| **BUC nr.** | **. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .** | |
| --- | --- | --- |
| **BUC name** | * + Customer calls to order | |
| **Business Event Description** | * + Customer decides to order pizza | |
| **Triggering Business Event** | * + Customer picking up the phone and calling the pizzeria | |
| **Preconditions** | * + Customer dials correct phone number of PP   + PP is not closed | |
| **Interested stakeholders**  **Secondary actor(s)** |  | |
| **Active stakeholders Primary actor(s)** | * + Customer, DB-klant | |
| **Normal Business Flow** | **Step** | **Action** |
|  | 1. | * + A customer calls the pizzeria |
|  | 2. | * + The pizzeria receives the call and picks up the phone |
|  | 3. | * + Phone is checked in the DB klant |
|  | 4. | * + DB klant sends customer details |
| 5. | * + The customer orders |
| 6. | * + The order is noted |
| 7. | * + The customer is asked how to pay |
| 8. | * + The message of payment is validated |
| 9. | * + Order is validated |
| **Alternative Business Flows** | **Step** | **Action** |
|  | 3a | * + If the customer’s phone number is not known in the DB |
|  | 3a1 | * + Customer is asked to give his client details |
|  | 3a2 | * + Customer communicates client details |
| 3a3 | * + Customer details are saved in DB klant |
|  | 3a4 | * + Go to step 4 |
|  | 5a | * + If the order is not available |
|  | 5a1 | * + Customer orders different choice |
|  | 5a2 | * + Go to step 6 |
| **Exception Business Flows** | **Step** | **Action** |
|  | 5b | * + If choice is not available |
|  | 5b1 | * + Cancels order |
|  | 2b | * + If PP is closed |
|  | 2b1 | * + The phone is not picked up |
| **Outcome (post condition)** | * + Order is placed and validated. | |