**Use case scenario**

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| Use case name : view products unique ID : UC-1 |
| Actor(s): new customer, registered customer |
| Trigger event: this process occurs when the customer opens the website |
| Description: This use case lets the customer view the home page which has different categories when they first run the website. |
| Pre-condition: Run the website. |
| Normal flow:  1. The customer opens the website.  2. After the customer opens the website, the home page appears to him, which contains several things, including a search for the products.  3. It also shows a number of different products that can be filtered according to his wishes.  4. For each product there are also qualifications in terms of color, size, brandy, size and raw material.  5. The customer can also add products to the shopping cart from this page.  6. And he can add the products to the wish list.  7. It can also identify recommended products. |
| Post-condition: The customer successfully runs the website and is able to view the home page with the different categories. |

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| Use case name : Register unique ID : UC-2 |
| Actor(s): new customer, admin , authentication |
| Trigger event: this process occurs When customer wants to buy a product if the customer is not registered before. |
| Description: This use case helps the customer to check out items in the shopping cart by register to the user-authentication form and helps the admin make all the modification he wants. |
| Pre-condition: There is at least one item in the shopping cart to check out the items and to register to the user-authentication form. |
| Normal flow:   1. New customer /Admin select the button “ Register". 2. New customer /Admin input their username and password into the system. 3. New customer /Admin can register with a google email or a Facebook email. 4. System check if the user name is not already in use. 5. New customer after register can buy products. 6. Admin after register can remove, add and modify products. |
| Post-condition: Customers have access to checking up the information of the order, paying for the bill. |
| Alternative flow:  1-Customers forget the password, then the system will offer a security code to customers, asking customers to reset the password.  2-The user name is already in use  2.1.user is requested to select another username  3- invalid data  3.1. if the “password “ is less than 8 characters , an error message will be displayed  ”password should be at least 8 character “. |

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| Use case name: make purchase unique ID: UC-3 |
| Actor(s): registered customer |
| Trigger: when customer add items in the shopping cart. |
| Description: The customer chooses the items he wants to buy, puts them in the cart, and clicks the “buy now” button |
| Pre-condition:  1-The customer has a registered account on the website.  2-The desired product is available and in stock.  3-There is at least one item in the shopping cart to complete the purchase. |
| Normal flow:  1-The customer browses the product catalog to find the desired item.  2-The customer selects the desired product and adds it to the shopping cart.  3-The customer reviews the items in the shopping cart.  4- After the customer reviews the products in the shopping cart, the purchase is confirmed by clicking the “Buy Now” button |
| Post-condition: The customer can fill out a set of data to confirm the order and payment method |
| Alternative flow:  1-Out of Stock:  If the selected product is out of stock during the purchase process, the system notifies the customer ”The customer can choose an alternative product or remove the out-of-stock item from the cart”  2- empty cart:  If the shopping cart is empty and the customer clicks the “Buy Now” button, a message appears  “ Please select the products you wish to pay for” |

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| Use case name: confirm order unique ID:UC-4 |
| Actor(s): registered customer |
| Trigger: this process occurs when customer makes purchase and click on the” buy now” button |
| Description: This use case ensures that the customer's intended purchase is finalized and that all details are accurate before the order is processed and shipped. |
| Pre-condition: Buy products in the shopping cart by clicking on the Buy Now button |
| Normal flow:  1-After clicking on the Buy Now button, the customer goes to the order confirmation page which requires him to give some data to ensure a successful purchase  2-A confirmation message is displayed, clearly stating that the order is not finalized yet and requires confirmation.  3-Through this page, the customer is required to fill in some of the required data to complete the application process, including (address, name, telephone number, alternative telephone number, city, district, street, address details, main features, payment method)  4-The user is presented with options such as "Confirm Purchase" and "Edit Order" or "Go Back."  If the user notices any errors or wants to make changes, they can choose the "Edit Order" option to go back to the previous pages. |
| Post-condition: shows checkout page to enter card number |
| Alternative flow:  1-Address Validation Failure:  If there is an issue with the provided shipping address, the system prompts the customer to correct or verify the address.  2-invalid name  If the name consists of less than 2 letters or more than 40 letters the message "The name must contain 2-40 letters"  3-invalid number  3.1. If a wrong or invalid number is entered to the country where you live, the message "Please enter a valid telephone number" will appear.  3.2. In the alternative phone number field, please enter a phone number different from the first number |

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| Use case name: Checkout unique ID: UC-5 |
| Actor(s): registered customer, credit payment service ,fawry-cashU |
| Trigger: after clicks on the "Follow-up payment" button. |
| Description: The checkout process is initiated to complete the customer's confirm order, This use case helps the customer to check out items from the shopping cart. |
| Pre-condition:  1-confirm order  2-Payment methods (credit card, CashU, Fawry) are configured and available. |
| Normal flow:  1-After pressing the "Follow-up payment" button show the checkout page.  2-Customer pays the price in the way preferred by card or fawry-cashU  3-The customer clicks on the "Checkout" button.  4-The customer receives an email with the order confirmation and tracking information.  5-The product is shipped to the customer shipping address. |
| Post-condition:  1-The customer is able to click on the checkout button After choosing the payment method and confirming the amount withdrawn  2-The order details are stored in the system's database.  3-The customer can track the order using the provided tracking information.  4-Payment is processed successfully. |
| Alternative flow:  1-if the customer decides to edit the cart during the checkout process, they can go back to the shopping cart page and make changes before proceeding.  2-Payment Failure:  If the payment fails, the system notifies the customer “The customer is redirected to the payment step to re-enter payment details or choose an alternative payment method”  3-invalid credit card details:  If the customer enters invalid credit card details (e.g., incorrect card number ,expired card )  , the system displays an error message and prompts the customer to correct the information  , the customer can update the credit card details and proceed with the payment. |

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| Use case name: view personal center unique ID: UC-6 |
| Actor(s): registered customer |
| Trigger: The customer logs into their account on the website. |
| Description: The customer wants to access and manage their personal information, orders, and settings within their account. |
| Pre-condition: The customer must be logged into their account. |
| Normal flow:  1-Once logged in, customers navigate to the "Personal Center" or a similar section, typically located in the user account or dashboard.  2-In the personal center, the customer sees options such as "My Profile," "Order History," "Settings," and other relevant sections.  3-The customer clicks on "My Profile" to view and potentially update their personal information such as name, address, and contact details.  4-They click on "Order History" to view a list of their past orders, including order details, status, and tracking information.  5-The customer explores other sections like "Settings" to manage preferences such as notification settings, password changes, or communication preferences.  6-After reviewing and updating their information, if necessary, the customer logs out or continues shopping on the website. |
| Post-condition: The customer has successfully viewed their personal center. |
| Alternative flow:  1-No Order History: If the customer has not made any purchases, the "Order History" section may be empty, and a message informs them of this.  2-Technical Issue: If there is a technical issue preventing access to the personal center, the customer receives an error message and is advised to try again later or contact customer support.  3-Password Reset: If the customer forgets their password, they can click on a "Forgot Password" link, receive a reset link via email, and create a new password. |

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| Use case name: manage website unique ID: UC-7 |
| Actor(s): admin |
| Trigger: this process occurs when admin register. |
| Description: this use case give the admin all the permissions on the website. |
| Pre-condition: The admin must have valid credentials and be logged in to access the admin portal. |
| Normal flow:  1. Admin register --> use case 2  2. Admin now has elevated privileges responsible for managing the website.  3. Admin can manage customer account (The admin can help new customer to create accounts, assigning appropriate roles and permissions/The admin can update user profiles, change passwords, or update access levels/The admin can deactivate or delete user accounts as needed.)  4. Admin can manage products (add products/remove products / modification of products )  5. Admin can tracking stock availability. |
| Post-condition: Changes made by the admin (user updates, content edits, etc.) are reflected on the live website. |
| Alternative flow:  -If an unauthorized attempt is made to access the admin functionalities, appropriate security measures are triggered, and the system logs the incident. In the case of errors or issues during content publication, the admin receives a notification and can take corrective actions.  -This use case ensures that the admin has comprehensive control over the website, contributing to its smooth operation, security, and adherence to organizational standards. |