UC Redeem Offer - Timmy Frederiksen

ID UC Redeem Offer

Scope Self-order kiosk

Level User Goal

Stakeholders and interests
Customer
- The customer who wants to redeem an offer to apply to their order
Manager
- The person who is able to help facilitate the offer redemption process and can fix any issues with the system, as necessary.

Preconditions
- The system has been used to add the customer's desired items into their order.
- The customer has an offer to be redeemed that they wish to apply to their order.

Postconditions
- The offer has been redeemed
- The customer may now continue to make their order

Main Success Scenario
1. The customer selects 'Redeem Offer' button on the system
2. The system prompts the user for a code for the offer
3. The user enters their code for the offer
4. The system then applies the offer to the customer's order and returns the customer to the order menu to continue ordering or to checkout.

Extensions
*.a. At any point, the customer may select the 'request help from manager' button, and the manager should be notified of the request.

*.b. At any point, the system may fail. If this occurs, a manager should be notified by the customer.

3a.a. If the offer is invalid, the system will notify the user of the failure and prompt again.