

Use Case UC4: Exit From the Waitlist

Scope: ReserveWell Application

Level: user goal

Primary Actor: Diner

Stakeholders and Interests:

- Diner: Wants to make a reservation at the restaurant efficiently and conveniently.
- Restaurant Manager: Needs to manage reservations effectively and ensure a smooth dining experience.
- 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:

- Diner is in the waitlist of a certain restaurant.
- The reservation system is operational.
- The diner has a stable internet connection.

Success Guarantee (or Postconditions):

- Diner exits successfully from the waitlist.
- Reservations, restaurant capacity and waitlist data is updated real-time.
- The restaurant manager successfully manages reservations and seating.

Main Success Scenario (or Basic Flow):

1. Diner views his/her "Profile" screen on the website.
2. Diner views his/her "Waitlist" by clicking "My Waitlist" button.
3. Diner selects the option to exit the waitlist for the chosen restaurant.
4. The system prompts the diner to confirm the decision to exit the waitlist.
5. The diner confirms, and the system removes the diner from the waitlist, updating the reservation and waitlist data in real-time.
6. The system notifies the restaurant manager that the diner has exited the waitlist.
7. The restaurant manager reviews the updated data and manages reservations and seating accordingly.
8. Reservations, restaurant capacity, and waitlist data are updated in real-time.
9. The diner has successfully exited the waitlist, and the restaurant manager manages the reservations seamlessly.

Extensions (or Alternative Flows):

*a. At any time, System fails:

1. The diner restarts System, and requests recovery of prior state.
2. System reconstructs prior state
 - 2a. System detects anomalies preventing recovery:
 1. System signals error to the diner, records the error, and enters a clean state.
 2. Diner accesses her/his profile.

4a. Diner decides not to proceed with the exit.

1. The diner selects an option or button to cancel the exit from the waitlist.
2. The system acknowledges the diner's decision not to exit and returns them to the waitlist interface without making any changes.

Special Requirements:

- The system must provide real-time updates on waitlist changes, reservations, and restaurant capacity.
- Secure authentication is crucial to ensure that only authorized diners can access and modify their waitlist status.

Technology and Data Variations List:

1. The web site is supported by all browsers.
8. Integration with a robust database system is essential to store and manage reservation, capacity, and waitlist data.

Frequency of Occurrence: Could be nearly continuous.

Open Issues:

- Determine which languages will be supported by the ReserveWell.
- Define the confirmation process for the diner to exit the waitlist, ensuring clarity and preventing unintentional exits.
- Determine the method and content of notifications sent to the restaurant manager when a diner exits the waitlist.