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| **USE CASE NAME:** Driver Ratings for Customers | | **ID: DRFC-10.2** | **Importance Level:** Moderate |
| **Actor** | * Delivery Driver | | |
| **Description** | * This Use Case outlines the process of allowing delivery drivers to rate customers based on their interactions and experiences. | | |
| **Preconditions** | * The customer has successfully completed a delivery request. * The delivery driver has successfully completed a delivery. | | |
| **Main Success Scenario (Main Flow)** | 1. Driver completes the delivery:  * The delivery driver successfully completes the delivery to the customer's location.  1. Driver rates the customer:  * After completing the delivery, the delivery driver has the option to rate the customer based on their interactions and behavior during the delivery. * The driver provides a rating for the customer (e.g., on a scale of 1 to 5 stars) reflecting their experience.  1. Driver leaves optional comments:  * The delivery driver can also provide optional comments or feedback regarding their experience with the customer, including any specific positive or negative aspects.  1. System records the driver's rating and comments:  * The system records the rating and comments provided by the delivery driver, associating them with the specific delivery and customer. | | |
| **Postconditions** | * The delivery driver's rating and comments about the customer are stored in the system for reference. * The customer's profile may include the average rating given by drivers. | | |
| **Alternative Flow** | Driver chooses not to rate or comment:   * If the delivery driver decides not to provide a rating or comments about the customer. * The system records the delivery as completed without specific feedback. | | |
| **Exceptions** | 1. Inappropriate Comments:  * If the delivery driver leaves inappropriate or offensive comments about the customer. * The system should have a mechanism in place to flag and review such comments Inappropriate comments may be removed, and appropriate actions may be taken.  1. Pattern of Inappropriate Ratings:  * If a delivery driver consistently provides low ratings and negative comments about customers without justifiable reasons. * The system may trigger a review of the driver's behavior and may take corrective actions if necessary. | | |