Use Case UC5: Make Reservation Upon Waitlist Availability

Version History Table

Version	Date	Description
v1.0	26.11.2023	-
v1.1	30.11.2023	• Since there is no special requirements for this use case, special requirements part is removed according to feedback. • Open issues part is updated. • Use case name is changed from Manage Notifications to Make Reservation Upon Waitlist Availability.
v1.2	23.12.2023	• Use case writing style is changed in a way that user intention was included.

Scope: ReserveWell Application

Level: user goal

Primary Actor: Diner

Stakeholders and Interests:
- 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 reservation system is operational.
- The diner has a stable internet connection.
- The diner is placed on the waitlist.
- Systems sends e-mail to the diner about there is available table at the desired restaurant.

Success Guarantee (or Postconditions):
- The diner has successfully reserve her/his table.
- Notification is sent to restaurant manager for the new reservation.

Main Success Scenario (or Basic Flow):

1. Diner chooses selects the option indicating that she wants to make a reservation via e-mail.
2. System creates reservation for the diner.
3. Reservations, restaurant capacity, and waitlist data are updated in real-time.

Extensions (or Alternative Flows):

1a.Diner cannot answer the e-mail in half hour:
   1. System makes inactive the email sent to the diner and sends a new e-mail to the next diner in the waitlist automatically.

1a. Diner changes his/her mind and rejects to make reservation.

   1. System receives the request of diner.
   2. System sends notification about waitlist is available to the next diner in the waitlist.

Frequency of Occurrence: Could be nearly continuous.

Open Issues:

-Establish a strategy for handling errors related to email delivery and ensure a user-friendly experience in case of issues.