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| USE CASE 1 | ORDERING FOOD |
| Goal in context | The customer wants to view the menu, select the items they want, and pay for the items. |
| Scope & level |  |
| Preconditions | The customer has clicked the screen to activate it and the machine is working |
| Success end conditions | The customer is able to order the food they selected and successfully paid for the food. |
| Failed end conditions | The food isn’t added to the order correctly. |
| Primary, Secondary actors | Customer, employee, admin |
| Trigger |  |
| Description | 1. The customer activates the screen 2. The customer chooses the language 3. The customer chooses whether to enter their ID Number 4. they want to order in 5. Customer selects which items they would like to add to basket 6. Customer selects check out 7. Customer chooses whether to apply a discount code or not 8. The customer chooses take away or eat in 9. The customer pays |
| Extensions | The customer selects an item, but it is out of stock. |
| Variations | The customer chooses to customise their order |
| Related information | Help button |
| Priority | High |
| Performance | Seconds |
| Frequency | 200/day |
| Channel to actors | Not yet determined |
| Open issues |  |
| Due date | Week 8 |
| Superordinates |  |
| Subordinates | Customise order |
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| USE CASE 2 | Pay |
| Goal in context | Successfully pay the correct amount for the food ordered |
| Scope & level |  |
| Preconditions | The customer has added items to the basket |
| Success end conditions | The customer is charged for their food and the company receives the money |
| Failed end conditions | The amount received by the company is wrong, or the amount paid by the customer is wrong.  Payment fails due to insufficient balance |
| Primary, Secondary actors | Customer |
| Trigger | The customer clicks pay |
| Description | 1. The customer clicks checkout when ready to pay for their food 2. This redirects the customer to a checkout page 3. The customer can apply a discount in this page 4. When satisfied with the order price and discounts applied, the customer can select pay 5. This calls an external system which executes a transaction between the customer and the restaurant. |
| Extensions |  |
| Variations | The customer does not add a discount  The customer may choose to pay by cash or card |
| Related information |  |
| Priority | High |
| Performance | Seconds |
| Frequency | 200/day |
| Channel to actors | Not yet determined |
| Open issues |  |
| Due date | Week 10 |
| Superordinates |  |
| Subordinates | Apply discount |
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| USE CASE 1 | Add product to order |
| Goal in context | Customer selects food to be added to their basket |
| Scope & level |  |
| Preconditions | The customer has clicked the screen to activate it |
| Success end conditions | The food is added to the order and the price of the basket is updated |
| Failed end conditions | The food isn’t added to the order and the price of the basket isn’t updated. |
| Primary, Secondary actors | Customer, employee, admin |
| Trigger | User selects an item on the screen |
| Description | 1. User selects item 2. User chooses whether to customise or not 3. User adds to cart |
| Extensions | 4a. The user selects the item, but its out of stock and the customer gets informed. |
| Variations | If the user chooses to customise order |
| Related information | Help button |
| Priority | High |
| Performance | Seconds |
| Frequency | 200/day |
| Channel to actors | Not yet determined |
| Open issues |  |
| Due date | Week 8 |
| Superordinates |  |
| Subordinates | Customise order |
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