

ReserveWell	
Use Case UC15: Display Reservations (Waitstaff)	Date: <02/12/23>

### **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.

## 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 reservations information updates on reservation statuses.
- Waitstaff: Wants providing efficient and high-quality service to customers. They need the ability to arrange tables' physical availability according to timely reservations 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 positive dining experience.
- Restaurant Owners: Wants accurately recorded reservations and to satisfy customer interests. Has interest in the overall success and profitability of the restaurant. Requires access to reports and analytics, customers feedback and overall restaurant efficiency.
- Development Team: Wants to accurately account for reservation changes to the restaurant using correct format and protocol. Need to ensure system's stability, scalability, security, and adherence to best practices.

**Preconditions:** The waitstaff is logged into the ReserveWell Application.

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

- Waitstaff can view all the reservations and related information in a timely manner.

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

1. System displays home page.
2. The waitstaff accesses the reservation display screen by clicking the “Display” button.
3. System displays reservations page.
4. The waitstaff views a list of existing reservations with the reservation id, number of guests and hour details, in an increasing hour order.
5. The waitstaff exits the display.

**Extensions (or Alternative Flows):**

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

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

\*b. At any time, System fails:

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

1. The waitstaff restarts system.
2. System displays login page.
3. The waitstaff logs in,
  - 1-2a. System detects anomalies preventing session:
    1. Fail record is sent to support executives for a review and fix.
4. System displays home page.

2a. The waitstaff needs to filter reservations:

1. The waitstaff selects conditions from the filters lists (date, hour) and selects apply.
2. 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.