***USE CASE TABLE/DESCRIPTION FOR SWIGGY***

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| **ACTORS** | **USE CASE** | **DESCRIPTION** |
| Customer | Browse Menu | The customer can browse the restaurant's menu to view available food items and their details. |
| Customer | Select Food | The customer selects one or multiple food items from the menu. |
| Customer | Customize Order | The customer can customize their order by specifying additional preferences or special requests for selected food items. |
| Customer , Restaurant Staff | Place Order | The customer confirms and places the order with all the selected food items and customizations. |
| Restaurant Staff | Process Order | The restaurant staff receives the order and processes it for preparation and delivery. |
| Restaurant Staff | Deliver Order | The restaurant staff delivers the prepared food to the customer's specified location. |
| Customer , Restaurant Staff | Cancel Order | The customer can cancel the order before it is processed or delivered. |
| Customer , Restaurant Staff | Track Order | The customer can track the status of their order in real-time. |

***USE CASE DIAGRAM FOR SWIGGY***

Login

Search for Restaurant



Administrator/System Server

Customer

Check Order Status

Refund Payment

Cancel Order

Make Payment

Place Order

***USE CASE TEST SCENARIO***

**Use Case:** Order Food

**Use Case ID:** UC-01

**Description:** This use case describes the process of a customer ordering food from a restaurant.

**Actors:** Customer, Restaurant Staff

**Preconditions:**

* The customer has a registered account on the restaurant's mobile app.
* The customer is logged in to the mobile app.

**Main Scenario:**

1. Customer opens the restaurant's mobile app.
2. The mobile app displays the restaurant's logo and a welcome screen.
3. Customer taps on the "Order Now" button to initiate the food ordering process.
4. The mobile app navigates to the menu page, showing categories of available food items (e.g., Appetizers, Main Courses, Desserts).
5. Customer selects the "Main Courses" category to browse the available dishes.
6. The mobile app displays a list of main course dishes with their names, images, and prices.
7. Customer selects "Grilled Chicken Steak" from the menu.
8. The mobile app shows the details of the selected dish, including ingredients and options for customization (e.g., sauce choices, side dishes).
9. Customer chooses "Mushroom Sauce" as the preferred sauce for the Grilled Chicken Steak.
10. The app updates the order cart with the selected dish and its customization choice.
11. Customer continues browsing and adds "Caesar Salad" to the order.
12. The app adds the salad to the order cart.
13. Customer reviews the order cart to ensure the selected items are correct.
14. The mobile app displays the order summary, showing the Grilled Chicken Steak with Mushroom Sauce and Caesar Salad along with the total order amount.
15. Customer taps on the "Checkout" button to proceed with the order.
16. The app prompts the customer to choose the delivery option: "Delivery" or "Pickup."
17. Customer selects "Delivery" and provides the delivery address.
18. The app prompts the customer to select the payment method (e.g., credit card, cash on delivery).
19. Customer selects "Credit Card" and enters the payment details.
20. The mobile app securely processes the payment and confirms the order placement.
21. The app generates an order confirmation with a unique order ID and sends it to the customer's email address and the restaurant's system.
22. The app displays an order confirmation message to the customer, indicating that the order has been successfully placed.
23. The restaurant staff receives the order notification on their order processing system.
24. The staff acknowledges the order and sets it to "In Progress" status.
25. The kitchen staff receives the order details on the kitchen display system for preparation.
26. The kitchen staff prepares the Grilled Chicken Steak with Mushroom Sauce and Caesar Salad according to the customer's customizations.
27. Once the food is ready, the kitchen staff updates the order status to "Prepared."
28. The delivery staff receives the order details and the customer's address for delivery.
29. The delivery staff delivers the food to the specified address.
30. The app updates the order status to "Out for Delivery" and provides the estimated delivery time to the customer.
31. The delivery staff delivers the food to the customer.
32. The app updates the order status to "Delivered" and sends a notification to the customer.
33. The customer receives the food and enjoys the meal.

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| **ACTIONS** | **SOFTWARE REACTIONS** |
| 1. Customer opens the restaurant's mobile app.  2. The mobile app displays the restaurant's logo and a welcome screen.  3. Customer taps on the "Order Now" button to initiate the food ordering process. | The app loads the main screen, showing the restaurant's logo and a welcome message |
| 4. The mobile app navigates to the menu page, showing categories of available food items (e.g., Appetizers, Main Courses, Desserts). | The app fetches and displays the menu categories from the restaurant's database. |
| 5. Customer selects the "Main Courses" category to browse the available dishes. | The app filters and displays the main course dishes available in the selected category. |
| 6. The mobile app displays a list of main course dishes with their names, images, and prices.  Customer selects "Grilled Chicken Steak" from the menu. | The app presents the list of main course dishes with relevant details retrieved from the database.  On selecting "Grilled Chicken Steak," the app displays the dish's detailed information, including ingredients and customizable options. |
| 7. The mobile app shows the details of the selected dish, including ingredients and options for customization (e.g., sauce choices, side dishes).  Customer chooses "Mushroom Sauce" as the preferred sauce for the Grilled Chicken Steak. | The app displays the available sauce choices and allows the customer to select "Mushroom Sauce."  The app updates the order cart with the selected dish and its customization choice. |
| 8. Customer continues browsing and adds "Caesar Salad" to the order. | The app allows the customer to add "Caesar Salad" to the order cart.  The app updates the order cart with the added salad. |
| 9. Customer reviews the order cart to ensure the selected items are correct. | The app displays the order cart with the selected items for the customer to review. |
| 10. The mobile app displays the order summary, showing the Grilled Chicken Steak with Mushroom Sauce and Caesar Salad along with the total order amount. | The app calculates the total order amount based on the selected items in the order cart and presents an order summary. |
| 11. Customer taps on the "Checkout" button to proceed with the order. | The app prompts the customer to proceed with the checkout process. |
| 12. The app prompts the customer to choose the delivery option: "Delivery" or "Pickup." | The app displays delivery and pickup options for the customer to select. |
| 13. Customer selects "Delivery" and provides the delivery address. | The app allows the customer to enter the delivery address or select from a saved address. |
| 14. The app prompts the customer to select the payment method (e.g., credit card, cash on delivery).  Customer selects "Credit Card" and enters the payment details. | The app presents payment method options and a form to enter credit card details. |
| 15. The mobile app securely processes the payment and confirms the order placement.  The app generates an order confirmation with a unique order ID and sends it to the customer's email address and the restaurant's system. | The app processes the payment securely using a payment gateway and confirms successful payment.  The app generates an order confirmation email and sends it to the provided email address.  The app sends the order details to the restaurant's order management system. |
| 16. The app displays an order confirmation message to the customer, indicating that the order has been successfully placed. | The app displays a confirmation message to the customer, confirming the order placement. |
| 17. The restaurant staff receives the order notification on their order processing system.  The staff acknowledges the order and sets it to "In Progress" status. | The restaurant staff receives a notification or order details on their order processing system.  The staff updates the order status to "In Progress." |
| 18. The kitchen staff receives the order details on the kitchen display system for preparation.  The kitchen staff prepares the Grilled Chicken Steak with Mushroom Sauce and Caesar Salad according to the customer's customizations. | The kitchen staff receives the order details on the kitchen display system or a kitchen printer.  The kitchen staff prepares the dishes based on the order details. |
| 19. Once the food is ready, the kitchen staff updates the order status to "Prepared." | The kitchen staff updates the order status in the restaurant's system to "Prepared." |
| 20. The delivery staff receives the order details and the customer's address for delivery. | The delivery staff receives the order details and delivery address from the restaurant's system or a delivery app. |
| 21. The delivery staff delivers the food to the specified address. | The delivery staff updates the order status in the restaurant's system to "Out for Delivery." |
| 22. The app updates the order status to "Out for Delivery" and provides the estimated delivery time to the customer. | The app updates the order status to "Out for Delivery."  The app sends a notification to the customer with the estimated delivery time. |
| 23. The delivery staff delivers the food to the customer.  The app updates the order status to "Delivered" and sends a notification to the customer. | The delivery staff delivers the food to the customer at the specified address.  The app updates the order status to "Delivered."  The app sends a notification to the customer confirming the successful delivery. |
| 24. The customer receives the food and enjoys the meal. | The app marks the order as "Delivered" in the customer's order history. |

***ALTERNATIVE SCENARIO:***

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| **ACTION** | **SOFTWARE REACTION** |
| At any point during the ordering process, the customer realizes they made a mistake (e.g., selected the wrong dish or provided the wrong delivery address).  The customer taps on the "Edit" or "Cancel" button in the app. | The app allows the customer to make modifications to the order (e.g., remove items, change customizations, edit delivery address).  The app provides appropriate options to proceed with the necessary modifications or cancel the order altogether. |

**Post conditions:**

* The customer has received the ordered food.
* The restaurant staff updates the order status to "Delivered" in their system.