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# **Food Delivery Use Cases** Writing and Reflecting on Descriptions of the Domain Team 5

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# Merged interview

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| **Question** | **Answer** |
| How food points are registered in the system? | Every new food point is registered and verified by the system administrator manually |
| How meals are uploaded in the system? | New positions will be loaded into the system by the food point administrator, after approvement by the system administrator. The food point administrator can change the menu of his restaurant without checking by the system administrator, if the position has been approved before |
| How often menu should be updated? | Up to every food point - individually |
| How meals are shown in a specific time of period (breakfast, lunch, dinner)? | There are food categories in the system, client see the menu, and if it is a breakfast time the first category in the list will be the breakfast, and then others and so on |
| Who will deliver the food? | Couriers |
| Working hours of delivery? | It is decided by the food point |
| How to notify the client if no food left? | So if they have no food they close the position |
| Return service for bad food? | User can send a complaint about an order |
| Restrictions for client registration? | Anybody can use without registration |
| Restrictions for food points? | Any food point (cafe/canteen) in Innopolis |
| Is delivery free? If yes, how to pay? | Up to canteen |
| How payment for food is made? | It depends on the food point/ |
| Possible to mix meals from different food points in one order? | No |
| What if there is no client at the delivery place? | Courier send food back |
| How food point get knows the client’s location? | Information that clients provide with an order |
| Coverage of delivery area? | Innopolis city |
| Tracking of the order? | Only by changing the order’s status |
| How clients notified about an order? | By changing status or manual call from the courier |
| A platform for implementation? | Website |

# Use case diagram

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# Use case scenarios

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| **Use Case Name** | **Order Process** |
| Actors | Client, Food point administrator |
| Pre-conditions | Meal plans are shown in the system |
| Flow of events | 1. Client browses menu 2. Client adds meals to delivery cart 3. Client adds info about contacts, place and time delivery 4. Client makes checkout for all items in the cart 5. New order created and will be shown in the cafe dashboard 6. Food point administrator confirms the order 7. Client gets confirmation about the order |
| Post-conditions | Order will be processed by the food point |
| Alternative flows and exceptions | The food point administrator rejects the order of the client. The client will be notified about rejection |

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| **Use Case Name** | **Order Cancellation** |
| Actors | Client, Food point Administrator |
| Pre-conditions | Order is created by client |
| Flow of events | 1. Client receives unique identification № of order 2. Client enters № of order to check-order web pages 3. Current status of order and cancel-button is displayed on page 4. Client cancels order by cancel-button 5. Food point Administrator gets notification about cancelling |
| Post-conditions | Order is cancelled |
| Alternative flows and exceptions | Order can’t be cancelled if it already has status “delivering” ot if it is less than 1h before delivery time |

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| **Use Case Name** | **Checking order status** |
| Actors | Client |
| Pre-conditions | Order is created by client |
| Flow of events | 1. Client receives unique identification № of order 2. Client enters № of order to check-order web pages 3. Current status of the order is displayed on page |
| Post-conditions | Client gets to know about current order status |
| Alternative flows and exceptions | Unique code of order was not generated – order can’t be checked |

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| **Use Case Name** | **New menu meals uploading** |
| Actors | Food point administrator, System administrator |
| Pre-conditions | Food point is registered in the system |
| Flow of events | 1. Food point administrator fill the menu meals form 2. Food point administrator submits the meals form 3. System administrator approve the meals form |
| Post-conditions | New food point meals uploaded in the system |
| Alternative flows and exceptions | The system administrator rejects submitted meal plan. The food point administrator receives the notification. |

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| **Use Case Name** | **Current menu meals choosing** |
| Actors | Food point administrator |
| Pre-conditions | Food point is registered in the system, menu meals uploaded by food point adminisrator and approved by the system administrator |
| Flow of events | 1. Food point administrator combines the menu from the approved meals list 2. Food point administrator submits the menu form |
| Post-conditions | Current food point menu updated |
| Alternative flows and exceptions | There are no already uploaded and approved meals in the system - nothing can be chosen for current menu. |

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| **Use Case Name** | **Client feedback processing** |
| Actors | Client |
| Pre-conditions | Order in the “delivered” status, the user on the “Check Order” page |
| Flow of events | 1. The system asks the client about the quality of food (like/dislike) 2. Client makes a choice (like/dislike) 3. Client leaves a comment in the textbox 4. Client submits review-form |
| Post-conditions | Review information appears on “Order Monitor” page of the system next to the client’s order |
| Alternative flows and exceptions | User will not provide any review about its quality |

# 4. Glossary

1. **Customer** - an entity that uses the Food Delivery system for their business. Food points are customers in this case.
2. **Client** - a person who orders food from the system.
3. **Food point** - any food court which uses Food Delivery system for their business and makes delivery to the clients.
4. **Courier** - employee of food point who delivers food to the clients.
5. **Food point Administrator** - an employee of food points who is responsible for maintaining the system for their use
6. **System Administrator** - a person who adds new food point entities to the system and approves food points’ meal plans in the system