Version History Table

Version	Date	Description
v1.0	23.11.2023	-
v1.1	02.12.2023	Special Requirements are updated according to review feedback. Post conditions are updated. System interaction is added in the main success scenario. No database update, argument is removed from main success scenario. Technology and Data Variations List part is removed, as it is not required in UP format.

Use Case UC12: Display Dashboards

Scope: ReserveWell Application

Level: user goal

Primary Actor: Restaurant Manager, Waitstaff

Stakeholders and Interests:

- Restaurant Manager: Wants analytical tools for monitoring and optimizing table turnover rates, staff performance, and identifying operational inefficiencies for continuous improvement.
- Waitstaff: Wants Advanced analytics on reservation status, waitlist data, and insights into peak times for effective front-of-house management and customer service.
- Diners (Customers): Wants updating reservations and fast service with minimal effort. Wants proof of update to support the realized change. Wants positive dining experience.
- Restaurant Owners: Wants advanced analytics on reservation patterns, customer demographics, revenue trends, and performance metrics to inform strategic decision-making and business growth.
- Development Team: Wants to ensure the analytical dashboard is technically robust, scalable, and capable of handling large volumes of data for in-depth analysis and implement advanced data visualization techniques to present complex analytical insights in an easily understandable and visually appealing manner.

Preconditions: The restaurant manager or waitstaff is logged into the ReserveWell Application.

Success Guarantee (or Postconditions):

- The restaurant manager or waitstaff can view key performance indicators, and visual graphics at-a-glance.

ReserveWell	
Use Case UC12: Display Dashboards	Date: <02/12/23>

Main Success Scenario (or Basic Flow):

1. System displays home page.
2. The restaurant manager or waitstaff accesses the reservation display screen by clicking the "Dashboards" button.
3. The restaurant manager or waitstaff selects a dashboard of interest.
4. The system retrieves relevant dashboard from the reservation database considering the default filters if applicable.
5. The restaurant manager or waitstaff exists a specific dashboard view.
6. System displays dashboards page.

Extensions (or Alternative Flows):

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

1. Restaurant manager or waitstaff quits the page.
2. System displays home page.

*b. At any time, System fails:

There will not be transaction sensitive state changes during this use case, no change will be staged, the system should start according to the last state information.

1. Restaurant manager or waitstaff restarts system.
2. System displays login page.
3. Restaurant manager or waitstaff logs in,
   1-2a. System detects anomalies preventing session:
   1. Fail record is sent to support executives for a review and fix.
4. System displays home page.

4a. Restaurant manager or waitstaff needs to interact with the dashboard.

1. Restaurant manager or waitstaff selects among filters and adjusts parameters in dashboard System provides filtered dashboard components accordingly.

Special Requirements:

- Role-based access control should be implemented to ensure that different user roles have access to relevant analytical dashboards and features.
- Real-time streaming of data should be supported to provide the most up-to-date insights.

Frequency of Occurrence: Could be nearly continuous.

Open Issues:

- Determine the design details for a clear and user-friendly dashboards page.
- Explore strategies to minimize data latency.
- Determine dashboards' categories and access permissions.
- Ensure compliance with data privacy regulations, especially when dealing with customer data, and addressing potential legal or regulatory challenges.