 Tech Comm Templates

Use Case Template

Project/Initiative

Month 20YY

Version X.XX

Company Information

# Document Revisions

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| --- | --- | --- |
| Date | Version Number | Document Changes |
| 05/02/20xx | 0.1 | Initial Draft |
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# Use Case [#]: [short title with active verb phrase]

## Description

[One to two sentences that briefly describe the use case, including the primary actor’s goal]

The Customer decides to purchase a specific product from the online catalog for delivery.

## Level

[Usually a use case is categorized as High Level Summary, Summary, User Goal, Sub-Function, or Low Level to describe what level in the system the use case stimuli and response take place ]

Summary

## Trigger

[Describe the event that initiates the use case.]

The Customer clicks the purchase link.

## Primary Actor

[Designate the actor whose goal is satisfied in this use case, and has the most significant interest in the outcome]

The Primary Actor is the Customer shopping the Company’s online catalog.

## Additional/Supporting Actors

[List other actors that play a supporting role in the use case and impact the outcome.]

Secondary Actors:

* Online Chat Assistant/Tech Support
* Account Representative

## Stakeholders

[List the various entities who may not directly interact with the system but they may have an interest in the outcome of the use case. Stakeholder identification can aid in uncovering additional which are not readily apparent or mentioned directly by the users.]

Stakeholders:

* Accounts Receivable department
* Order Picking department
* Shipping department

## Preconditions

[List the system state/conditions which must be true before this Use Case can be executed.]

The Customer [Primary Actor] must have an active internet connection, logged onto the [company.com/shop] site open in the browser.

## Main Success Scenario

[Document the steps that illustrate the straightest or simplest path (the “happy path”) to accomplishing the goal. The main success scenario should describe the actors’ actions/stimuli and system response to the action or stimulus. This scenario should always end with a success end condition.]

1. Customer chooses a product.
2. Online Assistant contacts customer.
3. Customer declines assistance.
4. Customer enters payment and shipping information.
5. The system responds.
6. Actor confirms purchase.

## Extensions

[Document alternate flows and exceptions to the main success scenario. Extensions are branches from the main scenario, and numbering should align with the step of the success scenario where the branch occurs.]

1. **Exception**: Submitted data is incomplete:
2. System displays a warning message
3. Actor enters additional data.
4. The System responds.
5. **Alternative**: Actor uploads a document with required data.
6. System confirms upload.
7. System processes data.
8. System sends confirmation.

## Post Conditions

### Success End Condition

[Describe the end condition of the Use Case where the Primary Actor’s goal is satisfied]

The customer receives an order received confirmation.

The accounting department confirms a payment transaction.

The pick list department receives the order and pulls the item from stock.

### Minimal Guarantees

[Describe the guarantee or assurance that this Use Case provides to all Actors and Stakeholders to protect their interest regardless of whether the Use Case ends with success or failure.]

The customer is logged out of order page. The system logs the purchase request and updates the customer account history.

### Failure End Condition

[Describe the end condition that results if the Primary Actor fails to accomplish his goal.]

The customer does not receive the desired item, and the Company’s inventory remains unchanged.

## Frequency

[Indicate how often the use case is expected to occur. This information aids designers and developers in understanding capacity requirements.]

Transact Online Purchases will occur 50 – 100 times per hour.

## Special Requirements

[Describe any additional factors that impact the execution of the use case. These could be environmental, regulatory, organizational or market-driven in nature.]

### Performance

The customer should be taken to the order confirmation screen with 10 seconds of entering payment information.

### Security

Customer’s payment method account number will be masked in the display

### Usability / Accessibility

Order page must comply with Americans with Disabilities Act requirements.

Customer must be able to view page in English, French and Spanish.

### Other

## Issues and Next Steps

[Note any issues related to the definition of this use case that will require clarification prior to development. Also list any follow-up work that needs to be done prior to sign-off on the use case.]

Issues:

* Maximum length of checking account number
* Currency exchange rate update frequency

Next Steps:

* Obtain tax tables for U.S. states and territories