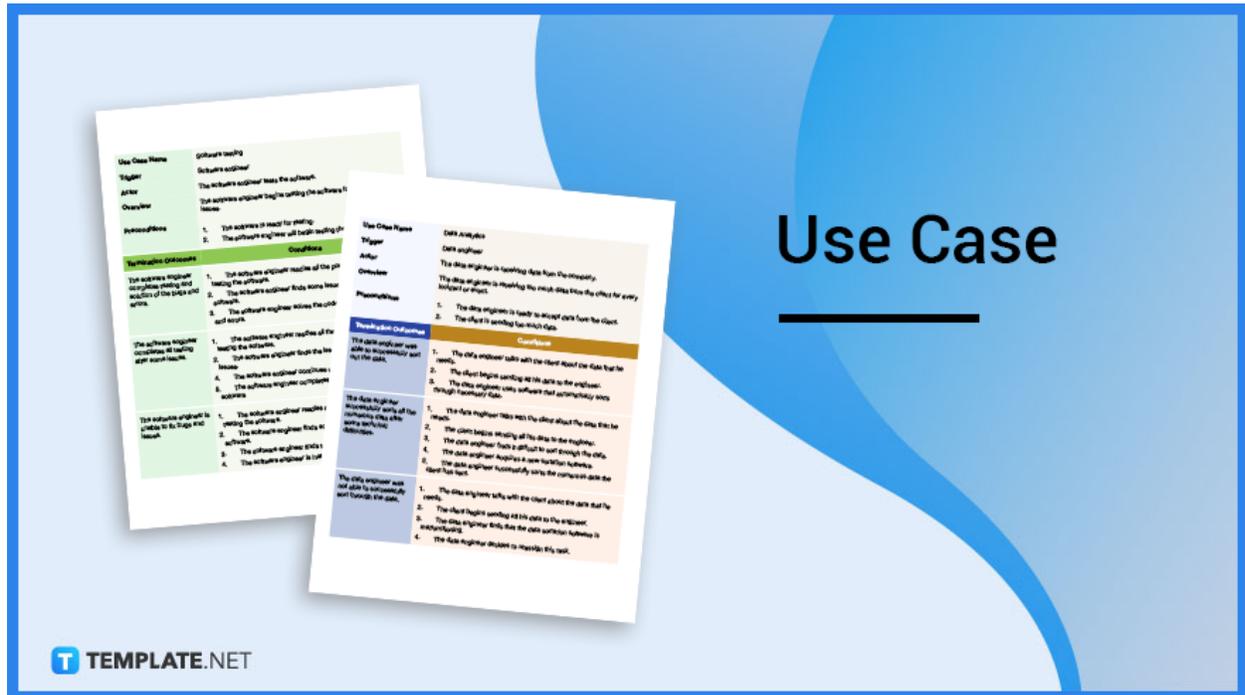


Use Case

Use cases are written descriptions of how users will perform tasks on a website. Using use cases explains how a system should behave and identifies what could go wrong during the process, which adds value to the website.



Use Case Definition & Meaning

Use cases are descriptions of how a person who uses a process or a system will accomplish an objective and are usually associated with software systems or can be used as a reference to any process.

Use cases outline a system's behavior from a user's point of view as it responds to a request and is represented as a sequence of simple steps.

What Is a Use Case?

A use case is a description of ways in which a user interacts with a system or product. It provides a model diagram that visually represents how a product's user interacts with the product and how the product behaves. A use case is a methodology that describes each scenario between systems and users in a certain environment.

10 Types Of Use Case

Software Use Case

A [software use case](#) contains the use case name, trigger, actor, overview, preconditions, termination outcomes, and its conditions. It also contains the overall scope and content of the software. Writing a software use case, identify first who is the target user, define what a user wants to do on the site, decide the normal course of events, and describe the basic course in the description for the use case.

The image shows a software use case template document. It features a table with the following content:

Use Case Name	Software development
Trigger	Software Engineer
Actor	The software engineer tests the software for bugs and issues.
Overview	Before deployment, the software engineer uses all possible tests to check for software bugs and issues.
Preconditions	1.The software is ready for testing. 2.The software engineer is ready to begin testing.
Termination Outcomes	Conditions
The software engineer is able to complete the testing of the software.	1.The software engineer will begin testing the software. 2.The software engineer has prepared all necessary tests. 3.All tests are conducted and all bugs and issues are resolved before deployment.
The software engineer successfully completes testing after some issues.	1.The software engineer will begin testing the software. 2.The software engineer has prepared all necessary tests. 3.The software engineer is time-constrained and some tests will be skipped. 4.The software engineer enlists other engineers to help. 5.The software engineers successfully complete all testing and have resolved all existing bugs and issues.
The software engineer faults complete testing.	1.The software engineer will begin testing the software. 2.The software engineer has prepared all necessary tests. 3.The software engineer has found too many issues which require more time to resolve. 4.The software engineer abandons the project as a lost cause.

On the right side of the document, there are two orange circular buttons: "EDITABLE & PRINTABLE" and "INSTANT DOWNLOAD". At the bottom left, there are icons for Microsoft Word, a document, and a pencil. At the bottom right, there is a "TEMPLATE.NET" logo.

Business Use Case

A **business use case** is developed to document business services and processes that show the relationship between any factor that interacts with the organization or actor and a certain business function. It is a sequence of actions performed in a business that produces a result of observable value to an actor of the business. It is also used to determine how a user can make use of a business to accomplish their expected results.

Use Case Name	Ordering products from the company
Trigger	Customer
Actor	The customer visits the physical store and makes an order.
Overview	The customer visits the physical store, approaches a salesman, and makes his order.
Preconditions	<ol style="list-style-type: none"> 1.The store is open for walk-in customers. 2.The customer makes his order to the salesman and the store has the product.
Termination Outcomes	Conditions
The customer wishes to purchase various hardware products.	<ol style="list-style-type: none"> 1.The customer will purchase hardware items he will be using for his home. 2.The customer gives the salesman a clear description of what he wants and needs. 3.The salesman is able to provide the customer with what he needs and completes his order.
The customer wishes to purchase hardware items but some items are unavailable.	<ol style="list-style-type: none"> 1.The customer wishes to order various hardware items from through a salesman. 2.The customer can provide all the necessary information a he wants and needs. 3.The customer cannot purchase all the products he needs due to unavailability of some products. 4.The customer seeks the help of the company's other branches. 5.Customer just purchases what is available to him.
The customer fails to purchase any of his wanted products.	<ol style="list-style-type: none"> 1.The customer provides all the information needed for the pro wishes to purchase. 2.All products he wishes to purchase are unavailable at the 3.The salesman contacts other branches to see if other pro available there. 4.Customer leaves the store without being able to purchase a

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Website Use Case

A [website use case](#) is a description of how users will perform their tasks on the website. It is represented as a sequence of actions that begins with a user's goal and ends when the goal is achieved. It also provides a layout of how a website's system will behave as it responds to requests from users.

Use Case Name	Website use
Trigger	Internet user
Actor	The internet user logs in to his account to use the templates.
Overview	The client logs in his credentials and uses the available templates on the website.
Preconditions	1.The client wishes to use the templates. 2.The website offers various template formats for the user.
Termination Outcomes	Conditions
The user is able to select a template and complete his project.	1.The client types in his log-in credentials. 2.The client selects a template to use and edits the template. 3.The client downloads the edited template and completes his project.
The client is able to complete his project after some technical issues.	1.The client types in his log-in credentials. 2.The client selects a template to use and edits the template. 3.The client starts to download the template. 4.The client cannot download the template due to the file size. 5.The client contacts customer support and is able to download.
The client abandons the project because the template is not offered for download.	1.The client types in his log-in credentials. 2.The client selects a template to use and edits the template. 3.The client clicks download as per the website assurance that premium users get unlimited downloads. 4.The client abandons the project because the website requires him to make additional payments to download.

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Product Use Case

Product use cases are often used by product managers to explain how and why customers use various features of a product. It shows possible scenarios that show how a user might interact with a product to achieve their goal. Product use cases vary depending on the reasons why customers buy the same product.

Use Case Name	Product use
Trigger	Customers
Actor	The customer purchases a hair dye product and uses it.
Overview	The customer purchased a hair dye product from the company and dyed her hair red.
Preconditions	<ol style="list-style-type: none">1.The customer wishes to dye her hair red.2.The customer purchases from the company.
Termination Outcomes	Conditions
The customer successfully purchases and dyes her hair.	<ol style="list-style-type: none">1.The customer wished to dye her hair red using the company's products.2.The customer purchased from the company.3.The customer successfully dyed her hair.
The customer was able to successfully dye her hair despite some issues.	<ol style="list-style-type: none">1.The customer wished to dye her hair red using the company's products.2.The customer purchased from the company.3.The customer started dyeing her hair red.4.The customer complains that the dye damaged her hair.5.The company gave her hair repair products.
The client purchased the hair dye, but before she could use it, the product was defective.	<ol style="list-style-type: none">1.The customer wished to dye her hair red using the company's products.2.The customer purchased from the company.3.The customer opened the product and saw that the cap contained a leak.4.The customer did not use the product.

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Marketing Use Case

Marketing use cases demonstrate the interaction between the end user and a product or service. These demonstrations allow businesses to convey benefits to customers in a marketing presentation. Marketing platforms use these use cases to measure the potential usage of their product or service.

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Use Case Name	Marketing campaign creation
Trigger	Marketing manager
Actor	The marketing manager selects marketing advertisements to launch.
Overview	The marketing manager gathers his team and asks them to come up with designs for the latest company product.
Preconditions	<ol style="list-style-type: none"> 1.The marketing manager will spearhead the launching of the product. 2.The marketing manager gathers his team to submit draft designs.
Termination Outcomes	Conditions
The marketing manager successfully selects a design and launches the campaign.	<ol style="list-style-type: none"> 1.The marketing manager conducts a meeting with the team to ask them to submit drafts of advertising ideas. 2.The marketing manager selects the best design and idea. 3.The marketing manager successfully launches the campaign.
The marketing manager is able to successfully launch the campaign after some troubles.	<ol style="list-style-type: none"> 1.The marketing manager conducts a meeting with the team to ask them to submit drafts of advertising ideas. 2.The marketing manager selects the best design and idea. 3.The marketing manager is not able to select between three (3) designs. 4.The marketing manager asks the three (3) designs to put together their designs into one output. 5.The marketing manager uses the newest output and launches the campaign.
The marketing manager is not able to select a marketing idea and design and selects another team to do it.	<ol style="list-style-type: none"> 1.The marketing manager conducts a meeting with the team to ask them to submit drafts of advertising ideas. 2.The marketing manager selects the best design and idea. 3.The marketing manager cannot find a design that is engaging and responsive to the campaign. 4.The marketing manager selects another team from the marketing department to submit designs.

Technology Use Case

Technology use cases are terms used in software and system engineering that describes how the user utilizes a system to accomplish a task. It acts as a software modeling technique that features to be implemented and resolutions of errors that may occur. It contains the actors, system, and goals which are the basic elements of a use case.

Use Case Name	Mobile provider lock up
Trigger	Customer
Actor	The customer uses the free mobile phone from the mobile service provider.
Overview	Thye customer wishes to make a call to another network.
Preconditions	1.The customer wishes to make a call using his mobile phone. 2.The free mobile phone from the mobile service provider permits him to make the call.
Termination Outcomes	Conditions
The customer successfully makes a call to another network.	1.The customer opens his mobile phone's call feature and dials the contact he wishes to call. 2.The customer is able to connect the call to his desired recipient. 3.The customer successfully ends the call.
The customer is able to complete the call after some issues.	1.The customer opens his mobile phone's call feature and dials the contact he wishes to call. 2.The customer is able to connect the call to his desired recipient. 3.The customer's call cannot be connected because th issues with the network availability. 4.The customer refreshes his network and calls again. 5.The customer successfully completes the call.
The customer fails to make the call.	1.The customer opens his mobile phone's call feature and dials the contact he wishes to call. 2.The customer is able to connect the call to his desired recipient. 3.The customer cannot connect the call because the ne not supported. 4.The customer decides not pursue the call.

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Requirement Use Case

Requirement use cases describe the interactions between an actor and the system including what the actor does and how the system reacts. It must contain clear descriptions of the criteria and accurate, realistic, and essential details. These use cases are used to identify, clarify, and organize system requirements.

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Use Case Name	Sending of required budget documents to the Finance Department.
Trigger	Project manager
Actor	The project manager of the company must submit a budget report to the Finance Department.
Overview	The project manager meets with his team regarding the project and puts together a comprehensive budget report.
Preconditions	<ol style="list-style-type: none"> 1.The project manager requires funding for the latest real estate project. 2.The finance department needs a budget report from the project manager.
Termination Outcomes	Conditions
The project manager is able to submit the budget report.	<ol style="list-style-type: none"> 1.The project manager approaches the finance department for funding for the project. 2.The project manager meets with his team and begins the report. 3.The project manager sends the budget reports and gets approval for the funding.
The project manager submits the budget report and gets an approval after some issues.	<ol style="list-style-type: none"> 1.The project manager approaches the finance department for funding for the project. 2.The project manager meets with his team and begins the report. 3.The project manager begins by drafting the budget report together with his team. 4.The finance department returns the budget because there are a few missing items. 5.The project manager supplies the missing items and the budget report is approved.
The project manager is unable to get approval for the project budget.	<ol style="list-style-type: none"> 1.The project manager approaches the finance department for funding for the project. 2.The project manager meets with his team and begins the report. 3.The project manager submits the budget report but the finance department rejects the budget because it is too high. 4.The project manager abandons the budget report and begins a new one.

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Customer Use Case

A [customer use case](#) describes all the possible scenarios in which a user and the system would interact with each other to achieve a goal. It helps businesses understand their customers' behavior which enables them to design algorithms of automated systems that will interact with customers. It also covers all possible scenarios that can cause error along with the system's response to it.

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Use Case Name	Messaging application
Trigger	Customer
Actor	The customer uses the messaging application.
Overview	The customer opens the messaging app to send a message.
Preconditions	1.The customer wishes to send a message using the application. 2.The application permits the customer to send a message.
Termination Outcomes	Conditions
The customer is able to successfully send a message.	1.The customer opens the application. 2.The customer browses through the contact list and types in his message. 3.The customer successfully sends the message.
The customer is able to send a message after trying to resend it thrice.	1.The customer opens the application. 2.The customer browses through the contact list and types in his message. 3.The customer tries to send the message. 4.The customer fails to send the message. 5.The customer refreshes the application and successfully sends the message.
The customer is unable to send a message and leaves the application.	1.The customer opens the application. 2.The customer browses through the contact list and types in his message. 3.The customer cannot send the message due to application downtime and despite refreshing the app, there is still a failure on his end to send the message. 4.The customer leaves the app without being able to send the message or contact customer support.

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Security Use Case

A [security use case](#) is an attack scenario that a security control, policy, or guideline is intended to prevent or mitigate. These attacks include phishing, credential dumping, and browser hijacking. Security use cases can be detecting employee or insider threats, monitoring privileged account access, hunting for threats, and more.

Use Case Name	Distributed Denial of Service (DDoS)
Trigger	Cyber Security Expert
Actor	The hackers are attacking the company's website.
Overview	The hackers are attacking the company's website and the company's cyber security experts are stopping the attack.
Preconditions	1.The hackers are attacking the company's websites. 2.The cyber security experts are trying to put a stop to the attack.
Termination Outcomes	Conditions
The cyber security expert is able to stop the attack.	1.The company's websites are under a DDoS attack. 2.The company's cyber security expert tries to stop the attack. 3.The company successfully stops the attacks and regains control of its websites and users can now access them.
The cyber security experts are able to stop the attack after some difficulties.	1.The company's websites are under a DDoS attack. 2.The company's cyber security expert tries to stop the attack. 3.The company's cyber security tries well-known methods to stop the attack but it does not work. 4.The cyber security expert resorts to his own DIY methods and succeeds. 5.The DDoS is stopped.
The cyber security expert cannot stop the attack and just waits for the attack to stop.	1.The company's websites are under a DDoS attack. 2.The company's cyber security expert tries to stop the attack. 3.The company's cyber security expert deems that the attack cannot be stopped. 4.The cyber security team stops all restoration measures and waits for the attack.

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Data Use Case

Data use case is used by businesses to gather insights to answer business questions for better decision making. To write a data use case, identify first the objectives, ownership, outcomes, and optimal library. Once formalized, prioritization of the use case base on rewards and risks is next.

Use Case Name	Research data use
Trigger	Students
Actor	The students wish to use past research data.
Overview	The student will be using the school's pasta data on pandemics in their research.
Preconditions	1.The students are conducting research on pandemics. 2.The students would like to gain access to the school's past researches on pandemics.
Termination Outcomes	Conditions
The students were able to successfully gain access to the data.	1.The students are conducting research on modern-day pandemics. 2.The students would like to make a comparison using past data on pandemics before and have submitted a request letter to the Dean. 3.The students were able to successfully use and access data and research.
The students were able to utilize the past data after some issues with copyright and privacy.	1.The students are conducting research on modern-day pandemics. 2.The students would like to make a comparison using past data on pandemics before and have submitted a request letter to the Dean. 3.The Dean requested the students to ask permission from the authors. 4.The students had a difficult time finding the authors but they successfully done so. 5.After submitting the necessary authorization letters, the students were granted access.
The students could not get permission to utilize and access the past data.	1.The students are conducting research on modern-day pandemics. 2.The students would like to make a comparison using past data on pandemics before and have submitted a request letter to the Dean. 3.The students were not able to secure authorization from the authors and the past authors. 4.The students will not be using past data and researches from the school for their research.

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Use Case Uses, Purpose, Importance

Use case is a methodology used by system developers to describe how users perform tasks in an application. It also provides a list of goals that can be used to establish the cost and complexity of a system. Using a use case diagram describes the high-level functions and scope of the system while identifying the interactions between the system and its actors.

Improves Communication Among Team Members

Use cases provide an archive of team members' business knowledge as they describe each business process. It can be in a form of a write that contains valuable discussion within the team. Using use cases enables teams to capture perspectives while identifying related business goals, conditions, and issues.

Encourages a Common Ground on System Requirements

Writing a use case enable stakeholders to align descriptions with the details of an existing process. It serves as a foothold on various and complex business processes in the industry. It helps stakeholders to reach a common agreement on best practices and improved processes for both the management and colleagues.

Helps Analysis Teams to Prioritize

Analysis teams can prioritize development work by creating a catalog of the use case titles and arranging them in proper order. This helps them decide if a project falls outside the scope or if it is needed during the first project phase. It also gives stakeholders an opportunity to identify which functions they need most.

Helps the Development Team Understand the Business Process

Use cases provide clear and concise information that developers can easily understand. It also contains valuable perspectives on the stakeholder's business goals, assumptions, and operational rules. Uses cases also provide developers with a foundation for developing affordable solutions to business challenges.

Ensures that Delivered Software Works Properly

Use cases can be used to obtain test cases by providing source materials for a test case's information fields. Test cases are performed by the QA to ensure that a certain feature within a software works properly according to its functionality. Use cases are used as a source for writing comprehensive end-to-end test scripts.

What's in a Use Case? Parts?

Brief Description

The brief description contains one or two sentences that describe the use case which includes the explanation of its functionality from the user's perspective.

Actors

This part of the use case contains the names of the actors who participated in the use case which can be a person, another system, or an organization.

Pre-conditions

Pre-conditions are the phases of the system and its environment that are required before performing a use case.

Basic Flow

The basic flow is a scenario that describes the interaction between actors and individual use cases and focuses on defining how a system works.

Alternative Flow

An alternative flow refers to a particular step of the basic flow and resolves its non-standard behavior which is faults or errors either made by the user or the system.

Post-conditions

Post-conditions are lists of possible scenarios that the system can be in after running a use case and states actions that the system performs at the end of the use case.



Use Case Anatomy

Use Case Name	Website use
Trigger	Internet user
Actor	The internet user logs in to his account to use the templates.
Overview	The client logs in his credentials and uses the available templates on the website.
Preconditions	<ol style="list-style-type: none">The client wishes to use the templates.The website offers various template formats for the user.
Termination Outcomes	Conditions
The user is able to select a template and complete his project.	<ol style="list-style-type: none">The client types in his log-in credentials.The client selects a template to use and edits the template.The client downloads the edited template and completes his project.
The client is able to complete his project after some technical issues.	<ol style="list-style-type: none">The client types in his log-in credentials.The client selects a template to use and edits the template.The client starts to download the template.The client cannot download the template due to the file size.The client contacts customer support and is able to download.
The client abandons the project because the template is not offered for download.	<ol style="list-style-type: none">The client types in his log-in credentials.The client selects a template to use and edits the template.The client clicks download as per the website assurance that premium users get unlimited downloads.The client abandons the project because the website requires him to make additional payments to download the project.

Actors →

Pre-conditions →

Brief Description ←

Post-conditions ←

How to Design a Use Case?

1. Choose a [use case size](#).
2. Decide on the purpose of the use case.
3. Select a [use case template](#).
4. Modify the structure of the use case template by adding important fields such as actors, systems, and goals.
5. Include additional preconditions if you have any.
6. Finalize and download it for printing.

How to Design an Use Case?

- 1 Choose a use case size.
- 2 Decide on the purpose of the use case.
- 3 Select a use case template.
- 4 Modify the structure of the use case template by adding important fields such as actors, systems, and goals.
- 5 Choose an OKR Size.
- 6 Define the purpose of your OKR.

Use Case vs. User Story

Use cases are written documents that describe how users will perform tasks within a website or software to achieve their goals.

User stories are informal and general explanations of a software feature and help in understanding why users want a certain functionality.

What's the Difference Between Use Case, Test Case, and Scenario?

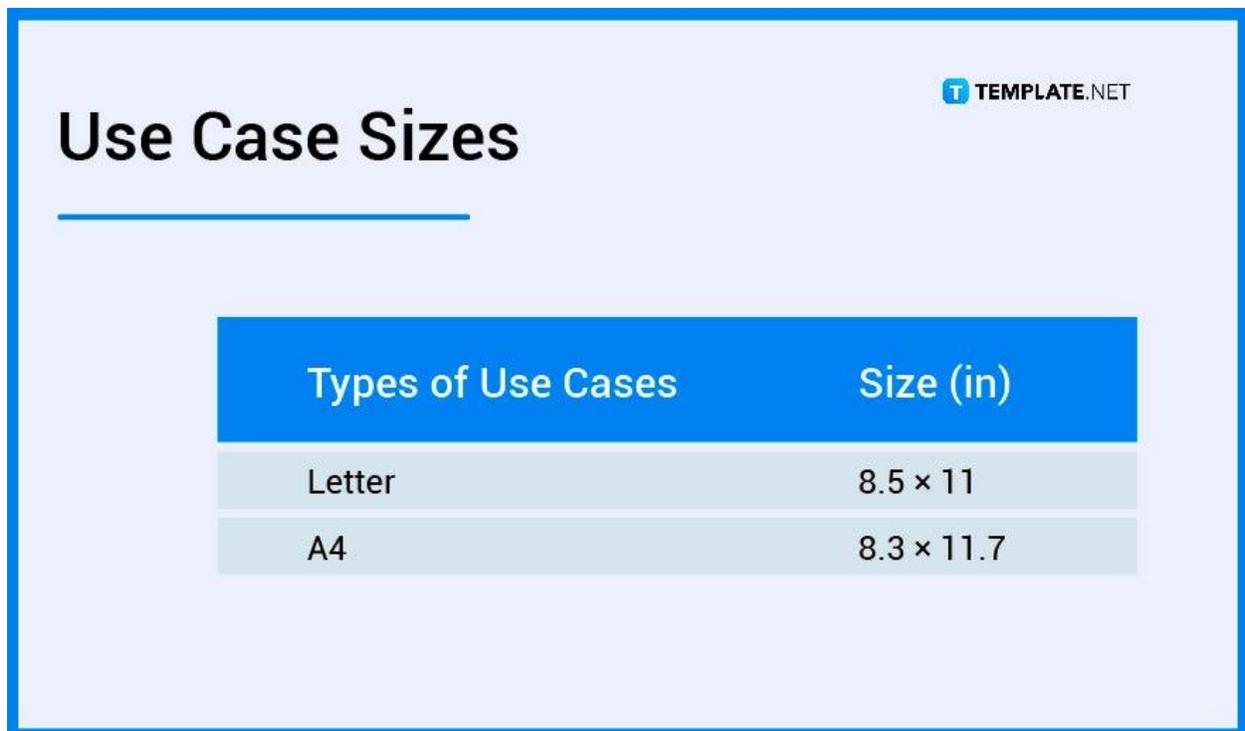
Use cases are descriptions of how a person actually uses the process or system will accomplish a goal and are usually used as a tool to capture the functional requirements of a system.

Test cases are a set of actions performed on a system to determine if its features satisfy software requirements and functions according to its design.

Scenarios are tools used during requirements analysis to describe a specific use of a proposed system and capture the system as viewed from the outside.

Use Case sizes

[Use case sizes](#) vary depending on how much information it must have like the use case's description, overview, and conditions.



Types of Use Cases	Size (in)
Letter	8.5 × 11
A4	8.3 × 11.7

Use Case Ideas & Examples

[Use case ideas](#) for documents must provide clear and concise information on each actor, goal, and system which is the basic element in composing a use case.

- Use Case Ideas and Examples
- Functional Use Case Ideas and Examples
- Data Analytics Use Case Ideas and Examples
- Visio Use Case Ideas and Examples
- Project Use Case Ideas and Examples
- App Use Case Ideas and Examples
- Agile Use Case Ideas and Examples
- Test Use Case Ideas and Examples
- Blank Use Case Ideas and Examples
- Modern Use Case Ideas and Examples
- Formal Use Case Ideas and Examples

FAQs

Why do we need use cases?

Use cases are used in software development because they can help explain how a system should function while identifying features that need fixing.

What are business rules for use cases?

Business rules for use cases include Buried Business Rules, Dangling Business Rules, Positioned Business Roles, Anchored Business Rules, Grouped Business Rules, and Modeled Business Rules.

What are the functional requirements in the use case?

Functional requirements in use cases are a set of requirements that are mostly in a form of text that defines the system functionality being developed, which includes business rules, transaction corrections, adjustments, and cancellations, administrative functions, authentication, authorization levels, audit tracking, external interfaces, and certification requirements.

What is a use case in the project?

In a software or system project, a use case is a list of actions or steps of events that usually defines the interactions between a role, which can be a human, an external system, or time, and a system to achieve a goal.

How do you write a use case?

To write a use case, define its purpose and scope including a goal statement, stakeholders, and what is included in the scope, write the steps of the use case including its elements, how the user will use the process, and the normal course of events, and then write valuable use cases by capturing a business process.

What is the purpose of use cases?

The purpose of use cases is to describe a function a user will perform using the target system.

What should be included in a use case?

Use cases should include three essential elements which are the Actor, the Goal, and the System.

What are the actors in use case diagrams?

Actors are external entities that interact with the system and represent roles that may include human users, external hardware, or other systems.

What are two important components of the use case?

The two important components of a use case are the Actor and the System which are essential to define the correct functionality of a software application.

Why is use case modeling useful in analysis?

Use case modeling is used in modern software development methods as an approach for describing a system's software requirements.