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| **Use case name:** Employee checks if a customer is eligible for rewards through loyalty program | | | |
| **Area:** Klaus brewery serving area | | | |
| **Actors:** Taproom shift lead | | | |
| **Stakeholder:** Taproom shift lead, customer | | | |
| **Level:** Indigo | | | |
| **Description:** Taproom shift lead checks if a customer is qualified for a discount. | | | |
| **Trigger:** Customer has just made a purchase and since they are a returning customer, they are checking what discounts are they eligible for. | | | |
| **Trigger Type:** ❑ **External CheckmarkInternal** | | | |
| **Input** | | **Output** | |
| **Name** | **Source** | **Name** | **Destination** |
| Employee’s info, customers credentials like name, email or phone number | Computer System | Discounts that customer is available for | Computer System |
| **Steps Performed**   1. Customer has just purchased a shirt. 2. Taproom shift lead is on counter and assists customer with purchase. 3. Customer asks that they are a returning customer and are they eligible for some sort of discount. 4. Shift lead logs in to the computer, asks for customer’s email or phone number. 5. Customer tells them their credentials and then looks at customer’s profile on the computer. | | **Information for Steps**   1. Customer gives shirt to shift lead. 2. Shift lead asks customer if they need any additional assistance. 3. Customer gives their name and asks what discount they can use. 4. Employee’s credentials, customer’s email or phone. 5. Customer’s email or phone number and employee should know how to use the system. | |
| **Preconditions:** Employee needs to access the system to check customer’s eligibility | | | |
| **Postconditions:** Employee tells customer what discounts they are eligible for | | | |
| **Assumptions:** Employee is capable of logging in to system and find customers profile to check how many points are available for customer | | | |
| **Success Guarantee:** Employee informs customer that they have certain number of points available and discount available for them. | | | |
| **Minimum Guarantee:** Employee cannot check the system and can’t find out customer’s eligibility for a discount. | | | |
| **Objectives Met:** Allows employee to find customers profile and see what discounts are they eligible for. | | | |
| **Outstanding Issues:** What if employee cant find customers profile? | | | |
| **Priority (optional):** high | | | |
| **Risk (optional):** medium | | | |
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