

## **Use Case UC5: Manage Notifications**

**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.

### **Success Guarantee (or Postconditions):**

- Reservations, restaurant capacity and waitlist data is updated real-time.
- 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 receives an e-mail stating that there are vacancies in reservations and whether he/she would like to make a reservation.
2. Diner views e-mail.
3. Diner chooses "I want to make reservation" option.
4. The restaurant manager reviews the updated data and manages reservations and seating accordingly.
5. 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.

3a. Diner changes his/her mind and chooses "I do not want to reservastion" option.

1. System receives the request of diner and database is updated.
2. Restaurant manager views diner's request and sends a new e-mail to the next diner in the waitlist.

**Special Requirements:**

- The system must have robust email integration to send notifications to diners and manage their responses.

**Technology and Data Variations List:**

1.The web site is supported by all browsers.

1-3.E-mail services commonly used by diners.

1-3.There are e-mail templates that include interactive elements such as buttons or forms.

**Frequency of Occurrence:** Could be nearly continuous.

**Open Issues:**

-Determine which languages will be supported by the ReserveWell.

-Implement security measures to ensure the confidentiality and integrity of reservation-related communications.

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