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Use Case Diagrams&Descriptions for Online Shopping Site

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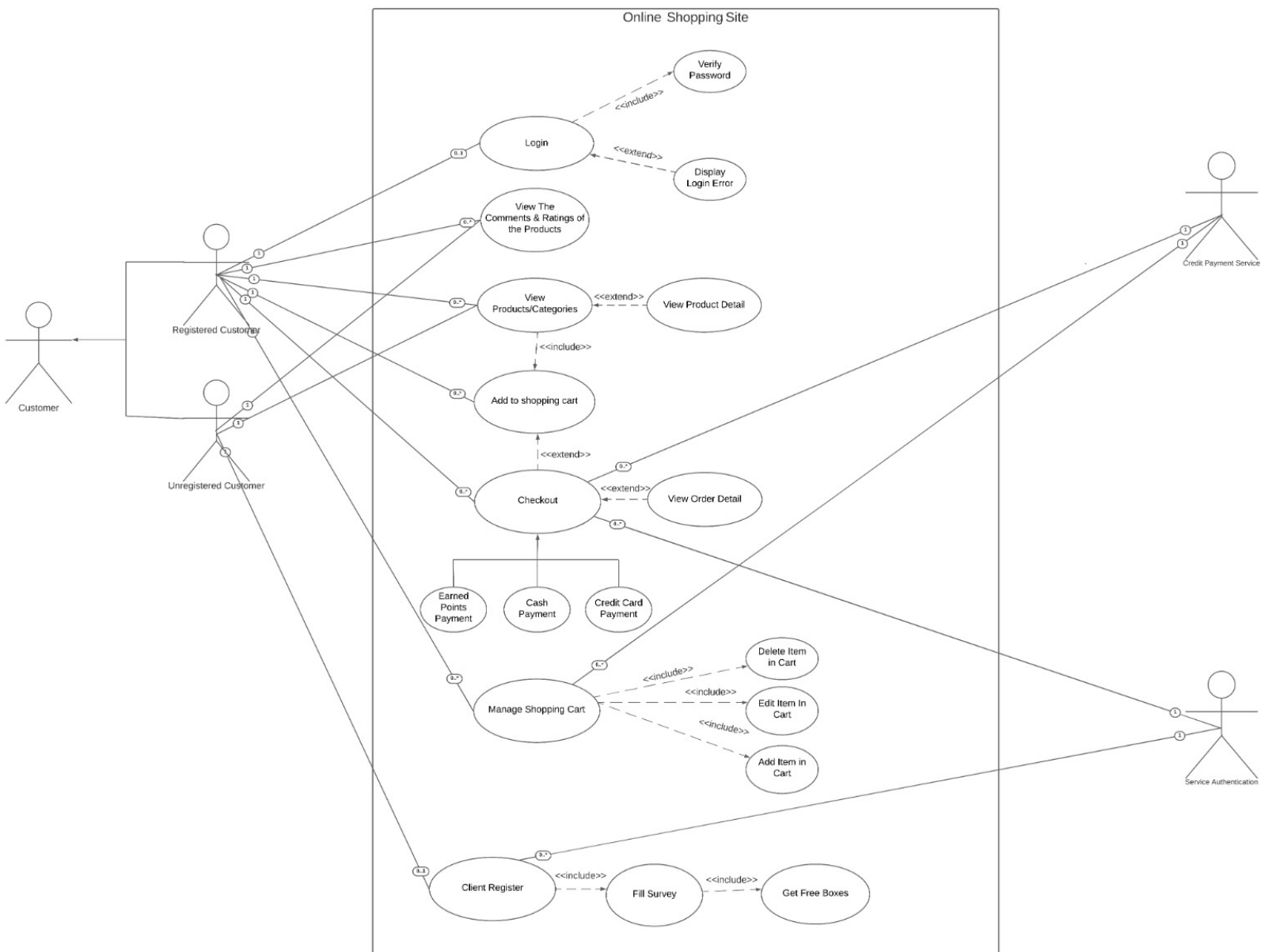**12622989076**

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USE CASE DIAGRAM 1

Online Shopping Site

Online shopping site authorizes people who want to shop from the website by not going to the malls. Customers usually want specific skin type products according to their skin type. In this system people can shop according to their skin types by answering the questions given in the site. When the customer finishes their quiz, the system understands the type of the skin and shows them the most appropriate items and boxes. And if the customer can't choose the item, there will be a FAQ section to help and guide them. Additionally, there is three payment methods which is payment with points, cash method and credit card method. So in this site there will be a lot of options useful for the customers.

Use Case#1	**Login**
Actor	Registered Customer
Description	**Login** is a thing that enables customers to login freely with the help of their username and passwords. But to be able to login new customers need to first create a new account.

Use Case#1	**Verify Password**
Actor	Registered Customer
Description	**Verify Password** is a thing that which enables customers to enter their passwords and confirm them. It allows our website to check that whether a password matches the password that we already enter.

Use Case#1	**Display Login Error**
Actor	Registered Customer
Description	**Display Login Error** is a thing that gives an error message to the customer when they enter their password or username wrongly.

Use Case#1	View The Comments & Ratings of the Products
Actor	Customer
Description	**View The Comments & Ratings of the Products** is a thing that enables all registered and new customers to see the views and comments in the products. According to the ratings and comments they can shop with peace of mind.

Use Case#1	View Products/Categories
Actor	Customer
Description	**View Products/Categories** is a thing that which enables all registered and new customers to see the items in the website.

Use Case#1	**View Product Detail**
Actor	Customer
Description	**View Product Detail** is a thing that enables customers an authorized ability to examine the contents of the products. By entering the product introduction page, they can check the contents of the products, so they can reach the products they are looking for more easily (vitamins, aluminum salt, alcohol, paraben, perfume, etc.).

Use Case#1	**Add to Shopping Cart**
Actor	Registered Customer
Description	**Add To Shopping Cart** is a thing that enables users who have registered can add the product they want to buy to their cart with the add to shopping cart button.

Use Case#1	**Checkout**
Actor	Registered Customer, Credit Payment Service, Service Authentication
Description	**Checkout** is a thing that which customers will be able to get their products in the shopping card. But before taking them there will be checkout part for them to check the addresses which they write and also check the added products are true or not.

Use Case#1	**View Order Detail**
Actor	Registered Customer, Credit Payment Service, Service Authentication
Description	**View Order Detail** is a thing that enables our customers who are registered in the system can review the order details after placing an order. (Receiving the order, preparing, packing, shipping and cargo information etc.)

Use Case#1	**Credit Card Payment**
Actor	Registered Customer, Credit Payment Service, Service Authentication
Description	**Credit Card Payment** is a think that which enables customers to pay their skin care products with the credit card. Without dealing with the cash money it will be easy when customers pay with the credit card.

Use Case#1	**Cash Payment**
Actor	Registered Customer, Credit Payment Service, Service Authentication
Description	**Cash Payment** is a thing that enables customers to pay at the door by the cash money. If customers think that they cannot trust the site, we can provide payment at the door.

Use Case#1	**Earned Point Payment**
Actor	Registered Customer, Credit Payment Service, Service Authentication
Description	**Earned Point Payment** is a thing that helps the customer to get free boxes by the help of the payment points they have earned. To be able to get points, customer should fill the survey and shop the products they like.

Use Case#1	**Manage Shopping Cart**
Actor	Registered Customer, Credit Payment Service
Description	**Manage Shopping Cart** is a thing that enables customers to update their products in their carts. For example they can change the number of products in their carts.

Use Case#1	**Delete Item In Cart**
Actor	Registered Customer
Description	**Delete Item In Cart** is a thing that enables customers to delete item from their shopping cart when they do not ant to get the item.

Use Case#1	**Edit Item In Cart**
Actor	Registered Customer
Description	**Edit Item In Cart** is a thing that which enables customers to edit items in their carts. For example they can change the including's in the skin care product in their carts.

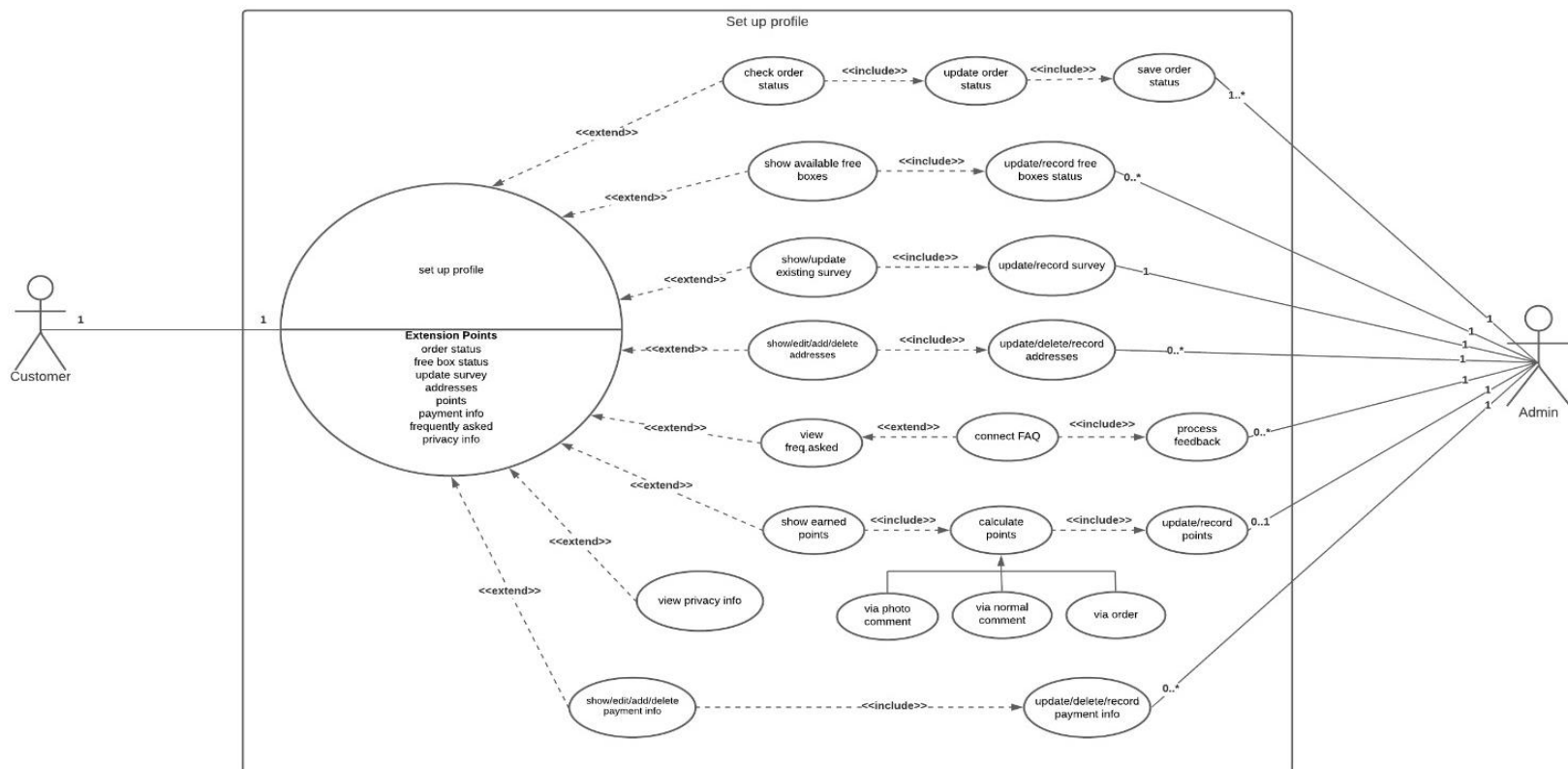| *Use Case#1*	**Add Item In Cart**
Actor	Registered Customer
Description	**Add Item In Cart** is a thing that add items in the shopping cart. Customers can add items in their carts whenever they want.

Use Case#1	**Client Register**
Actor	Unregistered Customer, Service Authentication
Description	**Client Register** is a thing that customers and clients will be able to register freely. And by the help of register, customers will fill the survey and get free boxes.

Use Case#1	**Fill Survey**
Actor	Unregistered Customer, Service Authentication
Description	**Fill Survey** is a thing that which enables customers to get appropriate skin care products according to their survey results. By the help of it customers satisfaction will increase.

Use Case#1	**Get Free Boxes**
Actor	Unregistered Customer, Service Authentication
Description	**Get Free Boxes** is a case that enables customers to get free boxes according to their skin type survey and the earned points will be effective when getting free boxes for customers.

USE CASE DIAGRAM 2

Set-up Profile

Via **set-up profile**, customers can use the functions in their profiles and view the information they have entered previously according to the extension points. Each extension point operates according to the dialog button the customer clicks on. Meaning, all these functions are presented according to the customer's request. Not everything is shown directly to the customer.

Use Case#2	**Check Order Status**
Actor	Customer
Description	Customer opens the "Order Status" dialog and selects the order which needs to be checked. There will be a saved orders list for customers to process that. So that, users will be constantly informed about the status of their orders.

Use Case#2	**Update Order Status**
Actor	Admin
Description	There must be orders recorded in the system. Admin opens the "Update Order Status" dialog and selects the order which needs to be updated from the list. The new status to be set is chosen and the status of pending orders updated.

Use Case#2	**Save the Last Status of the Order**
Actor	Admin
Description	Admin saves the changes about the order to make them permanent. Changes after saving cannot be made undone because it reports the final status of the order.

Use Case#2	**Show Available Free Boxes**
Actor	Customer
Description	Customers opens the "Free Boxes Status" dialog and the free boxes registered to the customer's name appears. If there are no free boxes registered to the customer's name then next to the "Free Boxes Status" dialog it's shown as 0.

Use Case#2	**Update/Record Free Boxes Status**
Actor	Admin
Description	Time to time free boxes are assigned to the customers. If such a situation has occurred, admin has to update it. Assigned boxes cannot be deleted. That's why admin doesn't have a delete command.

Use Case#2	**Show/Edit Existing Survey**
Actor	Customer
Description	Customers open the "Update Survey" dialog and then the customer can easily update/see their existing survey. The reason why we provide this dialogue to our customers is that the information of each customer can change over time.

Use Case#2	**Update/Record Survey**
Actor	Admin
Description	Each customer is required to fill out the survey before logging into our site. These surveys can be edited by the customers at any time. Existing surveys can never be deleted neither by a customer nor admin. The admin maintains the list of surveys for each customer. Because each survey is linked to the corresponding customer. If a customer updates the survey, the admin has to update accordingly.

Use Case#2	**Show/Edit/Add/Delete Addresses**
Actor	Customer
Description	Customers open the "Addresses" dialog and then the customer can add a new address or update&delete the existing addresses. There will be a saved addresses list for customers to process that.

Use Case#2	**Update/Delete/Record Addresses**
Actor	Admin
Description	Admin must update it every time the customer makes changes about their addreses. Delete command is enabled for the admin if required.

Use Case#2	**Show/Add/Delete/Edit Payment Info**
Actor	Customer
Description	Customers open the "Payment Info" dialog and then the customer can add a new payment info or update&delete the existing payment infos. There will be a saved payment info list for customers to process that.

Use Case#2	**Update/Delete/Record Payment Info**
Actor	Admin
Description	Admin must update it every time the customer makes changes about their payment info. Delete command is enabled for the admin if required.

Use Case Diagram#2	**View Privacy Info**
Actor	Customer
Description	Customers open the "Privacy info" dialog to learn about the data protection that our shopping site preserves that concerns the proper handling of sensitive data including, notably, personal data but also other confidential data, such as certain financial data and intellectual property data.

Use Case#2	**View Frequenly Asked**
Actor	Customer
Description	A list of the most frequently asked questions is prepared with the feedback coming from customers. When users have a problem with our site, they may want to contact the FAQ, but before that, the most frequently asked questions are shared with users in order to facilitate the handling of simple problems. In this way, it is planned to reduce the number of customers connected to the FAQ.

Use Case#2	**Connect FAQ**
Actor	Customer
Description	If the frequently asked questions aren't sufficient for a customer to solve their problems then they connect to the FAQ section if they also want to.

Use Case#2	**Process Feedback**
Actor	Admin
Description	A report is kept about the problem of each customer contacting FAQ. If there is a technical problem in the system that needs to be resolved, admin will quickly solve the customer's problem through this report.

Use Case#2	**Show Earned Points**
Actor	Customer
Description	Customers open the "Points" dialog to find out the points they've received. Customers can collect points by purchasing our special boxes or by commenting.

Use Case#2	**Calculate Points**
Actor	Admin
Description	There are 3 ways to earn points for customers. They all bring a different percentage of points so that admin has to calculate it with the info. of each.

Use Case#2	**Via Photo Comment**
Actor	Admin
Description	If customers make a comment with a photo, they earn points equal to 5 percent of the price of the product that they comment on. If then, the admin should add this to the user's total score.

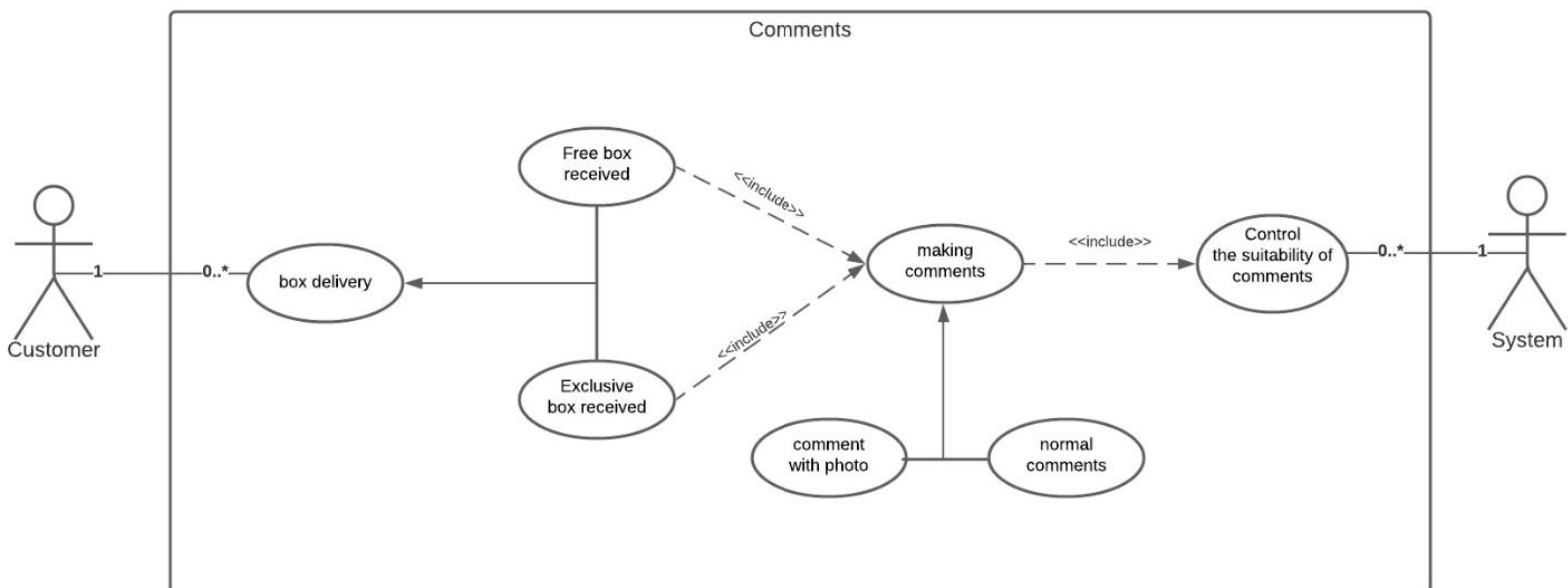| *Use Case#2*	**Via Normal Comment**
Actor	Admin
Description	If customers make a normal comment, they earn points equal to 3 percent of the price of the product that they comment on. If then, the admin should add this to the user's total score.

Use Case#2	**Via Order**
Actor	Admin
Description	If customers give orders, they earn points equal to 10 percent of the total checkout. If then, the admin should add this to the user's total score.

Use Case#2	**Update/Record Points**
Actor	Admin
Description	Admin must constantly update the customer's points accordingly via which comment type is used because they all bring a different percentage of points to the customer. Points cannot be deleted due to timeout or any other reason.

USE CASE DIAGRAM 3

Comments

Comments which made by the customer is about the product boxes received and the publishing stage of the comments. And this use diagram shows the flow of the boxes.

Use Case#3	**Boxes**
Actor	Customer
Description	Gift boxes have been created so that users can feel special and receive them in constant communication with the shopping site. Only registered users can receive gift boxes and users can view gift boxes on their profiles. These boxes can be divided into free boxes and exclusive boxes.

Use Case#3	**Free box received**
Actor	Customer
Description	Free boxes are a package of trial products specially selected for the user, according to the questionnaire the user fills in while registering. The user reviews the products for other customers by trying the products in this package. At the same time, he may decide to buy them because he has tried products that have a high potential to like. At the same time, these boxes can be boxes of popular products sent in response to the points earned by the user by commenting.

Use Case#3	**Exclusive box received**
Actor	Customer
Description	Special boxes are the boxes prepared and offered for sale by the sellers for the seasons or special days (Christmas, Halloween, etc.).

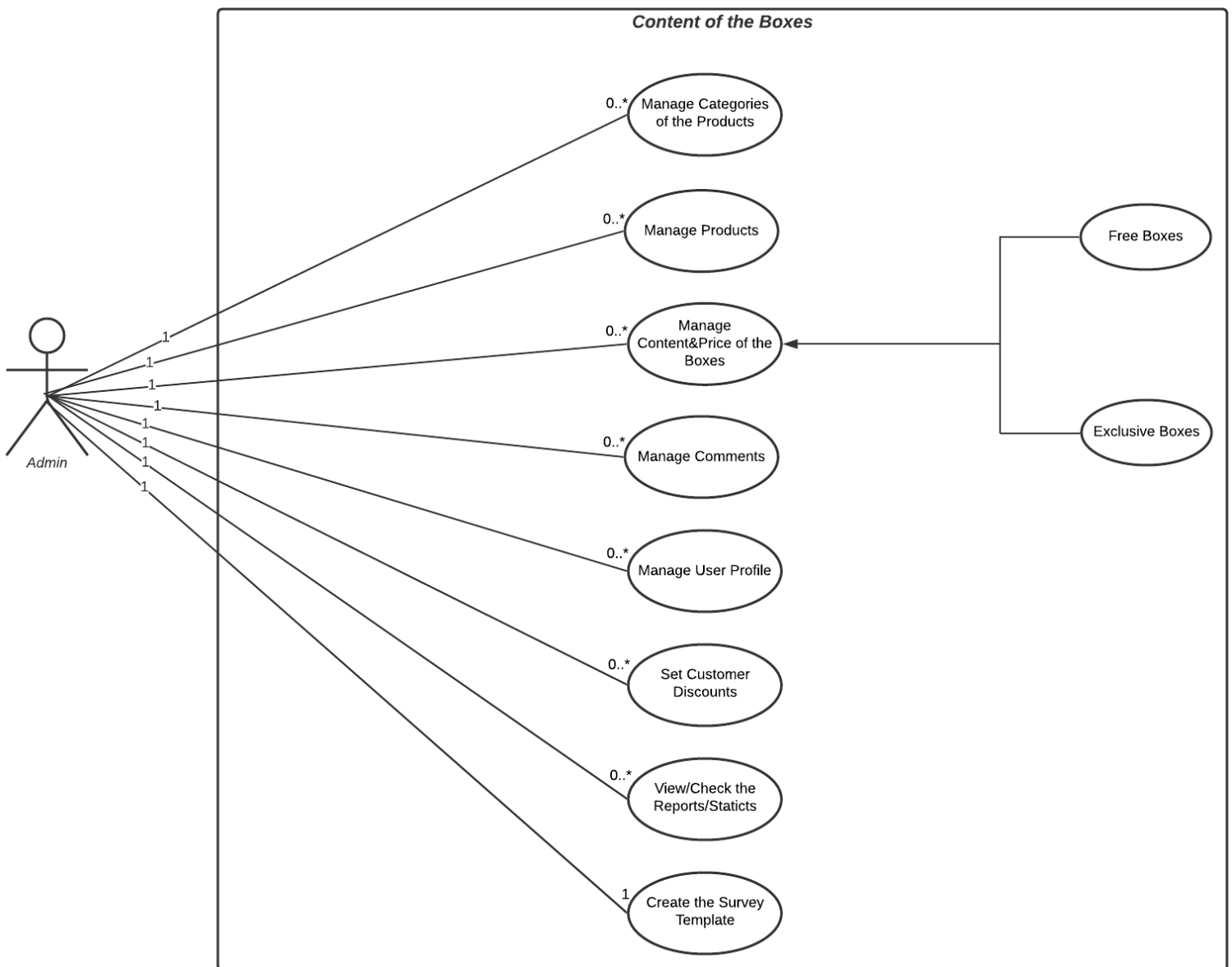| *Use Case#3*	**Comments**
Actor	Customer
Description	A user who buys any box must comment on the products inside the box. These comments can be with or without a photo. Each comment earns points for the user.

Use Case#3	**Comment with photo**
Actor	Customer
Description	These are the comments made by the user about the product they have purchased, including the photo of the product.

Use Case#3	**Normal Comments**
Actor	Customer
Description	These are the comments that do not include the photo of the product made by the user who bought the product.

Use Case#3	**Control the suitability of Comments**
Actor	System
Description	The artificial intelligence of the system checks every comment of the products and does not show the comment if there is an inappropriate comment.

USE CASE DIAGRAM 4

Content of the Boxes

Content Of The Boxes is one of the biggest features of our website is a personalized profile and suggestions made to the wishes of this profile. We have two types of package delivery to our

customers in total. One of these packages is "Free Boxes" and the other is "Exclusive Boxes". We send Free Boxes to all our members. These boxes contain test boxes of the products. The concepts we consider when sending these boxes are as follows; We send tester products from categories that we think the user will like from the information they provide when logging in. In Exclusive Boxes, we send products that are likely to be liked by our customers (who shop at a certain level, comment on products frequently, etc.) who regularly use our site and collect points.

Use Case #4	**Manage Categories of Products**
Actor	Admin
Description	**Product categories** are types of cosmetic products. Products will be categorized under the headings of care and cosmetics. Admin will be able to categorize products. In this way, the user will be able to make a comfortable search.

Use Case #4	**Manage Products**
Actor	Admin
Description	**Products** are the items that we will sell, whose information has been entered on our site. Admin will be able to enter and add products to the system one by one. Admin for the product category, price, etc. can also manage the information.

Use Case #4	**Manage Content&Price of the Boxes**
Actor	Admin
Description	**Content of the Boxes** are boxes that are sent to customers when they sign up and then have a personalized account.

Use Cas #4	**Manage Comments**
Actor	Admin
Description	**Comments** are all the answers below the product description, where our customers share their questions and experiences, and the admins' answers to these questions and comments. Admin has the authority to manage comments.

Use Case#4	**Manage User Profile**
Actor	Admin
Description	A **user profile** is a profile that contains personal information and shopping information that the customer enters into the system. This profile can be observed by the admin. In this way, individual recommendations can be made.

Use Case#4	**Free Boxes**
Actor	Admin
Description	**Free Boxes** are the box we send to users in line with the information they provide when they log in to the system. There will be testers inside. It will be sent based on the information (allergic products, favorite vitamins, care or cosmetic needs, etc.) provided by the user while registering.

Use Case#4	**Exclusive Boxes**
Actor	Admin
Description	**Exclusive Boxes** are boxes sent to customers by the admin if the points they collect reach the target score, thanks to the regular shopping and comments of the customers. Inside these boxes, there will be products that are likely to be liked, based on the shopping they have done and the comments they have made.

Use Case#4	**Set Customer Discounts**
Actor	Admin
Description	This feature refers to the discounts earned on certain products according to the number of purchases made by the customer and the number of points earned. These discounts are defined as coupons by the admin to the user's account.

Use Case#4	**View/Check the Reports/Statistics**
Actor	Admin
Description	Admin has the authority to check statistics to calculate customer satisfaction and revenues. The sales rates, likes, re-preference rates, etc. of the products are examined by the admin.

Use Case#4	**Create the Survey Template**
Actor	Admin
Description	The admin needs to prepare a customizable survey template according to the personal information of the customers. There will be only 1 very detailed survey template.