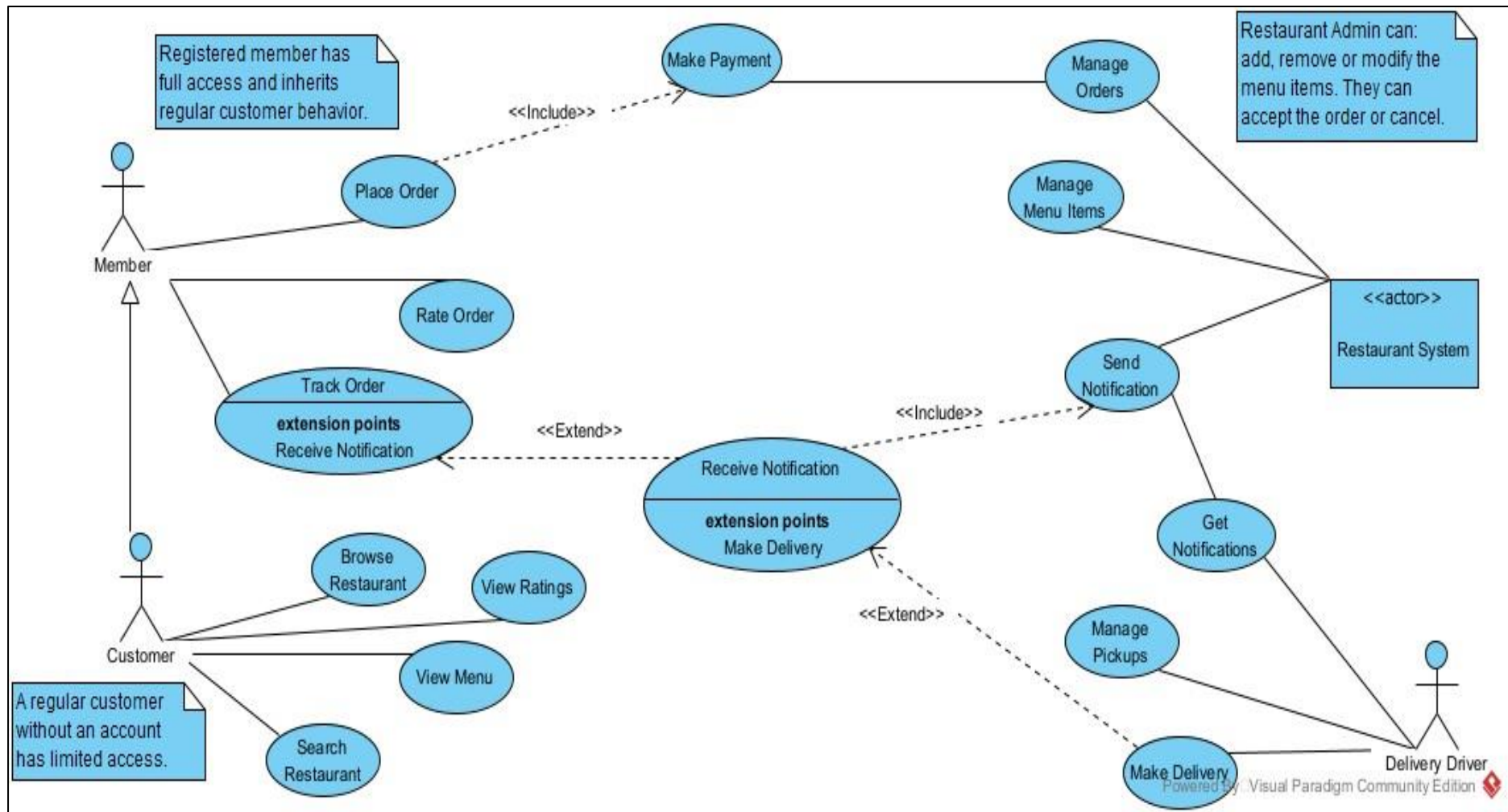**Systems Analysis and Design**

Phase 2 Use Case Diagram

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The Use Case Diagram: Food Delivery Application

Registered member has full access and inherits regular customer behavior.

Make Payment

Manage Orders

Restaurant Admin can: add, remove or modify the menu items. They can accept the order or cancel.

<<Include>>

Place Order

Manage Menu Items

Member

Rate Order

<<actor>>

Restaurant System

Track Order
extension points
Receive Notification

<<Extend>>

Send Notification

<<Include>>

Receive Notification
extension points
Make Delivery

Get Notifications

Browse Restaurant

View Ratings

<<Extend>>

Manage Pickups

Customer

View Menu

A regular customer without an account has limited access.

Search Restaurant

Make Delivery

Delivery Driver

2

Food Delivery Application Use Case Diagram Information

The above use case diagram for a Food Service Delivery Application explains the following:

The application can be accessed by two different users. Any customer who would like to order food can access the application to do the following:

- Search and browse for restaurants.

- View ratings from other customers.

- View menu from the selected restaurants.

For regular customers who want to make an order, they would have to register to become a member with their personal information including names, addresses and card details for payment method.

The customer who has an account, have credit card details and is a member would have access to the following:

- They inherit the behaviour from regular customer.

- They can place an order, this <<include>> making payment as confirmation of the order.

- They can rate their order in different categories such as food ordered, order duration and delivery duration.

- They can track their order through viewing the order status with <<extension>> of notification sent from restaurant on order delivery pickup, approximate time, and delivery arrival.

The application performs the following:

- It processes the payment though third-party system.

- Once payment is received it send the order information to the restaurant user interface.

The restaurant would have to be registered and a listed member on the application to receive order payment and manage the restaurant information displayed to the customer.
Including commenting on the customer rating or giving feedback for the customer response on the food ordered.
The restaurant application performs the following:

- The restaurant administration manages the menu through updating, deleting, or adding new items in the menu. And managing the status progress on the order from start to finish.

- Managing the order through accepting or cancelling the order and processing refunds if needed for cancelled orders.

- Sending notification to available drivers for order pickup. This <<include>> notifying the customer when the order is picked up.

The delivery driver would have to be registered and a listed member on the application to receive order pickups and payment.

The delivery driver application performs the following:

- The driver would view the pick notifications.

- Manage the pick by accepting the order pick.

- Making the delivery, this <extends> to notifying the customer when the pickup is done and then when the delivery is outside.