PROJ1C1 (G24)- WolfCafe System

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Use-Cases

Use Case 1: Customer Account Creation and Login

Preconditions: User is on the home or login screen; has internet access.

Main Flow:
- User clicks "Create Account.';
- Enters the required details: email, password, name, dietary status, etc.;
- System validates data;
- User clicks confirmation link to activate account;
- User logs in by entering email and password.

Subflows:
- Resend confirmation email upon user request.
- Password reset initiated via "Forgot Password" link.

Alternative Flows:
- Invalid or missing input data shows a clear error message.
- Email already registered prompts "Account exists" message.

Use Case 2: Add Items to Cart and Edit Cart

Preconditions: User is viewing the menu or item detail.

Main Flow:
- User taps "Add to Cart" on an item;
- Cart icon updates with item count and current total;
- User opens cart to review items;
- User adjusts item quantities or removes items.

Subflows:
- Cart updates total dynamically with each change.

Alternative Flows:
- Attempting to add an unavailable item results in a notification.
- Cart persists between sessions until checkout or explicit clearing.

Use Case 3: Purchase Item (Customer)

Preconditions: The user is logged in; The user is looking at the home page; The user has a customer status.

Main Flow:
- The user selects the "Create Order" option;
- The user is redirected to a page with all currently available recipes and items;
- The user selects an item to add to their cart; The order total is shown at the bottom of the webpage including sales tax;
- The user selects "checkout";
- The user is given the option to leave a 15%, 20%, 25%, or custom tip;
- The user is redirected to the home screen with a prompt that their order was created.

Subflow:
- **Multiple Quantities of the Same Item:**
  The user adds the same item to their cart multiple times; The system updates the cart accordingly.
- **Adding Several Different Items:**
  The user adds several different items to the cart; The system updates the cart accordingly

Alternative Flow:
- **Item Unavailable:**
  The user tries to add an item that is unavailable; The system blocks the request; The system notifies the user that the item is currently unavailable.

Use Case 4: Fulfilling Orders (Admin)

Preconditions: The user is an admin; The admin is logged into the system and is looking at the main menu

Main Flow:
- The admin selects the "View Orders" button;
- The admin is shown a page of all currently unfulfilled orders;
- Next to the order that the admin would like to fulfill, the admin selects "fulfill order";
- The order is removed from the orders page and the customer is notified of their order being fulfilled;
- The admin forwards the request to kitchen staff for item preparation;
- The admin is kept on the orders page with the updated list of unfulfilled orders.

Subflow:

- **Fulfilling Multiple Orders:** The admin opens the orders page; The admin selects the "fulfill order" button next to several orders; All of the fulfilled orders are removed from the page.

Alternative Flow:
- **No Unfulfilled Orders Exist:** The admin opens the orders page; The admin is displayed with the text "No unfulfilled orders"

Use Case 5: Manage Item Availability and Visibility (Staff/Admin)

Preconditions: The user is a Staff member or Admin and is logged into the system with permissions to manage the menu.

Main Flow:
- The user navigates to the "Menu Management" or "Inventory" dashboard.
- The system displays a list of all available items and recipes.
- The user identifies an item that is temporarily unavailable (e.g., "Sold Out for Today").
- The user clicks a toggle or selects an option to change the item's status from "Available" to "Sold Out."
- The system confirms the change. The item immediately becomes un-orderable on the customer-facing menu, possibly showing a "Sold Out" label.

Subflow:
- **Marking Multiple Items as available or unavailable** The user selects several items and selects the "available" or "sold out" button. This changes the status of all items to the specified status

Alternative Flows:

- **Conflicting Inventory Levels**: The user tries to mark an item as "Available," but the system's underlying inventory tracking shows that a critical ingredient is at zero. The system prevents the action and displays a notification: "Cannot make available. Required ingredient 'Espresso Beans' is out of stock."
- **Concurrent Modification**: Another staff member simultaneously changes the status of the same item. The system detects the conflict and alerts the user: "This item was just updated by another user. Please refresh the page."

Use Case 6: Track Order Status (Customer)

Preconditions: The user is logged in as a **Customer** and has an active, unfulfilled order.

Main Flow:
- From the home screen, the customer clicks on the "My Active Order" status banner.

- ○ The system displays the current status of their order (e.g., "Order Received," "In Progress," "Ready for Pickup").
- ○ When a staff member fulfills the order, this screen automatically updates to "Ready for Pickup."
- ○ The customer picks up their order.

Subflows:
- ○ **Push Notifications**: The customer receives an automated push notification on their device when their order status changes to "Ready for Pickup."

Alternative Flows:
- ○ **No Active Order**: If the customer navigates to the tracking page without an active order, a message is displayed: "You have no active orders."

Use Case 7: Manage Inventory (Staff)

Preconditions: The user is logged in as a **Staff** member.

Main Flow:

- ○ The staff member selects the "Inventory" option from their dashboard.
- ○ A list of all trackable items/ingredients is displayed with their current quantities.
- ○ The staff member finds the item to update and enters the quantity to add (e.g., after a delivery).
- ○ The staff member clicks "Update Stock."
- ○ The system updates the inventory count and provides a confirmation message.

Subflows:

- ○ **Updating Multiple Items**: The staff member can update quantities for several items on the same screen before clicking a single "Update All" button.
- ○ **Reducing Stock**: The staff member can click a subtract button next to an ingredient to reduce its quantity (spoilage or other reason)

Alternative Flows:

- ○ **Insufficient Permissions**: A user without staff permissions attempts to access the page and is shown an "Access Denied" message.
- ○ **Invalid Input**: The user enters non-numeric text into a quantity field. The system highlights the error and prevents the update until it is corrected.

Use Case 8: Configure System Settings (Admin)

Preconditions: The user is logged in as an **Admin**.

Main Flow:
- ○ The admin navigates to the "System Settings" page.
- ○ The admin selects the "Financial" or "Tax" section.
- ○ The admin inputs the new sales tax rate (e.g., 2.0 for 2%).
- ○ The admin saves the changes.
- ○ The system confirms the update and applies the new tax rate to all future orders.

Subflows:
- ○ **Editing the Tax Rate**: After inputting the tax rate, the admin can click back on the tax rate button to modify it to a new value.

Alternative Flows:
- ○ **Invalid Tax Rate**: If the admin enters a non-numeric or negative value for the tax rate, the system displays an error and prevents saving.

Use Case 9: User Profile and Dietary Preferences (Customer)

Preconditions:
- ● User is logged in.

Main Flow:
- ● User opens profile/preferences page.
- ● User sets dietary preferences (e.g., vegan, nut-free).
- ● System saves preferences and applies filters automatically on menu browsing.

Subflows:
- ● System prompts user at first order or periodically to confirm/update preferences.

Alternative Flows:
- ● Invalid preference input results in an error prompt.

Use Case 10: Manage Users (Admin: Create/ Edit/ Delete Staff & Customers)

Preconditions: Admin logged in with user-management privileges.

Main Flow:
- ● Admin navigates to "User Management."; Admin selects "Create User" and inputs details (name, email, role, permissions);
- ● Admin assigns role (Staff/ Customer/ Other) and submits; System creates user, sends activation email, and records action in audit log;
- ● For Edit/Delete, admin selects user, edits fields or selects delete, confirms action, system updates and logs.

Subflows:
- **Bulk import:** Admin uploads CSV to create multiple users — system validates and reports errors.
- **Password reset:** Admin triggers reset which emails user a reset link.

Alternative Flows:
- **Duplicate email or invalid data:** System rejects and shows validation errors.
- **Unauthorized admin (insufficient rights):** System denies access and logs attempt.
- **Failed activation email:** Admin can resend activation or manually activate account.

Reflection document

This set of 10 use cases was carefully selected to create a focused, achievable scope that delivers a complete and functional product.

To start our workflow, we began by each prompting our favorite LLMs to select the best 10 use-cases out of the 30 use-cases. This left us with many different lists of 10 use-cases that we could then narrow down to our overall favorite 10 use-cases. This approach also allowed us to have different perspectives on what use-cases were the most important and which similarities the LLMs had when picking their favorite use-cases. Since each LLM justified its selection, it allowed us to see a variety of viewpoints on what direction to take this project.

1) How did you decide what NOT to do?

The process of deciding what **not to include** in the MVP focused on:

- **Core Value and Risk Assessment:** We prioritized features that directly address the primary pain points of users (placing orders, payment, order tracking) to validate basic product-market fit quickly. Some use cases described parts of a larger workflow. We also removed use cases that are important for business management but are not part of the core customer-facing transaction loop.
- **Effort vs Learning:** Features requiring significant development effort but delivering little validated learning or that could be manually handled initially were deferred. This avoids early over-engineering and maximizes resource efficiency.
- **Complexity and Scope Management:** Flows involving complex business processes (e.g., catering, advanced analytics, staff scheduling) were left out to reduce technical risk and allow faster iteration cycles.
- **Regulatory and Compliance Non-essentials:** Although privacy and sustainability are critical, initial lightweight compliance was accepted while delegating exhaustive controls (e.g., comprehensive privacy dashboards) to later releases.
- **User Experience Principle:** Features that might cause user confusion or fragmentation (e.g., anonymous orders, complex promotions) were shelved to maintain a simple, predictable MVP interface.

In sum, the decision was rooted in lean startup principles emphasizing fast feedback loops and addressing the riskiest assumptions first.

2) What negative impacts or disappointments could this MVP have for your stakeholders?

- **Limited Feature Set:** Users may find missing advanced features like order modifications, refunds, promotions, personalized recommendations, and detailed analytics limiting, impacting initial satisfaction.
- **Manual Operations:** Staff and admins may need to handle some tasks manually (e.g., financial reconciliation, shift scheduling) causing inefficiencies.
- **Lack of Guest Ordering:** Excluding anonymous ordering may reduce accessibility for new users reluctant to create accounts upfront.
- **Reduced Marketing Capability:** Absence of targeted notifications and campaigns could impact user engagement and retention.
- **Security and Privacy Awareness:** Limited privacy control features could raise concerns for data-sensitive stakeholders until robust policies are integrated.
- **Scalability Constraints:** The MVP may not be architected for high concurrency or multi-region deployments initially, limiting growth speed.

3) What changes did you make (and why) to the MVP to appease some stakeholders?

- **Focused Core User Journeys:** Retained and detailed user flows critical to customers (account setup, ordering, status tracking) and staff (inventory and fulfillment) to ensure operational functionality and early stakeholder value.
- **Added Basic Dietary Preferences:** Incorporated simple dietary and allergen info filtering, responding to health-conscious consumers' concerns and regulations.
- **Clear Role Distinction:** Detailed admin and staff use cases for user and menu management to safeguard permissions and operational clarity.
- **Fallback and Error Handling:** Embedded alternative flows across critical functions (payment, tracking) to enhance UX reliability.

LINK TO LLM PROMPT HISTORY

https://www.perplexity.ai/search/are-you-able-to-access-the-she-en05vRu_T_ipoYilVxEolg