Use Case UC13: Manage Restaurant’s Waitlist

Version History Table

Version	Date	Description
v1.0	26.11.2023	-
v1.1	30.11.2023	• Special requirements part is updated according to feedback.

Scope: ReserveWell Application

Level: user goal

Primary Actor: Restaurant Manager

Stakeholders and Interests:

- Restaurant Manager: Needs to manage reservations effectively and ensure a smooth dining experience.
- Diner: Wants to make a reservation at the restaurant efficiently and conveniently.
- System Administrator: Responsible for maintaining and monitoring the reservation system.
- Development Team: Wants the customer to make the restaurant reservation correctly. Need to ensure system’s stability, scalability, security, and adherence to best practices.

Preconditions:

- The restaurant manager is logged into the ReserveWell Application.

- The restaurant manager has a stable internet connection.

-At least one reservation is cancelled and there is available table for a certain restaurant.

-Database updates itself in real time, so that system shows accurately restaurant’s capacity and waitlist.

Success Guarantee (or Postconditions):

-The restaurant manager has successfully manage the waitlist for the diners who have waited for an available table.

Main Success Scenario (or Basic Flow):

1. Restaurant manager accesses the waitlist screen.
2. The system shows the available capacity and the waitlist.
3. Restaurant manager reviews the waitlist to see diners who have been waiting for a table.
4. The restaurant manager selects the diners from the waitlist and initiates the system to send an email notification about the available table.
5. Once a waitlisted diner confirms the reservation, the restaurant manager updates the reservation system with the new booking.

6. The system updates the reservations, restaurant capacity, and waitlist data in real-time.

Extensions (or Alternative Flows):

*a. At any time, System fails:

1. Restaurant manager restarts System, and requests recovery of prior state.
2. System reconstructs 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. Restaurant manager accesses the waitlistlist screen.

Special Requirements:

- The system must have integration with an email service to send notifications to diners.

Frequency of Occurrence: Could be nearly continuous.

Open Issues:

-Determine which languages will be supported by the ReserveWell.
-Assess the system's scalability to ensure it can handle an increasing number of users, reservations, and emails without performance degradation.
-Explore options for confirming email delivery to diners and handling cases where emails are not delivered successfully.