

FranchiseConnect	
Use-case Specification: Centralized Platform for Effective Communication, Training, and Support	Date: 11/01/24

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Use-Case: Centralized Platform for Effective Communication, Training, and Support

1 Brief Description

This use case involves providing a centralized platform for communication, training, and support for the Italian restaurant franchise

2 Actor Brief Descriptions

Franchise Manager: Responsible for facilitating communication, training, and support.

Franchisees: Restaurant owners operating under the franchise.

3 Preconditions

The franchise manager and franchisees must have access to the centralized platform.

4 Basic Flow of Events

1. The franchise manager communicates important updates, announcements, and guidelines to the franchisees through the platform.
2. The franchise manager provides training materials, resources, and modules to the franchisees.
3. The franchise manager offers support and assistance to the franchisees through the platform, addressing their queries and concerns.
4. The franchisees access the platform to stay updated, access training materials, and seek support when needed.

5 Alternative Flows

None

6 Subflows

None

7 Key Scenarios

- 7.1 The franchise manager sends a notification to all franchisees about a new marketing campaign through the centralized platform.
- 7.2 The franchise manager uploads a training module on food safety practices for the franchisees to access and complete

8 Post-conditions

- 8.1 Franchisees have access to necessary information, training resources, and support through the centralized platform.

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9 Special Requirements

The platform should facilitate secure communication, provide a user-friendly interface, and allow for easy access