

First Product

Configuration

- × **Register Enforcement** (Register to Browse, Register to Buy)
- × **Register Process** (Quick Checkout Data)
- × **Checkout Workflow** (Extended)
- × **Quick Checkout**
- × **Shipping Method** (Express, Air, Next Day)
- × **not (Wish List)**
- × **not (Auto Reserve Items)**

Scenario SC01 Add items to Shopping Cart.

Description: This scenario allows a customer to browser in the product catalog and to add items to the shopping cart. The customer has not been authenticated yet.

| User Action | System Response |
|---|---|
| Browses through the product catalog, by providing a search criteria or selecting specific (sub) categories. | The system verifies that the user is not authenticated, requesting the user's login and password. |
| Fills in the requested information (login and password). | The system authenticates the user and creates the user session. |
| - | The system retrieves and shows the list of products that satisfies the search criteria or selected categories. |
| Selects a specific product. | The system shows the details of the selected product. |
| Selects the Add to Shopping Cart option. | The system requests the number of items of the specific product to add to the shopping cart. Default value equals to one. |
| Informs the number of items of the specific product to be added to the shopping cart. | The system updates the user's shopping cart, adding to it the amount of items of the specific product. |

Scenario SC02: Proceed to checkout.

Description: This scenario allows a customer to proceed to checkout using an extended workflow. This means that a customer can: (a) change the quantity of items that have previously been added to the shopping cart, and (b) provide a bonus code for getting promotions.

| User Action | System Response |
|--|---|
| Selects the Proceed to Checkout option. | The system presents the summary page of the |

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|--|---|
| | customer's shopping cart. |
| If the customers has the intention, he (she) changes the quantity of items of each product added to the shopping cart. | The system updates the user's shopping cart, changing the amount of items of the specific product. |
| Reviews the presented information and selects the Proceed option. | The system requests the optional bonus code, used to provide different kinds of discount. |
| If the customer has a bonus, he (she) informs the bonus code. | The system recalculates the total of the purchase, considering the bonus code. |
| Reviews the presented information and selects the Proceed option. | The system requests the destination address and shipping method. |
| Informs the destination address, choose one of the available shipping methods (Express, Air, Next Day). | The system calculates the total of the purchase, considering the shipping method and the destination address. |
| Reviews the presented information and selects the Proceed option. | The system requests authorization from the external payment system. |
| - | The system submits the order to the external order system. |
| - | The system removes items from the customer's shopping cart. |
| - | The system updates the user preferences and shows an electronic page confirming the purchase. |

Scenario SC03: Quick Checkout

Description: This scenario allows a **registered** user to "proceed to purchase" with a small number of steps.

| User Action | System Response |
|---|---|
| Selects the Quick Checkout option. | The system retrieves the information of the customer's quick checkout profile and asks the user to confirm the destination address, shipping method, and payment information. |
| Confirms the purchase. | The system requests authorization from the external payment system. |
| - | The system submits the order to the external order system. |
| - | The system removes items from the customer's shopping cart. |
| - | The system updates the user preferences and shows an electronic page confirming the purchase. |

Scenario SC04: Register Customer

Description: This scenario allows a customer to register into the e-commerce system.

Information required to the **quick checkout** must be provided.

| User Action | System Response |
|---|---|
| Selects the Register option at the authentication page. | The system asks the customer to inform login credentials and personal information. |
| Fills in the login credentials and personal information. | The system asks the customer to inform his (her) address. |
| Fills in the personal address. | The system asks the customer to inform his preferred shipping address (used in the quick checkout process). The personal address can be imported. |
| Fills in (or import the personal address) the preferred shipping address. | The system asks the customer to inform his preferred payment method (used in the quick checkout process). |
| Fills in the preferred payment method. | The system verifies that the provided payment method is correct. |
| | The system registers the customers, enabling him to log into the system. |
| | The system sends a message to the customer electronic address. |

Second Product

Configuration

- × **Register Enforcement** (Register to Buy)
- × **Register Process** (Basic Data)
- × **Checkout Workflow** (Basic)
- × **not (Quick Checkout)**
- × **Shipping Method** (Express, Air)
- × **Wish List**
- × **Auto Reserve Items**

Scenario SC01 Add items to Shopping Cart.

Description: This scenario allows a customer to browser in the product catalog and to add items to the shopping cart.

| User Action | System Response |
|---|---|
| Browses through the product catalog, by providing a search criteria or selecting specific (sub) categories. | The system retrieves and shows the list of products that satisfies the search criteria or selected categories. |
| Selects a specific product. | The product's details are shown. |
| Selects the Add to Shopping Cart option. | The system requests the number of items of the specific product to add to the shopping cart. Default value equals to one. |
| Informs the number of items of the specific product to be added to the shopping cart. | The system updates the user's shopping cart, adding to it the amount of items of the specific product. |
| - | The system interacts to the inventory system, reserving the requested items that are available in the stock. |
| - | The system retrieves and show the expected delivery date for each unavailable item in the shopping cart. |
| - | The system presents the shopping cart's summary page. |

Scenario SC02: Proceed to checkout.

Description: This scenario allows a customer to proceed to checkout using a basic workflow. This means that there is no option to change the quantity of items neither to provide a bonus code for getting promotions.

| User Action | System Response |
|--|---|
| Selects the Proceed to Checkout option. | The system presents the summary page of the customer's shopping cart. |
| Reviews the presented information and selects the Proceed option. | The system requests the destination address and shipping method. |
| Informs the destination address, choose one of the available shipping methods (Express, Air). | The system calculates the total of the purchase, considering the shipping method and the destination address. |
| Reviews the presented information and selects the Proceed option. | The system requests authorization from the external payment system. |
| - | The system submits the order to the external order system. |
| - | The system removes items from the customer's shopping cart. |
| - | The system updates the user preferences and shows an electronic page confirming the purchase. |

Scenario SC04: Register Customer

Description: This scenario allows a customer to register into the e-commerce system.

~~Information required to the quick checkout must be provided.~~

| User Action | System Response |
|--|--|
| Selects the Register option at the authentication page. | The system asks the customer to inform login credentials and personal information. |
| Fills in the login credentials and personal information. | The system asks the customer to inform his (her) address. |
| Fills in the personal address. | The system registers the customers, enabling him to log into the system. |
| - | The system sends a message to the customer electronic address. |

Scenario SC05: Create a wish List

Description: This scenario allows a registered customer to create a wish list, enabling other people to know which gifts he (she) wants to receive in a given occasion.

| User Action | System Response |
|---|---|
| Selects the Create Wish List option. | The system asks the customer to specify: - the related occasion - the wish list description and expiration date. |
| Informs the requested information. | The system creates the wish list. The browsing catalog page is displayed. A new menu entry is shown to the customer, |

allowing him to add items to the wish list.