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| USE CASE 2 | z |
| Goal in context | Staff must make changes to the program at the end of the business day |
| Scope & level | Maintain stock levels & edit the menu dynamically |
| Preconditions | Staff must change something to improve customer experience/ improve sales |
| Success end conditions | * A promotion is initiated * An item must be removed from the menu * A prize/ incentive must be given to a random customer * No bugs are found in the system |
| Failed end conditions | * A promotional discount/coupon is not sent * An unavailable item is still visible on the menu * A competition winner does not receive their prize/incentive * A bug was overlooked |
| Primary, Secondary actors | Employee, Manager, Database assistant |
| Trigger | Member of Staff needs to make an administration change |
| Description | 1. A member of staff logs onto the system. 2. Special permissions become available on the UI 3. A limited time promotion is added or removed from the system 4. If an item runs out during a business day, it must be labelled as unavailable until more stock comes in. 5. Different incentives must be added depending on the customers situation 6. Finally, the employee places a test order to ensure customers cannot take advantage of/have to deal with system bugs. |
| Extensions | 4a. The employee does not have access to certain functions, and must request higher permissions from the manager. |
| Variations | Permissions may vary depending on whether the manager or regular staff member is performing these checks. |
| Related information | A very active channel must be maintained between the front end staff and back end staff (such as the database manager) |
| Priority | High |
| Performance | <1 hour |
| Frequency | 1/day |
| Channel to actors | Not yet determined |
| Open issues | Any bugs discovered being brought to the development team |
| Due date | Week 8 |
| Superordinates | Ensuring general system health |
| Subordinates | Adding and ending promotions |

**Diagram

Description automatically generated**