**Systems Analysis and Design**

**Phase 1 Use Case Narrative**

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**Use Case Narrative**

The use case Narrative shows the steps taken by the user to place an order from the beginning of an order to the delivery point. The steps are displayed from a user point of sale and not the delivery or restaurant. The steps portray what would be required for the user to make the order. The functionality available for the user from start to the end of an order.

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|  | Version: |

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| Use Case Name: | Search restaurant,  view menu, and  view ratings. |
| Goal Statement: | To search nearest restaurant and see time of delivery.  To view menu options and check the ingredients in menu items.  To view customers comments and food rating. |
| Primary Actor: | Customer |
| Other Participating (Secondary) Actors: | User (account profile),  third party payment authentication,  and location GPS detector. |
| Pre-conditions: | The user must have an account set up.  The profile must have address for delivery.  The phone should have location set up switched on in settings.  The address location should be within reasonable distance for delivery.  The user must have authorised and authenticated payment method before making a first order. |
| Post-conditions: | If all ingredients available for menu item: the order may be prepared.  The payment must be made to deliver the order. |

MAIN Flow (most common scenario; ‘happy path’)

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| **Actor Action (user requirement)** | **Application Response (functional requirement)** | **Alternate/Exceptional Flow** |
|  | Step 1: Application request user ID and password. | Step 1 (Alt 1): If no user account the customer can only view menu, search restaurant, and read comments and rating from other users.  Or the customer can create user account. |
| Step 2: Customers choose menu item with specific ingredients. | Step 3: The application sends the choice menu items into the cart. |  |
| Step 4: Once the user is sure, proceeds to check out. | Step 5: Take payment | Step 5 (Alt 2): If card fails request another method of payment. |
|  | Step 6: Send order to restaurant | Step 6 (Alt 3): Restaurant can modify the menu items or cancel |
|  | Step 7: send notification that an order has been placed. |  |
| Step 8: wait for order | Step 9: send the notification for order pick for driver. | Step 9 (Alt 4): the delivery driver may have many deliveries and take long to arrive. |
|  | Step 10: send user notification when order has been picked up. |  |
| Step 11: Tract the order | Step 12: Send notification on order arrival. |  |

* If the customer does not have a user account, they cannot log in to make an order (ALT 1).
* Payment must be taken first for the order to be place. Without the payment the order will not be placed, and the user will be requested to insert a method of payment (ALT 2).
* When the order is placed, if the restaurant does not have the full ingredients requested on the order, they can send a notification or call user to confirm if they can add an alternative and user has an option to agree or not for any modification to the original order. If not, the order would have to be cancelled and a new one placed again. If none of alternatives are available, the order may be cancelled by the restaurant (ALT 3).
* The delivery driver pickup multiple order to different locations and may be delayed on the road to reach the customer. If so, there will be a notification to the user to make them aware as they tract their order (ALT 4).

ALTERNATE Scenarios (less common; still ends ‘happy’)

Alternate (ALT 1) \_\_\_Customer does not have user account\_\_\_\_\_

Step in Main Flow when alternate scenario occurs \_\_\_Step\_1\_\_\_

What causes the Alternate scenario? \_\_\_\_\_\_\_\_\_\_\_\_No user account\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Actor Action (user requirement)** | **Application Response (functional requirement)** |
|  | Step 1: The user is sent a notification to open account to make an order. |
| Step 2: The user would input their personal names.  : address for delivery  : contact details for app verification.  : email details  : payment method | Step 3: There will be verification text sent for contact details.  : double MFA authentication to the email.  : verification and card details authentication with the user banking app. |
|  | Step 4: User requested to create username and password. |
| Step 5: Input username and password | Step 6: notification sent to user for successful account created. |
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|  | Returns to Main Flow Step \_\_Step2\_ |

* The user can still choose an option to change address whenever they make any order just in case the location has changed.
* The payment method, user has an option to add the details at a later stage however if so, the order cannot be placed.
* After card authentication and verification has been confirmed the user can still opt to pay the driver separate from the food cost during an order.

EXCEPTION Scenarios (actor is not able to achieve goal)

Exception (ALT 2) \_\_\_\_\_\_\_\_\_\_Card payment fails\_\_\_\_\_

Step in Main Flow when exception occurs \_\_Step 5\_\_\_\_

Step in Alternate Flow when exception occurs \_\_\_Step 3\_\_\_

What causes the Exception scenario? \_\_\_\_\_Method of payment is not going through\_\_\_\_

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| **Step** | **Actor Action (user requirement)** | **Application Response (functional requirement)** |
| Step 1 | User required to edit the correct card details | Verifies the card details.  Sends authentication to the third-party baking app |
|  | User to confirm with their banking app. | if there is money, payment will be taken.  If not notification for correct method of payment. |
|  |  | With no payment the order will not go through. |

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

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| Business Rules: | Regular user will be offered discounts or promotions which need to be considered in the final order calculation. |
| Implementation constraints and specifications: | GUI and web interface should be available to customers.  Third party system and API should be available to the user (google location, PS, banking app authenticator): - The user will have to switch on location to make use of GPS system and will have to use their banking app for confirmation of payment for first purchase. Without this on the search results will not be accurate and the restaurant might be too far. |
| Assumptions: | All users will know their location and have the location settings on to ensure accurate search results come up.  All users will use the correct method of payment details matching with their names, as there is no verification between this two details whether they align or not. |
| Open Issues: | Location settings should be on for the user to use the restaurant search and receive accurate information for nearest restaurants. |
| Non-functional requirements: | User is not required to give the correct names when creating an account, as long as payment information is correct it does not affect the app. |