

CSC 510 - Project 1a1

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List of Stakeholders

Primary Stakeholders

- **Admin** → Configures policies, manages staff accounts, and ensures compliance with both internal and external rules.
- **Staff** → Prepares orders, maintains kitchen workflows, and communicates with customers during fulfillment.
- **Customer** → Places and customizes orders, tracks delivery or pickup status, and provides feedback.

Secondary Stakeholders

- **Delivery Personnel** → Future expansion role, ensures orders reach customers offsite.
- **Developers** → Extend and maintain the system, balancing performance and new features.
- **Quality Engineers** → Conduct testing, detect regressions, and validate new releases.
- **Teaching Staff** → Function as product owners, ensuring alignment with academic goals.
- **IT Security Officers** → Enforce identity verification, encryption, and data governance.
- **Payment Gateways** → Enable secure transaction processing (e.g., card, wallet).

External Stakeholders

- **Vendors/Suppliers** → Provide ingredients and consumables to the cafe.
- **Accessibility Advocates** → Ensure equitable user experience across abilities.
- **Auditors and Regulators** → Enforce compliance with tax, labor, and privacy law.

Stakeholder Biases

Stakeholder A	Stakeholder B	Clash	Example
Customer	Staff	Customers desire near-instant service, while staff need sustainable preparation speed.	Long special instructions slow down kitchen throughput.
Admin	Developer	Admins want rapid customization and dashboards; developers prefer stability and minimal technical debt.	Admin requests frequent UI tweaks that break existing tests.
Delivery	Customer	Couriers may batch routes for efficiency; customers expect precise timing.	Delivery driver groups orders to save fuel, customer complains about late order.
Security Officers	Customers	Security enforces multi-factor logins; customers want one-click checkout.	MFA delays login on mobile app compared to single tap checkout.
Regulators	Business	Compliance bodies demand strict standards; business managers prioritize low operational costs.	Regulator mandates allergen labeling that requires expensive software changes.

Prompt Crafting: Zero-Shot vs Careful Prompting

Zero-Shot Prompting

Zero-shot involves asking the LLM a question without constraints. For example, “List stakeholders in WolfCafe.” This may produce a mix of relevant and irrelevant answers. It is fast but inconsistent.

Careful Prompting

Careful prompting provides structured formats, role examples, and style constraints. For example, “List WolfCafe stakeholders in the form Role → short responsibility.” This produces more consistent and useful content, albeit at the cost of creativity. In practice, careful prompting yields professional documentation, while zero-shot is useful for brainstorming.

Use Cases

Use Case 1: Multi-Device Login

Preconditions: User has an existing account.

Main Flow:

1. Customer logs in on mobile device.
2. System sends notification about active session on desktop.
3. Customer confirms session coexistence.
4. System allows concurrent login.

Alternative Flows:

- If session already exceeds max device count, deny login.

Use Case 2: Guest Checkout

Preconditions: User is not logged in.

Main Flow:

1. Customer selects items into cart.
2. System prompts for minimal details (name, payment).
3. Order completes without full account creation.

Alternative Flows:

- If payment fails, guest flow terminates.

Use Case 3: Allergy Warnings

Preconditions: Menu items contain allergy metadata.

Main Flow:

1. Customer selects menu item.
2. System highlights allergens (e.g., dairy, nuts).
3. Customer confirms awareness and proceeds.

Alternative Flows:

- If allergens conflict with saved profile, system suggests alternatives.

Use Case 4: Tip Suggestions

Preconditions: Payment interface active.

Main Flow:

1. Customer enters checkout page.
2. System suggests default tip percentages.
3. Customer selects or customizes tip value.

Alternative Flows:

- If customer skips, no tip is added.

Use Case 5: Order Handoff Confirmation

Preconditions: Order prepared by staff.

Main Flow:

1. Staff marks order as “ready.”
2. Customer scans QR code at pickup counter.
3. System confirms correct order handoff.

Alternative Flows:

- If wrong code used, alert triggers staff verification.

Use Case 6: Scheduled Maintenance Notices

Preconditions: Developer/admin plans downtime.

Main Flow:

1. Admin schedules maintenance in backend.
2. System posts banner to customers in advance.
3. System locks ordering during maintenance window.

Alternative Flows:

- If emergency arises, display immediate downtime alert.

Use Case 7: Digital Receipt Archival

Preconditions: Completed order exists.

Main Flow:

1. System generates digital receipt.
2. Receipt automatically stored in customer’s profile.
3. Customer may export PDF for personal use.

Use Case 8: Dynamic Pricing

Preconditions: Admin has pricing rules defined.

Main Flow:

1. System detects peak demand.
2. Menu prices adjust according to rules.
3. Customers view updated menu in real-time.

Alternative Flows:

- If pricing rules conflict, system defaults to base price.

Use Case 9: Order Sharing

Preconditions: Customer account exists.

Main Flow:

1. Customer selects order.
2. System generates shareable link or QR code.
3. Another customer can clone and reuse order.

Use Case 10: Carbon Footprint Report

Preconditions: System stores item sourcing metadata.

Main Flow:

1. Customer requests sustainability report.
2. System calculates carbon footprint of order.
3. Report displayed with comparison benchmarks.

Alternative Flows:

- If data missing, system shows partial report with disclaimer.