

1(a)

Name: Customer Places Order - Normal

Participating Actors: Customer | Kitchen

Entry Condition: Customer has placed one or more items in the order

Exit Condition: Order has been sent to the kitchen

Event Flow:

1. Customer selects items for order.
2. If current local time is 11:30pm or later, no items are able to be added to an order.
3. Customer edits items as desired.
4. Customer reviews order.
5. Customer confirms order.
6. System updates the inventory with respect to the items in the order.
7. Order is sent to the kitchen.

1(b)

Name: Customer Places Order – Special \$5 Meal

Participating Actors: Customer | Kitchen

Entry Condition: Customer has placed zero or more items in the order

Exit Condition: Order has been sent to the kitchen

Event Flow:

1. Customer selects an item from the 5\$ items section for order.
2. If current local time is 11:30pm or later, no items are able to be added to an order.
3. Customer edits items as desired.
4. System updates the customer's order and adds \$5 to the total price.
5. Customer reviews order.
6. Customer confirms order.
7. System updates the inventory with respect to the items in the special meal.
8. Order is sent to the kitchen.

2

Name: Play a Free Game

Participating actor: Customer

Entry condition: Customer is at system main menu

Exit condition: Customer has played a free game and has exited the game screen

Event flow:

1. Customer clicks "Game" button.
2. System switches to screen with a list of games.
3. System temporarily suspends options for placing an order, asking for help or requesting a refill.
4. Customer chooses a game to play.
5. Customer plays game.
6. Customer exits the game

7. System resumes and exits the game screen, allowing the customer to place an order, ask for help, or request a refill.

3(a)

Name: Customer Calls Server For Help

Participating actor: Customer | Server

Entry condition: Customer is not in kids mode

Exit condition: Server has received help notification

Event flow:

1. Customer selects option to call for help.
2. Server receives notification for help from customer.

3(b)

Name: Send Request for Refill

Participating actor: Customer | Server

Entry condition: Customer is not in kids mode

Exit condition: Server has received refill request

Event flow:

1. Customer selects option to request a refill.
2. Server receives refill request notification

4

Name: Customer Pays for Order(s)

Participating actor: Customer

Entry condition: Customer has placed one or more orders.

Exit condition: Customer receives receipt

Event Flow:

1. Customer selects "Pay Now" button.
2. Customer splits order by selecting which menu items they wish to pay for.
3. System displays the amount due including tax.
4. Customer applies applicable coupons to order.
5. Customer adds desired tip amount for server.
6. Customer adds special note to server as feedback if desired.
7. Customer pays the amount due.
8. Customer selects print or email receipt option after the transaction has been processed.

4.1

Name: Customer enters coupon

Participating actor: Customer

Entry condition: Customer has placed one or more orders and has a valid .

Exit condition: Customer receives receipt

Event Flow:

1. Customer selects “Pay Now” button.
2. Customer splits order by selecting which menu items they wish to pay for.
3. System displays the amount due including tax.
4. Customer applies applicable coupons to order.
5. Customer pays amount due.
6. Customer selects print or email receipt option after the transaction has been processed.

4.2

Name: Kid’s Discount

Participating actor: Customer

Entry condition: It is Monday between the hours of 4pm-11:59pm | at least one entrée has been ordered

Exit condition: Customer has received a free kid’s meal

1. Customer adds kid’s meal to order
2. Kid’s meal price is reduced to \$0.00 for each entrée that has been ordered

4.3

Name: Tip

Participating actor: Customer

Entry condition: Customer has placed one or more orders.

Exit condition: Customer receives receipt

1. Customer selects “Pay Now” button.
2. Customer splits order by selecting which menu items they wish to pay for.
3. System displays the amount due including tax.
4. Customer adds desired tip amount for server.
5. Customer pays amount due.
6. Customer selects print or email receipt option after the transaction has been processed.

4.4

Name: Win Dessert

Participating actor: Customer

Entry condition: Customer has paid all orders in full

Exit condition: Customer has finished playing dessert game

Event Flow:

1. Customer is given option to play game for a chance to win a free dessert.
2. Customer wins a coupon for a free dessert with a 1 in 5 chance.

4.5

Name: Split Payments

Participating actor: Customer

Entry condition: Customer has one or more order(s).

Exit condition: Total table value is zero

Event Flow:

1. Customer selects “Pay Now” button.
2. Customer splits order by selecting which menu items they wish to pay for.
3. Payment is processed with appropriate item’s tax
4. Another Customer repeats steps 1-3

4.6

Name: Skip Reward Game

Participating actor: Customer

Entry condition: Customer has just purchased an entree item

Exit condition: Customer has skipped the game

Event Flow:

1. Customer orders an item off the menu
2. System asks customer if they would like to play a reward game
3. Customer selects “no”

5

Name: Server Checks Table Status

Participating Actors: Server

Entry Condition: Server is on the main menu

Exit Condition: Server is given table status

Event Flow:

1. Server selects “Tables” from the main menu.
2. Tables are displayed under the headings “Ordered”, “Eating”, and “Paid” with appropriate table numbers.

6(a)

Name: Server Logs Into System

Participating Actors: Server

Entry Condition: Server’s device is not logged in

Exit Condition: Server is logged in to device

Event Flow:

1. Server enters credentials on login screen.
2. Server selects “Clock In” button.
3. If credentials are incorrect, the server is returned to the login screen.
4. If credentials are correct, server is logged in to the system.

6(b)

Name: Server Logs Out of System

Participating Actors: Server

Entry Condition: Server is logged in to device and on the main menu

Exit Condition: Server's device is not logged in

Event Flow:

1. Server selects the "Clock Out" option on the menu.
2. Server is automatically clocked out and returned to the login screen.

7

Name: Server Places Order

Participating Actors: Server | Customer | Kitchen

Entry Condition: Server is on table status screen

Exit Condition: Order has been sent to the kitchen

Event Flow:

1. Server selects appropriate table number.
2. Server selects "View Order" option for the table.
3. Server adds customer's desired items with any desired modifications.
4. Server confirms order.
5. Order is sent to the kitchen.

8

Name: Server Processes Payment

Participating Actors: Server | Customer

Entry Condition: Customer has placed order and server is on table status screen

Exit Condition: Payment has been processed

Event Flow:

1. Server selects appropriate table number
2. Server selects "View Bill" option for the table.
3. Server adds coupon codes as necessary.
4. Server splits the bill as necessary.
5. Server selects "Pay" option and processes the payment with desired payment method.

9

Name: Server Comps Order

Participating Actors: Server | Customer

Entry Condition: Customer has placed order and server is on table status screen

Exit Condition: Order has been comped

Event Flow:

1. Server selects appropriate table number.
2. Server selects "View Bill" option for the table.

3. Server selects “Comp Order” option on bill screen.
4. Server selects items to be comped
5. Server confirms selections and the desired items are comped

10

Name: Server Calls Manager for Assistance

Participating Actors: Server | Manager

Entry Condition: Server is in front of device

Exit Condition: Manager has received notification for help

Event Flow:

1. Server selects “Call Manager” button at the top of any screen on the device.
2. Manager receives notification that the server requires assistance.

11

Name: Kitchen views orders

Participating Actors: Kitchen

Entry Condition: An order has been made

Exit Condition: Kitchen marks order as complete

Event Flow:

1. Kitchen looks on order on screen for reference
2. Kitchen works on orders adhering to ordered instructions
3. Kitchen completes order

11.1

Name: Kitchen marks orders as complete

Participating Actors: Kitchen

Entry Condition: Order is on the Kitchen Screen

Exit Condition: Order is no longer on the screen

Event Flow:

1. Kitchen taps on desired order
2. Kitchen selects “finished”
3. Notification is sent to server and order is taken off the screen

12

Name: Server Receives Completed Order Notifications

Participating Actors: Server | Kitchen

Entry Condition: Order has been sent to kitchen

Exit Condition: Server receives completed order notification

Event Flow:

1. Once the kitchen has completed order, they mark it as complete.
2. Server receives notification that order has been marked as complete

13(a)

Name: Kitchen calls server for help

Participating Actors: Kitchen | Server

Entry Condition: Kitchen staff is on kitchen system menu

Exit Condition: Server receives notification for help

Event Flow:

1. Kitchen staff clicks “help” button
2. Kitchen staff selects server to call
3. Kitchen staff selects “call server”
4. Server receives help notification.

13(b)

Name: Kitchen Calls Manager for Help

Participating Actors: Kitchen | Manager

Entry Condition: Kitchen staff is on kitchen system menu

Exit Condition: Manager receives notification for help

Event Flow:

1. Kitchen staff clicks “help” button
2. Kitchen staff selects “call manager”
3. Manager receives help notification.

14.1(a)

Name: Add Menu Item to Menu

Participating actor: Manager

Entry condition: Manager is at system main menu.

Exit condition: Item has been added to menu.

Event Flow:

1. Manager clicks “Edit Menu” button.
2. Manager types “Add Item” button.
3. Manager enters item’s title, description, nutritional information, customization options, and allergen information in respective fields.
4. Manager clicks “Upload Image” button and selects an image on his/her local disc.
5. Manager clicks “Submit.”

14.1(b)

Name: Remove Menu Item From Menu

Participating actor: Manager

Entry condition: Manager is at system main menu.

Exit condition: Item has been removed from menu.

Event flow:

1. Manager clicks “Edit Menu” button.
2. Manager navigates to the menu item he/she wishes to remove.
3. Manager clicks “Remove” corresponding to menu item.
4. Manager selects “Yes” to confirm the decision to remove the selected menu item

14.2

Name: Edit Menu Item’s Details

Participating actor: Manager

Entry condition: Manager is at system main menu.

Exit condition: Menu item’s details have been edited.

Event flow:

1. Manager clicks “Edit Menu” button.
2. Manager navigates to the menu item whose details he/she wishes to edit.
3. Manager selects menu item.
4. Manager clicks “Edit” button corresponding to the data he/she wishes to edit.
5. Manager clicks “Save” button to confirm changes to data.

15.1(a)

Name: Create Inventory Item

Participating actor: Manager

Entry condition: Manager is at system main menu.

Exit condition: Item has been added to inventory.

Event flow:

1. Manager clicks “Inventory” button.
2. Manager clicks “Add Item” button.
3. Manager types desired name and quantity of new item in respective fields.
4. Manager clicks “Submit” button.

15.1(b)

Name: Remove Inventory Item

Participating actor: Manager

Entry condition: Manager is at system main menu.

Exit condition: Item has been removed from inventory

Event flow:

1. Manager clicks "Inventory" button.
2. Manager clicks "Remove Items" button.
3. Manager clicks "Remove" button corresponding to item he/she would like to remove.
4. Manager clicks "Yes" button to confirm item removal.

15.2

Name: Adjust Inventory Item Quantity

Participating actor: Manager

Entry condition: Manager is at system main menu.

Exit condition: Inventory item's quantity has been adjusted

Event flow:

1. Manager clicks "Inventory" button.
2. Manager clicks "Edit" button corresponding to the item he/she wished to adjust.
3. Manager types desired quantity in quantity field.
4. Manager clicks "Save" button.

16(a)

Name: Add Employee Account

Participating actor: Manager

Entry condition: Manager is at system main menu.

Exit condition: Employee account has been added.

Event flow:

1. Manager clicks "Staff" button.
2. Manager clicks "Add Employee" button.
3. Manager types desired name of new employee in respective field.
4. Manager types desired ID of new employee in respective field.
5. Manager clicks "Submit" button.

16(b)

Name: Delete Employee Account

Participating actor: Manager

Entry condition: Manager is at system main menu.

Exit condition: Employee account has been deleted.

Event flow:

1. Manager clicks "Staff" button.

2. Manager clicks the “Remove” button corresponding to the employee account he/she wishes to delete.
3. Manager clicks the “Yes” button to confirm his/her decision.

17

Name: View Employee Statistics

Participating actor: Manager

Entry condition: Manager is at system main menu

Exit condition: System is displaying selected employee’s statistics for viewing

Event flow:

1. Manager clicks “Staff” button.
2. System switches to screen with list of employee’s names.
3. Manager clicks on the name of the employee that corresponds to the employee the manager wishes to view.
4. System switches to screen that displays statistics of the selected employee for that week.

18

Name: View Menu Item Quantity Sold

Participating actor: Manager

Entry condition: Manager is at system main menu

Exit condition: System is displaying list of how many times each menu item has been ordered

Event flow:

1. Manager clicks “Stats” button.
2. System switches to screen with a list of menu items, each with a number besides it that indicates how many times that menu item was ordered for the selected time period.
3. Manager clicks on time period at the top of the screen.
4. System displays a list of past time periods that can be selected.
5. Manager clicks on a time period.
6. System displays the list of menu items, each with a number besides it that indicates how many times that menu item was ordered during the new time period.

19

Name: Manager Generates Coupon

Participating actor: Manager

Entry condition: Manager is at system main menu

Exit condition: A new coupon and coupon code is generated.

Event flow:

1. Manager clicks “Coupons” button.
2. System switches to screen with default information for a new coupon.

3. Manager clicks on “date valid” field to edit the time period that the new coupon can be used.
4. Manager clicks on “text” field to edit the reason for the coupon.
5. Manager clicks on “discount” field to edit the coupon’s effect.
6. Manager clicks on “generate coupon” button.
7. The system generates a new coupon using the information in the fields.

20.1

Name: Enroll in a loyalty reward system

Participating actor: Customer

Entry condition: Customer is at a table

Exit Condition: A new loyalty id has been generated

Event flow:

1. Customer selects Loyalty Login
2. Customer selects Create Rewards Account
3. Customer enters personal details
4. Customer confirms information is valid and correct
5. System generates new loyalty ID and provides it to the customer

20.2

Name: Loyalty Reward Login

Participating Actor: Customer

Entry Condition: Customer is at system main menu

Exit Condition: Customer has logged in as loyalty member

Event Flow:

1. Customer selects “Loyalty Rewards”.
2. Customer enters login information.
3. System prompts to re-order last ordered meal.
4. If customer selects “Yes”, then last ordered meal is added to current order.
5. Customer is returned to main menu and is logged in as loyalty member.

20.3

Name: Order previous selections

Participating Actor: Customer

Entry Condition: Customer is logged onto their loyalty account

Exit Condition: The Customer order has been placed

Event Flow:

1. Customer Select Loyalty Login
2. Customer enters credentials
3. Customer selects “order previous selections”
4. Customer confirms order
5. Order is sent

21

Name:Happy Hour Discount

Participating actor:Customer

Entry condition: Customer is at a table between 5:00pm and 7:00pm

Exit Condition: Customer's order for a shake is discounted

Event flow:

1. Customer selects desired shake and adds to order
2. Customer places order
3. Shake is added to order with a discounted price

22

Name: Customer Views Media Content

Participating actor:Customer

Entry condition: Customer is at system main menu

Exit Condition:Desired media entertainment is being displayed

Event flow:

1. Customer selects Media Entertainment
2. Customer searches through list of content
3. Customer selects desired content
4. Media content is displayed

23

Name: Customer leaves Server feedback

Participating actor:Customer

Entry condition: Customer is paying for their order

Exit Condition:Customer has their receipt printed

Event flow:

1. Customer splits order by selecting which menu items they wish to pay for.
2. System displays the amount due including tax.
3. Customer applies applicable coupons to order.
4. Customer adds desired tip amount for server.
5. Customer adds special note to server as feedback if desired.
6. Customer pays the amount due.
7. Customer selects print or email receipt option after the transaction has been processed.

24

Name: Generate Work Schedule

Participating actor: Manager

Entry condition: Manager is at system main menu.

Exit condition: A Work Schedule is generated.

Event flow:

1. Manager selects Schedule
2. Manager enters id of employee being scheduled
3. Manager inputs all shifts the employee will work into schedule
4. Manager selects generate schedule
5. The system takes in data and generates a weekly view of the employee's work schedule.

25

Name: Popular Item Promotion

Participating actor: Customer

Entry condition: Customer is viewing menu.

Exit condition: The Customer ~~receives a list of the top 5 ordered meals~~ sees the most popular item at the top of the list of items

Event flow:

1. Customer selects ~~popular items~~ an item category (entrée, dessert, appetizer, drink, etc.)
2. System displays the ~~top five most ordered menu items for the current day~~ most ordered item in that item's category.
3. System periodically updates the most ordered item in real time.

26

Name: Customer Feedback Survey

Participating actor: Customer | Manager

Entry condition: Customer is ready to pay for order.

Exit condition: The customer pays and the manager can view the survey results

Event flow:

1. Customer clicks final 'pay' button to confirm payment
2. Customer fills out survey questions provided by the system
3. Customer clicks 'submit' to submit final survey answers
4. System send the results to the database and allows the user to try for a free dessert
5. The manager clicks 'survey results' and the system pulls results to the survey questions from the database