

ReserveWell	
Use Case UC16: Confirm Realized Reservations	Date: <21/12/23>

### **Version History Table**

Version	Date	Description
v1.0	24.11.2023	-
v1.1	02.12.2023	Special Requirements are updated according to review feedback. System interaction is added in the main scenario. Technology and Data Variations List is removed, as it is not required in UP format
v1.2	16.12.2023	Main Scenario is re-written including user intentions.
v1.3	21.12.2023	Details describing UI are removed.

## Use Case UC16: Confirm Realized Reservations

**Scope:** ReserveWell Application

**Level:** user goal

**Primary Actor:** Waitstaff

### **Stakeholders and Interests:**

- Restaurant Manager: Wants to obtain real-time data on confirmed reservation realizations for providing accurate information to waiting guests, for operational planning, tracking guest attendance trends, and optimizing resource allocation.
- Waitstaff: Wants to efficiently confirm reservation realizations in the system to effectively manage table turnover and provide better service delivery.
- Diners (Customers): Wants to receive timely confirmation notifications, ensure a smooth check-in process upon arrival, and have a positive overall dining experience.
- Restaurant Owners: Wants a positive customer experience by confirming reservations promptly, contributing to customer satisfaction and loyalty. Needs Obtaining insights into key performance metrics related to confirmed reservations, contributing to a holistic view of the restaurant's performance.
- Development Team: Wants to build a robust and reliable confirmation process that operates seamlessly to meet the demands of a dynamic restaurant environment, to ensure timely and accurate information for both staff and customers. Is interested in designing the confirmation process to scale effectively when the volume of reservations and waitstaff users is increased.

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**Preconditions:**

- The waitstaff is logged into the ReserveWell Application.
- The waitstaff has a stable internet connection.

**Success Guarantee (or Postconditions):**

- The status of realized reservations is updated in the system, marking them as "realized".
- Diners receive timely and accurate notifications confirming the success of their reservations.
- Data on realized reservations is updated in the analytics dashboard, contributing to accurate performance metrics and analysis.

**Main Success Scenario (or Basic Flow):**

1. The waitstaff wants to confirm realized reservations.
2. The system retrieves a list of reservations that have "created" status.
3. The waitstaff verifies guests' attendance by cross-referencing the reservation details with the number of guests present and marking the related reservation as "realized".
4. The system notifies them of the realization confirmation, to diners acknowledging their successful reservation.

**Extensions (or Alternative Flows):**

\*a. At any time, the waitstaff needs to abandon the process:

1. The waitstaff quits the page.
2. The system asks to discard changes, review changes, save changes, or cancel quitting,
  - 2a. The waitstaff selects "discard changes".
    1. System reconstructs the prior state.
  - 2b. The waitstaff reviews the changes.
    1. The waitstaff chooses to discard changes  
The system reconstructs the prior state.
    2. The waitstaff 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. The waitstaff saves the changes.
    1. System updates related data in real time.
3. The waitstaff chooses to cancel quitting and continues where he/she left off.

\*b. At any time, the system fails:

To support recovery and correct updates, ensure all transaction-sensitive states and events can be recovered from any step of the scenario.

1. The waitstaff restarts the system, logs in, and requests recovery of the prior state.
2. The system reconstructs the prior state.
  - 2a. System detects anomalies preventing recovery:

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1. The system signals an error to the waitstaff, records the error, and enters a clean state.
2. Records are automatically sent to support executives for review.
3. The system displays the home page.

**Special Requirements:**

- The system should support the use of the screen by multiple waitstaff.
- The realized reservations should contribute to the loyalty program of subscribed users.

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

**Open Issues:**

- Evaluate the implementation of secure and efficient mechanisms for guest identification, such as QR codes or reservation codes.
- Determine how the realized reservations affect loyalty points.