Use Case UC3: Update Reservation (Diner)

Scope: ReserveWell Application

Level: User Goal

Primary Actor: Diner

Stakeholders and Interests:

- Restaurant Manager: Wants accurate and efficient reservation management and optimized table allocation. He/ She needs the ability to check real-time availability and streamlined reservation management processes.

- Waitstaff: Wants to provide efficient and high-quality service to customers. They need the ability to arrange tables' physical availability according to reservations updates.

- Diner: Wants flexibility to modify a reservation based on changing plans or preferences.

- Customer Support: To assist diners with reservation changes.

- Reservation System: Needs to maintain accurate records of reservations and table availability.

- Government Tax Agencies: Want to collect tax from every sale. May be multiple agencies, such as national, state, and county.

- Payment Authorization Service: Wants to receive digital authorization requests in the correct format and protocol. Wants to accurately account for their payables to the store.

Preconditions:

- The diner has a stable internet connection.
- The diner has already made a successful reservation.
- The time of the update/cancel operation is before the reservation time.

Success Guarantee (or Postconditions):

- Reservation is updated or canceled.
- The reservation system database is updated with the changes.
- The changes are reflected in the user interface of the application.

Main Success Scenario (or Basic Flow):

1. Diner accesses their existing reservations in the ReserveWell application.
2. Diner selects the reservation they wish to update.
3. Diner chooses to update the reservation.
4. Diner modifies the reservation details, such as date, time, party size, or special requests.
5. System updates the reservation and notifies the restaurant.
6. System sends a confirmation to the diner.

Extensions (or Alternative Flows):

*a. At any time, the diner needs to abandon the process:,

1. Diner quits the page.
2. System asks to discard changes, review changes, save changes or cancel quitting,
     2a. Diner selects "discard changes"
          1. System reconstructs the prior state.

     2b. Diner reviews the changes.
          1. The restaurant manager chooses to discard changes, and the system reconstructs prior state.
          2. The diner chooses to save changes, system updates related data in real-time.
          3. The restaurant manager chooses to cancel quitting and continues where he/she left.

     2c. Restaurant manager saves the changes
          1. System updates related data in real-time.

*b. At any time, System fails:

To support recovery and correct updates, ensure all transaction sensitive state and events can be recovered from any step of the scenario.

1. Diner restarts the system, logs in, and requests recovery of prior state.

2. System reconstructs the prior state.
     2a. System detects anomalies preventing recovery:
          1. System signals error to the diner, records the error, and enters a clean state.
          2. Records are automatically sent to support executives for a review.
          3. Diner updates the reservations.

1a.   Diner selects an invalid reservation

  1. System informs the diner that the chosen reservation is not valid.
  2. Diner can go back to select a different reservation.

4.a.   Diner tries to update the reservation with invalid information
  1. System informs the diner that the modifications are not valid (e.g., exceeding capacity).
  2. Diner can revise the changes and proceed again.

Special Requirements:

- Confirmations for reservations, updates should be sent to customers within 1 minute of transaction.

- Allow restaurant managers to configure reservation policies, including lead time, maximum group size, and peak dining hours, to accommodate the restaurant's unique requirements.

Technology and Data Variations List:

a*. Ensure the app complies with accessibility standards, making it usable by individuals with disabilities.

6a. Reservation Update Notifications:

  a. Confirmations sent via email to customers.
  b. SMS notifications for reservation confirmations.
  c. In-app notifications within the reservation app.

In the user interface of the reservation update, the users are assisted to select the predefined specific data types by the system. Because of this, regarding the data types of the update processes, the data variation concerns are insignificant.