

# Use Case Descriptions V2

## Use Case Description Template (Copy this)

Use Case ID:			
Use Case Name:			
Created By:		Last Updated By:	
Date Created:		Date Last Updated:	
Actor:			
Description:			
Preconditions:			
Postconditions:			
Priority:			
Frequency of Use:			
Flow of Events:			
Alternative Flows:			
Exceptions:			
Includes:			
Special Requirements:			
Assumptions:			
Notes and Issues:			

Use Case ID:	1		
Use Case Name:	End User Joining Service Queue		
Created By:	Nicholas	Last Updated By:	Nicholas
Date Created:	02/2/22	Date Last Updated:	19/02/2022
Actor:	End User		
Description:	Process for End User to join		
Preconditions:	1. End User Logged In (Assumed) 2. End User not in queue 3. End User account is synced with SingPass		
Postconditions:	1. End User joined a queue		
Priority:	Medium		
Frequency of Use:	0 - 3 per day		
Flow of Events:	1. End User taps on a location in the Home Screen 2. End User taps on "Queue" button 3. End User indicates how many pax he wants to queue for 4. End User taps on confirm		
Alternative Flows:			
Exceptions:	-		
Includes:	-		
Special Requirements:	-		

Assumptions:	-
Notes and Issues:	-

Use Case ID:	2		
Use Case Name:	Process for End User to leave queue		
Created By:	Nicholas	Last Updated By:	Nicholas
Date Created:	2/2/22	Date Last Updated:	11/02/22

Actor:	End user		
Description:	How the End User can go about leaving the queue		
Preconditions:	End User logged in (Assumed) End User is in a queue		
Postconditions:	End User has information on queue time for locations		
Priority:	Medium		
Frequency of Use:	0 - 3 per day		
Flow of Events:	<ol style="list-style-type: none"> <li>1. End User's turn is reached, Service Provider will notify End User of turn</li> <li>2. Timer (hidden) will begin for End User to arrive within xx mins</li> <li>3. End User arrives at location, scans QR code at Location to indicate they left the queue.</li> </ol>		
Alternative Flows:	<b>1-1-AC-1: User chooses to drop out of queue</b> <ol style="list-style-type: none"> <li>1. End User taps on the tab for the location they are queuing for.</li> <li>2. End User taps on "Cancel"</li> <li>3. Popup appears confirming if End User wants to drop out</li> <li>4. End User taps "Drop out from queue"</li> </ol>		
Exceptions:	-		
Includes:	1. Viewing Service Queue		
Special Requirements:	-		
Assumptions:	-		
Notes and Issues:	-		

Use Case ID:	3		
Use Case Name:	End User View Service Queue		
Created By:	Nicholas	Last Updated By:	Nicholas
Date Created:	2/2/22	Date Last Updated:	11/02/2022

Actor:	End User		
Description:	End User Viewing Queue		
Preconditions:	End User Logged In (Assumed)		
Postconditions:	User Logged in		
Priority:	High		
Frequency of Use:	0 - 10 per day		

Flow of Events:	<ol style="list-style-type: none"> <li>1. End User is at the Home Screen with popular/nearby Locations</li> <li>2. User taps on a Location in the Home Screen</li> <li>3. User is able to view the number of people in Service Queue and the projected wait times</li> </ol>
Alternative Flows:	<b>1-3-AC-1: User wants live update</b> <ol style="list-style-type: none"> <li>1. End User taps on "Chat" button</li> <li>2. A chat screen opens and End User is able to view live chat from that particular Location/Store.</li> </ol>
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	4		
Use Case Name:	Register Service Provider Account		
Created By:	Lucas	Last Updated By:	Lucas
Date Created:	01/02/2022	Date Last Updated:	18/02/2022

Actor:	Service Provider
Description:	Account Creation Process for Service Providers using Google Sign-In Client.
Preconditions:	<ol style="list-style-type: none"> <li>1. Service Provider is not logged in.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. A new Service Provider account is added to the database.</li> <li>2. Service Provider is able to log in to view and manage their own Service Queue</li> </ol>
Priority:	Medium
Frequency of Use:	1 - 3 times per lifetime
Flow of Events:	<ol style="list-style-type: none"> <li>1. Service Provider is prompted to enter a username, phone number, email address, password and confirm password.</li> <li>2. Service Provider selects the Sign-Up button.</li> <li>3. The System will ensure that both password fields are identical and the phone number and email are in valid formats.</li> <li>4. The System will <u>Validate Account Availability</u>.</li> <li>5. If there is no existing account, then the Service Provider is prompted to enter their business UEN.</li> <li>6. The System will <u>Verify Service Provider UEN</u>.</li> <li>7. Once verified, the System creates a Service Queue for the Service Provider.</li> <li>8. The System displays the log-in screen.</li> </ol>
Alternative Flows:	<b>4-1-AC-1: Google Sign-In Client Registration</b> <ol style="list-style-type: none"> <li>1. Service Provider is prompted to <u>Register Via Google Sign-In Client</u>.</li> <li>2. Once the Service Provider is successfully signed into Google, return to Step 4.</li> </ol>

Exceptions:	<p><b>4-4-EX-1: The Google Account selected is already linked to an existing Service Provider account.</b></p> <ol style="list-style-type: none"> <li>1. The System displays an error message "This account already exists. Would you like to log in instead?"</li> </ol> <p><b>4-5-EX-2: The UEN provided fails the verification.</b></p> <ol style="list-style-type: none"> <li>1. The System displays an error message "The UEN provided could not be verified. Please enter a valid UEN."</li> <li>2. Return to Step 5.</li> </ol> <p><b>4-5-EX-3: The UEN provided is already linked to an existing account.</b></p> <ol style="list-style-type: none"> <li>1. The System display an error message "The provided UEN is already linked to an existing account. Please log in using that account instead."</li> </ol>
Includes:	<ol style="list-style-type: none"> <li>1. Verify Service Provider UEN</li> <li>2. Validate Account Availability</li> </ol>
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	5		
Use Case Name:	View Service Queue		
Created By:	Lucas	Last Updated By:	Nicholas
Date Created:	01/02/2022	Date Last Updated:	11/02/2022

Actor:	Service Provider
Description:	Allows the Service Provider to view their own Service Queue
Preconditions:	1. Service Provider is logged into their account.
Postconditions:	1. Service Queue details will be displayed on the screen.
Priority:	Medium
Frequency of Use:	10 - 20 times per day
Flow of Events:	<ol style="list-style-type: none"> <li>1. Service Provider see an overview of his current store's queue</li> <li>2. Service provider taps on "Details" under "Active Queue" to view a detailed list of people queuing</li> <li>3. The System displays a detailed view of Service Queue.</li> </ol>
Alternative Flows:	-
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	6		
Use Case Name:	Insert End User into Service Queue		
Created By:	Lucas	Last Updated By:	Yi Hao
Date Created:	01/02/2022	Date Last Updated:	06/02/2022

Actor:	Service Provider		
Description:	Service Provider manually inserts a End User into the Service Queue.		
Preconditions:	1. Service Provider is logged into their account.		
Postconditions:	1. The inserted End User is found at the right position in the Service Queue. 2. The updated Service Queue is displayed.		
Priority:	Medium		
Frequency of Use:	0 - 10 times per day		
Flow of Events:	1. Service Provider taps on “Quick Overview” of Service Queue. 2. The System displays a detailed view of Service Queue. 3. Service Provider chooses to add to Service Queue. 4. The System prompts the Service Provider to enter Account ID of End User. 5. Service Provider enters the Account ID of the End User to be inserted. 6. The System adds the End User to the end of the Service Queue.		
Alternative Flows:	<b>6-4-AC-1: The Account ID entered is invalid.</b>  1. The System displays a error message “There is no account associated with this Account ID.” 2. Return to Step 4  <b>6-3-AC-2: Insert physical customers that do not have the app into the queue.</b>  1. Physical End User provides their Name, Phone Number, Group Size 2. Service Provider enters the details into the system 3. Queue number is generated for Service Provider to drag and insert accordingly		
Exceptions:	-		
Includes:	-		
Special Requirements:	-		
Assumptions:	-		
Notes and Issues:	-		

Use Case ID:	7		
Use Case Name:	Remove End User from Service Queue		
Created By:	Lucas	Last Updated By:	
Date Created:	01/02/2022	Date Last Updated:	

Actor:	Service Provider		
Description:	Service Provider manually removes a End User from the Service Queue.		
Preconditions:	1. Service Provider is logged into their account.		
Postconditions:	1. The removed End User is no longer in the Service Queue. 2. The updated Service Queue is displayed.		
Priority:	Medium		
Frequency of Use:	0 - 5 times per day.		

Flow of Events:	<ol style="list-style-type: none"> <li>1. Service Provider taps on "Details" of Service Queue.</li> <li>2. The System displays a detailed view of Service Queue.</li> <li>3. Service Provider selects a End User to be removed.</li> <li>4. The System prompts the Service Provider for confirmation to remove the selected End User from the Service Queue.</li> <li>5. The Service Provider confirms the decision to remove the selected End User.</li> <li>6. The System removes the selected End User from the Service Queue.</li> </ol>
Alternative Flows:	<b>7-5-AC-1: The Service Provider cancels the decision to remove the selected End User.</b> <ol style="list-style-type: none"> <li>1. The System displays a detailed view of Service Queue.</li> </ol>
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	8		
Use Case Name:	End User providing Feedback		
Created By:	Yi Hao	Last Updated By:	
Date Created:	04/02/2022	Date Last Updated:	

Actor:	End User
Description:	End User submits a Feedback or reports an issue using the application
Preconditions:	<ol style="list-style-type: none"> <li>1. The End User must be logged in to the system with a valid account</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. The End User will receive a notification informing them the Feedback was received</li> </ol>
Priority:	Low
Frequency of Use:	0-2 times per day.
Flow of Events:	<ol style="list-style-type: none"> <li>1. End User selects "Report" button</li> <li>2. End User selects from a list of categories of either Feedback or issues to report</li> <li>3. End Users presses the "Submit" button</li> <li>4. System will generate a notification to inform the End User of the submission and log the result</li> </ol>
Alternative Flows:	<b>8-3-AC-1: End User provides Feedback description</b> <ol style="list-style-type: none"> <li>1. End User fills up an optional description box.</li> <li>2. Return to Step 3.</li> </ol>
Exceptions:	-
Includes:	<ol style="list-style-type: none"> <li>1. Log Feedback</li> </ol>
Special Requirements:	-
Assumptions:	<ul style="list-style-type: none"> <li>• System can draw on its most popular feedback to list them out</li> </ul>
Notes and Issues:	

Use Case ID:	9
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Use Case Name:	End User Favoring Store & Viewing Favourites		
Created By:	Yi Hao	Last Updated By:	
Date Created:	04/02/2022	Date Last Updated:	

Actor:	End User
Description:	End User searching and saving stores on his favorites to view
Preconditions:	1. User logged in (Assumed)
Postconditions:	1. End User favourited a location
Priority:	Low
Frequency of Use:	0 - 5 times per day
Flow of Events:	<ol style="list-style-type: none"> <li>1. End User searches for any stores either using the search function or through the home screen</li> <li>2. End User taps on the location he wants to favourite</li> <li>3. End User selects the “❤️” button found at the corner of all Stores' information section</li> <li>4. System reflects the change by updating the display of the “❤️” button</li> </ol>
Alternative Flows:	<b>9-1-AC-1: End User viewing his list of favourite Stores</b> <ol style="list-style-type: none"> <li>1. End User selects the “❤️” button at the Home Screen</li> <li>2. System returns an alphabetically sorted list of the users favourites stores or displays “No stores have been added” if End User has not saved any Locations before</li> </ol>
Exceptions:	-
Includes:	-
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	10		
Use Case Name:	End User Registers Account		
Created By:	Yi Hao	Last Updated By:	
Date Created:	04/02/2022	Date Last Updated:	

Actor:	End User
Description:	End User registering a new account
Preconditions:	1. The End User cannot have an existing account in the system
Postconditions:	1. The End User receives a confirmation message
Priority:	High
Frequency of Use:	1 - 2 times per lifetime

Flow of Events:	<ol style="list-style-type: none"> <li>1. End User enters their Name, Password, Confirmation Password and Email</li> <li>2. End User selects the "Register" button</li> <li>3. The System will <u>Validate Account Availability</u>.</li> <li>4. System sends a verification code to the End User's email</li> <li>5. End User enters successful verification code</li> <li>6. System prompts End User to sync their SingPass</li> <li>7. End User connects their SingPass account</li> <li>8. System acknowledges the successful creation of the account</li> </ol>
Alternative Flows:	<p><b>10-1-AC-1: Google Sign-In Client Registration</b></p> <ol style="list-style-type: none"> <li>1. End User may instead choose to register with their google account</li> <li>2. System opens the users saved google accounts and request permission to obtain details</li> <li>3. End User grants permission to the system and the verification code will be sent to the registered email address</li> <li>4. Return to step 5</li> </ol> <p><b>10-6-AC-2: End User does not want to sync their SingPass account</b></p> <ol style="list-style-type: none"> <li>1. End User selects "No"</li> <li>2. Return to step 8</li> </ol> <p><b>10-4-AC-3: End User Google Account is already used</b></p> <ol style="list-style-type: none"> <li>1. End User receives a notification that their Google Account is already in use</li> <li>2. End User is returned to the Registration Screen</li> </ol>
Exceptions:	-
Includes:	1. Validate Account Availability
Special Requirements:	-
Assumptions:	Google authentication is enabled and integrated into the System
Notes and Issues:	-

Use Case ID:	11		
Use Case Name:	End User Checking Out Of F&B Store		
Created By:	Lucas	Last Updated By:	
Date Created:	06/02/2022	Date Last Updated:	

Actor:	End User
Description:	Process through which the End User checks out of the F&B Store to earn points
Preconditions:	1. The End User must be logged in
Postconditions:	1. The End User receives points
Priority:	Medium
Frequency of Use:	0 - 10 times per day
Flow of Events:	<ol style="list-style-type: none"> <li>1. End User chooses to "Checkout" from the Location.</li> <li>2. The System moves the next End User that has the same group size or smaller to the front of the Service Queue.</li> <li>3. The System awards points to the End User using the <u>Point System</u>.</li> <li>4. End User receives a notification that they have been awarded points.</li> <li>5. The System sends out a notification to the next End User at the front of the Service Queue that they are next in line.</li> </ol>



Alternative Flows:	-
Exceptions:	-
Includes:	1. Point System
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	12		
Use Case Name:	Service Provider Notifies End User Of Availability		
Created By:	Lucas	Last Updated By:	
Date Created:	06/02/2022	Date Last Updated:	

Actor:	Service Provider		
Description:	Process through which Service Provider manually notifies End User of space availability at the Location		
Preconditions:	<ol style="list-style-type: none"> <li>1. The Service Provider must be logged in</li> <li>2. There is space in the Location to accommodate an End User not at the front of the Service Queue</li> </ol>		
Postconditions:	1. End User <u>Leave Service Queue</u>		
Priority:	Medium		
Frequency of Use:	0 - 10 times per day		
Flow of Events:	<ol style="list-style-type: none"> <li>1. Service Provider <u>View Service Queue</u>.</li> <li>2. Service Provider taps on notification button for the End User nearest the front of the Service Queue, whose group size can fit the available space.</li> <li>3. The System sends a notification to the End User, indicating that "A Space is Available".</li> <li>4. End User accepts and acknowledges the notification.</li> <li>5. End User <u>Leave Service Queue</u>.</li> </ol>		
Alternative Flows:	-		
Exceptions:	<b>12-4-EX-1: End User rejects or fails to acknowledge notification after 5 minutes</b> <ol style="list-style-type: none"> <li>1. The System notifies the Service Provider that the End User has not responded, and prompts the Service Provider to notify the next suitable End User.</li> <li>2. If the Service Provider accepts the suggestion, return to Step 3. Otherwise, end flow of events.</li> </ol>		
Includes:	1. Leave Service Queue		
Special Requirements:	-		
Assumptions:	-		
Notes and Issues:	-		