ReserveWell	
Use Case UC15: Display Reservations (Waitstaff)	Date: <21/12/23>

Version History Table

Version	Date	Description
v1.0	23.11.2023	-
v1.1	02.12.2023	Special Requirements are updated according to review feedback. System interaction is added in the main success scenario. Technology and Data Variations List is removed, as it is not required in Open UP format.
v.1.2	16.12.2023	Main Scenario is re-written including user intentions.
v1.3	21.12.2023	Details describing UI are removed.

Use Case UC15: Display Reservations (Waitstaff)

Scope: ReserveWell Application

Level: user goal

Primary Actor: Waitstaff

Stakeholders and Interests:

- Restaurant Manager: Wants clear visualization of reservation data, and real-time reservation information updates on reservation statuses.

- Waitstaff: Wants to provide efficient and high-quality service to customers. They need the ability to arrange tables' physical availability according to timely reservation information. They also need efficient communication of reservation details, especially during busy periods, to ensure smooth collaboration among staff members.

- Diners (Customers): Wants updating reservations and fast service with minimal effort. Wants proof of update to support the realized change. Wants a positive dining experience.

- Restaurant Owners: Wants accurately recorded reservations and to satisfy customer interests. Has an interest in the overall success and profitability of the restaurant. Requires access to reports and analytics, customer feedback, and overall restaurant efficiency.

- Development Team: Wants to accurately account for reservation changes to the restaurant using the correct format and protocol. Need to ensure the system's stability, scalability, security, and adherence to best practices.

Preconditions: The waitstaff is logged into the ReserveWell Application.

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Success Guarantee (or Postconditions):

- Waitstaff can view all the reservations and related information promptly.

Main Success Scenario (or Basic Flow): -

1. The system displays the home page.
2. The waitstaff wants to view reservations.
3. The system displays the reservations page.
4. The waitstaff views a list of existing reservations with the reservation ID, number of guests, and hour details.

Extensions (or Alternative Flows):

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

1. The waitstaff quits the page.
2. The system displays the home page.

*b. At any time, the system fails:

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

1. The waitstaff restarts the system.
2. The system displays the login page.
3. The waitstaff logs in.
4. The system displays the home page.

2a. The waitstaff needs to filter reservations:

1. The waitstaff selects conditions from the filter lists (date, hour) and selects apply.
2. The system applies selected filters and narrows the reservations list.

Special Requirements:

- The “Display Reservations” page should support confirming realized reservations by the waitstaff.

Frequency of Occurrence: Could be nearly continuous.

Open Issues: Determine the design details for a clear and user-friendly reservations display page.