

Use Case Document - Team 007

LameDuck Coffee Reward Program Use Case Events

Subject	Verb	Object	Frequency	Arrival Pattern	Response
Customer	Joins	VIP Program	10 / Day / Stand	Episodic	Manager adds customer to application and saves information to the database. The manager gives the VIP Customer a card number
Customer	Cancels	VIP Program	1 / Week / Cart	Episodic	Manager permanently deletes Customer's information from the application and database.
Customer	Updates	VIP Information	1 / Week / Cart	Episodic	Manager looks up customer information (by number), edits information, and saves to database
Customer	Purchases	Item	1000 / Day / Cart	Episodic	Manager selects item, enters customer number, and enters the purchase into the system. The point value for VIP Customer is updated by the system
Customer	Purchases	Coffee Refill	200 / Day / Cart	Episodic	Manager selects refill purchase and enters customer ID. The system checks to see if customer is a GOLD Member. The coffee is free if the customer is a GOLD Member, otherwise the customer is charged
Customer	Preorders	Dessert	10 / Day / Cart	Episodic	Manager selects dessert and enters customer number. If item is available to preorder, the preorder is recorded. Otherwise the system notifies the manager it is not available for preorder
Manager	Looks up	Customer	10 / Day / Cart	Episodic	Manager enters VIP customer number and the system displays the total points earned by the customer, the total points for the last 30 days, the GOLD member status, and the list of items ordered by the customer for the last 30 days. The manager has the option of seeing total purchase list with an option.
Manager	Generates	Reports	1 / Day / Cart	Episodic	Manager generates a report for the coffee stand that gives a list of items purchased and pre orders made for the selected day.
Manager	Selects	Coffee Cart	1 / Day / Cart	Episodic	Manager selects coffee cart. All further purchases and pre-orders are associated with that coffee stand.

Use Case: Customer requests to joins VIP Program

1. Customer request to join VIP Program
2. Manager selects "Account Management"
3. Manager selects "Add New VIP Customer"
 - 3.1. Adds name
 - 3.2. Adds phone number
 - 3.3. Adds birthdate
 - 3.4. Adds card number from physical card
4. Manager saves VIP Customer
5. Application verifies VIP Customer is added
6. Application displays VIP Customer information
7. Manager gives custom physical card with card number
8. Manager selects "Main Menu"

Use Case: Customer requests to leave VIP Program

1. Customer request to lean VIP Program
2. Manager request physical card
3. Manager selects "Account Management"
4. Manager selects "Search VIP Customer"
 - 4.1. Enters VIP Card Number
5. Manager selects customer
6. Manager selects "Delete VIP Customer"
7. Manager confirms selection
8. Application verifies VIP Customer is delete.
9. Application returns to "Main Menu"
10. Manager verbally confirms deletion of account with customer

Use Case: Customer requests to update VIP information

1. Customer request to update VIP information
2. Manager request physical card
3. Manager selects "Account Management"
4. Manager selects "Search VIP Customer"
 - 4.1. Enters VIP Card Number
5. Manager selects customer
6. Manager selects "Edit VIP Customer"
7. Manager edits information
 - 7.1. Name
 - 7.2. Birthdate
 - 7.3. Phone number
8. Manager selects save
9. Application verifies VIP Customer information is saved
10. Application displays VIP Customer information

11. Manager verbally confirms updated of account with customer
12. Manager selects "Main Menu"

Use Case: Manager looks up VIP Customer

1. Manager selects "Account Management"
2. Manager selects "Search VIP Customer"
 - 2.1. Enters VIP Card Number
3. Manager selects customer
4. Application displays
 - 4.1. VIP Status
 - 4.2. Points for last 30 days
 - 4.3. Total points
 - 4.4. Items for last 30 days
 - 4.5. A button for full purchase history
 - 4.5.1. If manager selects full purchase history the entire history is displayed
5. Manager selects "Main Menu"

Use Case: Customer purchases item(s)

1. Customer purchases item(s)
2. Manager selects "Purchase"
3. Manager selects adds item(s) from purchase list
4. Manager selects "Continue Purchase"
5. Manager requests Customer Card
6. Manager enters VIP Card Number
7. Manager selects "Finalize Purchase"
8. Application confirms purchase
9. Application displays VIP Customer information
10. Manager verbally confirms purchase and updates customer on his/her point totals
11. Manager selects "Main Menu"

Use Case: Customer pre-orders dessert(s)

1. Customer purchases item(s)
2. Manager selects "Pre-order"
3. Manager selects adds desserts) from pre-order list
4. Manager selects "Continue Preorder"
5. Manager requests Customer Card
6. Manager enters VIP Card Number
7. Manager enters pre order date
8. Manager selects "Finalize Pre-order"
9. Application confirms pre-order
10. Application displays VIP Customer information
11. Manager verbally confirms pre-order and updates customer on his/her point totals
12. Manager selects "Main Menu"

Use Case: Manager generates report

1. Manager selects "Generate Report" from "Main Menu"
2. Manager enters date and selects "Coffee Cart Location"
3. Manager selects "Generate Report"
4. Manager reviews report
5. Manager selects "Generated New Report" or "Main Menu"

Use Case: Manager selects Coffee Cart Location

6. Manager selects "Coffee Cart Location" from "Main Menu"
7. Manager enters selects "Coffee Cart Location"
8. Application verifies coffee cart location
9. Manager selects "Main Menu"

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Use Cases







