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| USE CASE 2 | Give feedback | |
| Goal in Context | Drinker provides feedback for the used receipt to show to the editor, whether he needs to improve smth. | |
| Scope & Level | Company, Summary | |
| Preconditions | Order was performed, payment was done | |
| Success End Condition | We received feedback, improve receipt, customers are happy | |
| Failed End Condition | We haven’t received any feedback, receipt is bad, customers are not paying for coffee | |
| Primary, Secondary Actors | Drinker | |
| Trigger | Payment was done + 1 hour passed | |
| DESCRIPTION | Step | Action |
|  | 1 | Drinker receives a pop-up, that asks to rate a receipt |
|  | 2 | Drinker see a window with 5 stars and text field |
|  | 3 | Drinker clicks on star and/or writes a short message |
|  | 4 | Drinker clicks submit button |
| EXTENSIONS | Step | Branching Action |
|  | 4a | If mark is <3 message „thank you for your feedback, sorry for bad experience, we will do our best to be better next time” will be shown |
|  | 4b | If mark is 3 or 4 message “Thank you, for your feedback, you’re helping us becoming better” will be shown |
|  | 4c | If mark is 5 message “Thank you, for your feedback, see you next time ☺” will be shown |