



## **Systems Analysis and Design**

### **Phase 2 Use Case Narrative**

**D23128294**  
**Dieketseng Lebuli**

## Food Delivery Application Use Narrative

Author: Dieketseng Lebuli

Date: 22 May 2024

Use Case Name: Search and Browse Restaurant, View Menu and View Ratings

Goal Statement:

- To enable the user both registered member and ordinary customer without profile to search for nearby restaurant.
- View restaurant menu.
- Read customers rating and review from other customers responses.

Primary Actor: Unregistered Customer

Other Participation (Secondary) Actor: Registered User (Member), Restaurant Administrator

Pre-conditions:

- The user must have the application installed on their device.
- The device must have location services enabled.
- The user must have internet access.

Post-conditions:

- The user can view restaurant details, menus, and ratings.
- If it is a registered user, they can add items to the cart and proceed to place an order.

### Main Flow (Most common scenario; 'happy path'):

Actor Action (User Requirement)	Application Response (Functional Requirement)	Alternate/Exceptional Flow
Unregistered User opens the application and chooses to browse restaurants.	Application displays a list of nearby restaurants based on the user's location	A1) If there is no internet the application does not open.
User selects a restaurant to view the menu and ratings.	Application displays the menu items and customer ratings for the selected restaurant.	A1) If the restaurant is closed, application shows a message indicating unavailability.  A2) If the user wants to register, they can switch to the registration process.

Returns to Main Flow Step: Step 2

Exception (A1): No Internet Connection

Step in Main Flow when exception occurs: Step 1

What causes the Exception scenario? User's device loses internet connection.

### Exception Scenario (No Happy Ending):

Actor Action (User Requirement)	Application Response (Functional Requirement)
User tries to open the application.	Application attempts to load but fails due to lack of internet connection.
User receives an error message about no internet connection.	Application shows a message indicating that an internet connection is required to use the app and suggests checking the connection or retrying later.

## Requirement

- Users must have an active internet connection to browse restaurants and view menus and ratings.
- The application should handle internet connectivity issues gracefully and provide clear instructions to the user.

Returns to Main Flow Step: Step 2

Alternate (A1): Restaurant is Closed

Step in Main Flow when alternate scenario occurs: Step 2

What causes the Alternate scenario? Restaurant is closed.

## Alternate Scenario (Less Common; Still Ends Happy):

Actor Action (User Requirement)	Application Response (Functional Requirement)
User selects a closed restaurant to view the menu and ratings.	Application displays a message indicating the restaurant is closed and shows the opening hours.
User decides to view other restaurants.	Application redirects the user to the list of nearby restaurants.
User selects another restaurant.	Application displays the menu items and customer ratings for the new restaurant.

Use Case Name: Place Order

Goal Statement: Member to place an order from a selected restaurant.

Primary Actor: Registered User (Member)

Other Participation (Secondary) Actor: Payment System, Restaurant Administrator

Pre-conditions:

- The user must be registered and logged in.
- The user must have a valid payment method on file.

Post-conditions:

- The order is placed, and payment is processed.
- The user receives a confirmation notification.
- The restaurant receives the order details.

### Main Flow (Most common scenario; 'happy path'):

Actor Action (User Requirement)	Application Response (Functional Requirement)	Alternate/Exceptional Flow
Registered User logs into the application.	Application verifies the login credentials.	A1) If login fails, application prompts the user to retry or reset password.
User searches for and selects a restaurant.	Application displays the restaurant's menu and ratings.	
User adds items to the cart	Application updates the cart with selected items.	
User proceeds to checkout.	Application displays the payment page.	
User confirms the order choice by making payment.	Application processes the payment via a third-party system.	A1) If payment fails, application prompts the user to retry with another payment method.
Application sends order details to the restaurant.	Restaurant receives the order details.	
User receives an order confirmation notification.		

Returns to Main Flow Step: Step 5

Exception (A1): Card payment fails.

Step in Main Flow when exception occurs: Step 5

What causes the Exception scenario? Method of payment is not going through.

### Exception Scenarios (Actor is not able to achieve goal):

External Action	Actor Action (User Requirement)	Application Response (Functional Requirement)
	User required to edit the correct card details.	Verifies the card details, sends authentication to the third-party banking app.
User confirms with their banking app.	If there is money, payment will be taken; if not, notification for correct method of payment.	
	Without payment, the order will not go through.	

### Requirement

- Without a method of payment or a valid card, the user cannot place an order.

### Assumption

- All users will use the correct payment details matching their names, as there is no verification between these two details.

Use Case Name: Track Order

Goal Statement: For Member to track the status of their orders.

Primary Actor: Registered User (Member)

Other Participation (Secondary) Actor: Restaurant Administrator, Delivery Driver

Pre-conditions:

- The user must have placed an order.
- The user must be logged into the application.

Post-conditions:

- The user receives real-time updates on the order status.
- Notifications are sent to the user regarding order pickup and delivery.

### **Main Flow (Most common scenario; 'happy path'):**

<b>Actor Action (User Requirement)</b>	<b>Application Response (Functional Requirement)</b>	<b>Alternate/Exceptional Flow</b>
Registered User logs into the application.	Application verifies the login credentials.	A1) If login fails, application prompts the user to retry or reset password.
User navigates to the order tracking section.	Application displays the status of the order.	
User views real-time updates on order preparation and delivery.	Application sends notifications about the order status.	A1) If the order is delayed, application notifies the user of the new estimated time of arrival.

Use Case Name: Manage Menu Items

Goal Statement: To allow restaurant administrator to manage their menu items (add, delete, modify).

Primary Actor: Restaurant Administrator

Other Participation (Secondary) Actor: None

Pre-conditions:

- The restaurant must be registered and listed on the application.
- The restaurant admin must be logged in.

Post-conditions:

- Menu items are updated as per the administration changes.
- The updated menu is visible to customers.

### **Main Flow (Most common scenario; 'happy path'):**

<b>Actor Action (User Requirement)</b>	<b>Application Response (Functional Requirement)</b>	<b>Alternate/Exceptional Flow</b>
Restaurant Admin logs into the application.	Application verifies the login credentials	A1) If login fails, application prompts the user to retry or reset password.
Admin navigates to the menu management section.	Application displays the current menu items.	
Admin adds a new menu item.	Application updates the menu with the new item.	A1) If the item cannot be added, application shows an error message.
Admin modifies an existing menu item.	Application updates the menu with the modified item.	A1) If the item cannot be updated, application shows an error message.
Admin deletes a menu item.	Application removes the item from the menu.	A1) If the item cannot be removed, application shows an error message.

Use Case Name: Manage Pickups

Goal Statement:

- To allow delivery drivers to manage order pickups.
- Notify customers about delivery status.



Primary Actor: Delivery Driver

Other Participation (Secondary) Actor: Restaurant Administrator, Registered User (Member)

Pre-conditions:

- The delivery driver must be registered and logged in.
- There must be orders ready for pickup.

Post-conditions:

- Orders are picked up and delivered to the customer.
- Customers are notified about the pickup and delivery status.

**Main Flow (Most common scenario; 'happy path'):**

Actor Action (User Requirement)	Application Response (Functional Requirement)	Alternate/Exceptional Flow
Delivery Driver logs into the application.	Application verifies the login credentials.	A1) If the item cannot be added, application shows an error message.
Driver navigates to the pickup management section.	Application displays the list of orders ready for pickup.	
Driver accepts an order pickup.	Application updates the status of the order to 'picked up'.	
Driver picks up the order from the restaurant.	Application notifies the customer that the order has been picked up.	
Driver delivers the order to the customer.	Application updates the order status to 'delivered'.	A1) If the delivery is delayed, application notifies the customer of the new estimated delivery time.