

## 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 efficiently confirming reservation realizations in the system to manage table turnover effectively and provide better service delivery.
- Diners (Customers): Wants receiving timely confirmation notifications, ensuring a smooth check-in process upon arrival, and having 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 are increased.

### **Preconditions:**

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

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

- The status of confirmed 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 accesses the related page screen by clicking "Realize Reservations" button.
2. The system retrieves a list of reservations that are marked as "confirmed" or in a pending state.

3. The waitstaff verifies the attendance of guests by cross-referencing the reservation details with the actual number of guests present and marks the related reservation as "realized".
4. The system notifies of the realization confirmation, acknowledging their successful reservation.
5. Related database tables and dashboards are updated.

### **Extensions (or Alternative Flows):**

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

1. The waitstaff quits the page.
2. 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, system reconstructs prior state.
    2. The waitstaff chooses to save changes, system updates related data in real-time.
  - 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.

\*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. The waitstaff restarts the system, logs in, and requests recovery of prior state.
2. System reconstructs the prior state.
  - 2a. System detects anomalies preventing recovery:
    1. System signals error to the waitstaff, records the error, and enters a clean state.
    2. Records are automatically sent to support executives for a review.
    3. The waitstaff confirms the reservations realizations.

### **Special Requirements:**

- A mechanism for customer feedback should be implemented.
- The interface should be mobile-responsive.
- The system should support the use of the screen by multiple waitstaff.
- The realized reservations should contribute to loyalty program of subscribed users.

### **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.
- c\*. Ensure that the reservations realization confirmation screen is responsive and accessible on various devices, including smartphones and tablets, for on-the-go access.
- 4a. Reservations realization notification can be either through the in notifications or email.

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

**Open Issues:**

- Explore strategies for robust recovery and ensure data synchronization and service availability during system failures.
- Plan the provision of user training and support resources to ensure restaurant staff can effectively use the reservation system.
- Evaluate implementing secure and efficient mechanisms for guest identification, such as QR codes or reservation codes.
- Determine how the realized reservations affects loyalty points.