Use Case UC11: Edit Capacity

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.

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. The restaurant manager accesses the reservation operations customization screen by clicking the "Customize" button from the home screen.
2. The restaurant manager sees current seating capacity display.
3. The restaurant manager selects updating and adjusts the seating capacity.
4. The restaurant manager checks if there are any conflicts with existing reservations or operational constraints, and confirms changes before saving, the system updates restaurant attributes on the database.
5. The system keeps a log of changes made to working hours for auditing and reports purposes.

6. The system notifies staff about changes in capacity to manage customer expectations and service.
7. The restaurant manager exits the page and is landed on the home screen.

Extensions (or Alternative Flows):

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

1. 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.
    2b. Restaurant manager reviews the changes.
        1. The restaurant manager chooses to discard changes, and the system reconstructs prior state.
        2. The restaurant manager chooses to save changes, system updates related data in real-time.
        3. The restaurant manager chooses to cancel quitting and continues where he/she left.
    2c. Restaurant manager saves the changes.
        1. System updates related data in real-time.
    2d. Restaurant manager cancels quitting.
           1. Restaurant manager is returned to the previous page.
3. Restaurant manager is landed on the home screen.

*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. Restaurant manager logs in.
    1-2a. System detects anomalies preventing session.
        1. Fail record is sent to support executives for a review and fix.
3. Restaurant manager requests recovery of the prior state.
    3a. 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. Restaurant manager checks the capacity and updates if necessary.

Special Requirements:

-   Updates should be valid for the whole system within 1 minute of changes confirmation.

- The capacity history and logs should be kept to generate reports on seating capacity trends and utilization.

Technology and Data Variations List:

a*. Ensure the app complies with accessibility standards, making it usable by individuals with disabilities.

b*. The website is supported by all browsers.

Frequency of Occurrence: Could be nearly continuous.

Open Issues:

- Explore strategies for robust recovery and ensure data synchronization and service availability during system failures.

- Determine the design details for a clear and user-friendly display page.
- Plan the provision of user training and support resources to ensure restaurant staff can effectively use the reservation system
- Determine the level of granularity and details needed in the restaurant's operational attributes' changes reports.