6. Actor submit product details   7. System store product details in database   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:** | - |

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| --- | --- | --- | --- |
| **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 |

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| --- | --- |
| **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:** | * 1. Actor select Browse Product   2. Actor selects the category   3. System display product of all category   4. Actor selects the category of choice   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:** | - |

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| --- | --- | --- | --- |
| **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 |

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| --- | --- |
| **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:** | * 1. Actor select Indicate Interest   2. System prompt user for confirmation   3. Actor confirms the prompt   4. System update database of new update   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:** | - |

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| --- | --- | --- | --- |
| **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:** | * 1. Actor select Live Support   2. System create communication page for Actor and Operator   3. System display communication page for the Actor and Operator |
| **Alternative Flows:** | - |
| **Exceptions:** | - |
| **Includes:** | - |
| **Special Requirements:** | - |
| **Assumptions:** | - |
| **Notes and Issues:** | - |

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| --- | --- | --- | --- |
| **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:** | 1. Actor selects “Edit Account” 2. System retrieves and displays all account details of Actor. 3. Actor edits relevant information. 4. Actor selects “Submit” button. 5. System prompts for confirmation. 6. Actor selects “OK”. 7. System updates database with new account information. 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:** | - |

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| --- | --- | --- | --- |
| **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:** | 1. Actor must be logged in. 2. This use case includes Indicate Interest (ES009) 3. 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:** | 1. Actor selects “Contact Seller” 2. System retrieve seller contact from database 3. System display Actor contact number |
| **Alternative Flows:** |  |
| **Exceptions:** | - |
| **Includes:** | Indicate Interest |
| **Special Requirements:** | - |
| **Assumptions:** | - |
| **Notes and Issues:** | - |