# User Goal/Use Case

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| **User/actor** | **User goal and resulting use case (activity)** |
| Customer | Create new customer record  Update customer record  Delete customer record  Create new takeaway record  Create new table reservation record  Edit new table reservation record  Delete new table reservation record  Advise customer of takeaway order status  Records payment |
| System Admin | Create new Employee record  Update Employee record  Delete Employee record  Delete customer record  Create new takeaway record  Create new table reservation record  Create new Menu record  Update Menu record  Delete Menu record  Create new Promo record  Update Promo record  Delete Promo record  Create new Event record  Update Event record  Delete Event record  Create new Item record  Update Item record  Delete Item record  Confirm takeaway order  Update takeaway order status  Generate report |
| Employee | Create new takeaway record  Create new table reservation record  Edit takeaway record  Edit reservation record  Delete reservation record  Delete takeaway record |

# Activities List

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| Customer downloads 4 Seasons Brasserie Mobile Application from website or Google PlayStore |
| Customer subscribes/unsubscribes details to app |
| Customer reserves/cancels table |
| Customer orders a takeaway to be delivered |
| System Admin or Employee to confirm takeaway order |
| System Admin or Employee to change status of takeaway order |
| System sends conformation email of table reservation |
| System Admin creates daily/weekly/monthly reservation reports |
| System Admin or Employee to CRUD takeaway order on behalf of customer |
| System Admin or Employee to CRUD table reservation on behalf of customer |
| System Admin creates daily/weekly/monthly order reports |
| System Admin CRUD Menu |
| System Admin CRUD Event |
| System Admin CRUD Event Menu |
| System Admin CRUD Promo |
| System Admin adds employee |
| System Admin CRUD items |

# Transaction Life Cycle

To summarise the 4SB activities and their transaction lifecycle:

1. Customer downloads 4 Seasons Brasserie Mobile Application from website or Google PlayStore
   1. Customer downloads and installs for the 4SB app from the website or Google PlayStore. [external event]
   2. Customer accepts permissions required by the 4SB app. [external event]
   3. Application creates shortcut on home screen on successful install. [state event]
2. Customer subscribes/unsubscribes details to 4SB app
   1. Customer inputs personal details (first name, last name, email, D.O.B, password, address is optional at this stage) and submits. [external event]
   2. System confirms registration by sending conformation email. [state event]
   3. Customer clicks the verification link sent in the conformation email. [external event]
   4. Upon successful verification, system grants access (privileges) to customer. [state event]
   5. Customer clicks unsubscribe on the app [external event]
   6. System asks for un-subscription conformation [state event]
   7. Customer confirms request [external event]
   8. System deletes customer details [state event]
3. Customer reserves/cancels table
   1. Customer chooses date for reservation [external event]
   2. System shows available times on that date [state event]
   3. Customer choose available time. [external event]
   4. System shows available tables on table map. [state event]
   5. Customer chooses available table. [external event]
   6. System provides conformation page with all details selected. [state event]
   7. Customer confirms or edits details [external event]
   8. System saves reservation and removes availability on that table for the chosen date/time.
   9. Customer clicks cancel button on reservation [external event]
   10. System requests conformation on cancellation [state event]
   11. Customer confirms [external event]
   12. System deletes customer reservation and re-lists the table as available on the date/time [state event]
4. Customer orders a takeaway to be delivered
   1. Customer clicks takeaway option on app. [external event]
   2. Customer browses available menu items [external event]
   3. Customer adds/removes items and quantities to cart [external event]
   4. System updates cart [state event]
   5. Customer clicks checkout [external event]
   6. System asks for special requests in the order [state event]
   7. Customer confirms requests [external event]
   8. Customer inputs delivery address [state event]
   9. Customer inputs discount code if applicable [external event]
   10. System confirms all takeaway details [state event]
   11. Customer chooses payment method [external event]
   12. Customer inputs payment details [external event]
   13. System transfers payment through bank [state event]
   14. System admin/Employee confirms order and delivery time through email [state event]
   15. System admin/Employee updates status of order [state event]
5. System Admin creates daily/weekly/monthly reports
   1. Generate daily reservation reports [temporal event]
   2. Generate weekly reservation reports [temporal event]
   3. Generate monthly reservation reports [temporal event]
   4. Generate daily takeaway reports [temporal event]
   5. Generate weekly takeaway reports [temporal event]
   6. Generate monthly takeaway reports [temporal event]
6. System Admin or Employee create takeaway order on behalf of customer
   1. System Admin/Employee inputs customer id and/or customer name. [state event]
   2. System Admin/Employee adds item to cart. [state event]
   3. Customer confirms cart total through system admin. [state event]
   4. System Admin/Employee inputs customer delivery address [state event]
   5. System Admin/Employee inputs customer payment method [state event]
   6. System Admin/Employee inputs customer payment details [state event]
   7. Payment taken. [state event]
   8. System sends customer conformation email [state event]
   9. System admin/Employee confirms order and delivery time through email [state event]
   10. System admin/Employee updates status of order [state event]
7. System admin/Employee reserves/cancels table on behalf of customer
   1. System admin/Employee inputs customer id and/or customer name. [state event]
   2. System admin/Employee chooses date for reservation [external event]
   3. System shows available times on that date [state event]
   4. System admin/Employee choose available time. [external event]
   5. System shows available tables on table map. [state event]
   6. System admin/Employee chooses available table. [external event]
   7. System provides conformation page with all details selected. [state event]
   8. System admin/Employee confirms or edits details [external event]
   9. System saves reservation and removes availability on that table for the chosen date/time.
   10. System admin/Employee clicks cancel button on reservation [external event]
   11. System requests conformation on cancellation [state event]
   12. System admin/Employee confirms [external event]
   13. System deletes customer reservation and re-lists the table as available on the date/time [state event]
8. System Admin CRUD Menu
   1. System Admin clicks create menu option on app [external event]
   2. System Admin inputs menu name, menu description [external event]
   3. System provides list of available items to add to menu [state event]
   4. System Admin chooses items for menu [external event]
   5. System provides conformation summary of menu details [state event]
   6. System Admin confirms [external event]
   7. System saves menu [state event]
9. System Admin CRUD Promo
   1. System Admin clicks create promo option on app [external event]
   2. System Admin inputs promo name, promo description [external event]
   3. System provides conformation summary of promo details [state event]
   4. System Admin confirms [external event]
   5. System saves promo [state event]
10. System Admin CRUD Event
    1. System Admin clicks create event option on app [external event]
    2. System Admin inputs event name, event description [external event]
    3. System provides conformation summary of event details [state event]
    4. System Admin clicks add event menu option on app [external event]
    5. System Admin inputs event menu name, event menu description [external event]
    6. System provides list of available items to add to event menu [state event]
    7. System Admin chooses items for event menu [external event]
    8. System provides conformation summary of event menu details [state event]
    9. System Admin confirms [external event]
    10. System saves event menu [state event]
    11. System provides conformation summary of event details [state event]
    12. System Admin confirms [external event]
    13. System saves event [state event]
11. System Admin CRUD Employee
    1. System Admin clicks add employee option on app [external event]
    2. System Admin inputs employee name, employee email, employee password [external event]
    3. System provides conformation summary of employee details [state event]
    4. System Admin confirms [external event]
    5. System saves employee [state event]
    6. System prompts employee to change password on initial log in [state event]
12. System Admin CRUD Item
    1. System Admin clicks add item option on app [external event]
    2. System Admin inputs item name, item description, item allergen, item price, item measures [external event]
    3. System provides conformation summary of item details [state event]
    4. System Admin confirms [external event]
    5. System saves item [state event]