

CSC 510 - Project 1c1 Group 08

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09/15/2025

1 Introduction

This document presents the set of ten use cases chosen from Project 1b1 to form the Minimal Viable Product (MVP) of the WolfCafe system.

2 Use Cases

2.1 Use Case 1: Web Order of Prepared Meal with Card

Preconditions: Customer is logged in on the website. Menu is published and items are in stock.

Main Flow:

1. Customer adds items to cart.
2. System displays prices and applicable taxes.
3. Customer selects delivery location and time.
4. Customer enters card details.
5. System authorizes payment and creates order.
6. Confirmation sent to customer and staff.

Subflows: Address validation.

Alternative Flows: Card declined; location not serviceable.

2.2 Use Case 3: Mobile Order with Dietary Supplements (Card)

Preconditions: Customer logged into mobile app. Supplements in stock.

Main Flow:

1. Customer adds supplement to cart.
2. System shows tax rate and warnings.
3. Customer selects delivery time and location.
4. Customer pays by card; order confirmed.

Subflows: Warning acknowledgment.

Alternative Flows: Item out of stock.

2.3 Use Case 4: Promotions at Checkout

Preconditions: Valid coupon or first-order discount applies.

Main Flow:

1. Customer enters coupon or qualifies for promo.
2. System validates and applies discount.
3. Customer pays by card.
4. Receipt shows discount itemization.

Subflows: Promo validation and identity verification.

Alternative Flows: Invalid code; minimum not met.

2.4 Use Case 5: Modify or Cancel Order Before Preparation

Preconditions: Order state is “Accepted,” not “In Prep.”

Main Flow:

1. Customer opens active order.
2. Customer modifies or cancels order.
3. System recalculates totals and refunds if needed.
4. Confirmation sent to customer.

Subflows: Reauthorization; refund processing.

Alternative Flows: Order already in prep; past cancellation window.

2.5 Use Case 6: Kitchen Fulfillment Through Delivery Completion

Preconditions: Staff logged into kitchen console. Order paid and accepted.

Main Flow:

1. Staff starts prep; status “In Prep.”
2. Staff completes and marks order “Ready.”
3. Courier picks up, delivers, and confirms completion.
4. System records timestamps and notifies customer.

Subflows: Temperature check; contactless drop-off.

Alternative Flows: Missing ingredient; recipient not present.

2.6 Use Case 21: Kiosk Quick Order and Pickup (Card)

Preconditions: Kiosk operational with card reader online.

Main Flow:

1. Customer selects “Guest Order.”
2. Customer adds items and pays by card.
3. System authorizes payment and prints ticket.
4. Staff prepares and completes pickup.

Subflows: Receipt email option.

Alternative Flows: Card declined.

2.7 Use Case 28: Customer Schedules Future Delivery

Preconditions: Customer logged in; scheduling enabled.

Main Flow:

1. Customer selects date and time for delivery.
2. System checks availability and holds payment authorization.
3. Order confirmed and triggered at scheduled time.

Subflows: Recurring order setup.

Alternative Flows: Time slot full; item discontinued.

2.8 Use Case 29: Staff Updates Preparation Time (Delay Management)

Preconditions: Order is “In Prep.” Delay identified.

Main Flow:

1. Staff adjusts preparation time and reason.
2. System updates ETA and notifies customer.

Subflows: Batch delay handling.

Alternative Flows: Delay exceeds threshold; customer rejects delay.

2.9 Use Case 30: Customer Provides Delivery Instructions

Preconditions: Customer placing an order. Delivery address provided.

Main Flow:

1. Customer adds instructions (gate code, directions).
2. System attaches to order.
3. Courier views and follows instructions.

Subflows: Saved instructions.

Alternative Flows: Content invalid or too long.

2.10 Use Case 22: Tip Add/Adjust After Delivery

Preconditions: Delivered order paid by card. Tip window open.

Main Flow:

1. Customer selects delivered order.
2. Customer adds or adjusts tip.
3. System charges incremental tip to card.
4. Receipt and courier payout updated.

Subflows: Preset tip options.

Alternative Flows: Card no longer valid.