

ReserveWell	
Use Case UC10: Edit Working Hours	Date: <02/12/23>

Version History Table

Version	Date	Description
v1.0	23.11.2023	-
v1.1	02.12.2023	Special Requirements are updated according to review feedback. System interaction is added in the main success scenario. Technology and Data Variations List is removed, as it is not required in UP format

Use Case UC10: Edit Working Hours

Scope: ReserveWell Application

Level: user goal

Primary Actor: Restaurant Manager

Stakeholders and Interests

- Restaurant Manager: Wants to adapt to dynamic demand conditions, optimize operational efficiency, ensure competitiveness, and better planning workforce allocation.
- Waitstaff: Wants predictable schedules, fair distribution of shifts, and timely communication about changes to working hours to ensure a healthy work-life balance.
- Diners (Customers): Wants awareness of any changes in the restaurant's operating hours to plan their visits, accordingly, reducing inconvenience.
- Restaurant Owners: Wants accurately recorded edits. Has interest in increased reservations, cost-effective operations, adaptability to market trends, maximizing revenue, and maintaining a positive reputation.
- Development Team: Wants to ensure the reliability and stability of the system during and after capacity edits, real time updates, mobile responsiveness, and security measures to protect sensitive data.

Preconditions:

- The restaurant manager is logged into the ReserveWell Application,
- The restaurant manager has administrator authorization.

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Success Guarantee (or Postconditions):

- The restaurant manager sees the updated value, the new values are valid for the whole system and used for upcoming transactions.

Main Success Scenario (or Basic Flow):

1. System displays home page.
2. The restaurant manager accesses the reservation operations customization screen by clicking the "Customize" button.
3. System displays the existing working hours.
4. The restaurant manager selects "Update Work Hours".
5. System enables adjusting the work hours.
6. The restaurant manager updates work hours.
7. System asks to confirm changes.
8. The restaurant manager confirms the changes.
9. The system displays "Work Hours Updated" message.
10. The system keeps a log of changes made to working hours for auditing and reports purposes.
11. The system notifies staff about changes in working hours to manage customer expectations and service.
12. The restaurant manager exits the page.

Extensions (or Alternative Flows):

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

1. The restaurant manager quits the page.
2. System asks to discard changes, review changes, save changes or cancel quitting.
 - 2a. Restaurant manager selects "discard changes".
 1. System reconstructs the prior state and displays capacity page.
 - 2b. Restaurant manager reviews the changes.
 1. The restaurant manager chooses to discard changes.
The system reconstructs prior state.
 2. The restaurant manager chooses to save changes.
The system updates related data in real-time.
 3. The restaurant manager chooses to cancel quitting.
The system returns to edit capacity page, where the restaurant manager left before quitting.
 - 2c. Restaurant manager saves the changes.
 1. System displays "Work Hours Updated" message and updates related data in real-time.
System display home page.

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2d. Restaurant manager cancels quitting.

1. The system returns to edit workhours page, where the restaurant manager left before quitting.

*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. Restaurant manager restarts the system.
2. System reconstructs the prior state.
 - 2a. System detects anomalies preventing recovery:
 1. System signals error to the Restaurant manager, records the error, and enters a clean state.
 2. Records are automatically sent to support executives for a review.
 3. System displays home page.

Special Requirements:

- The capacity history and logs should be kept to review changes history.

Frequency of Occurrence: Could be nearly continuous.

Open Issues:

- Determine the design details for a clear and user-friendly customization page.