Use Case Descriptions

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 Viewing, Joining & Leaving Service Queue		
Created By:	Nicholas	Last Updated By:	Yi Hao
Date Created:	2/2/22	Date Last Updated:	06/02/2022

Actor:	End User
Description:	Process for user to join and leave a queue
Preconditions:	1. End User Logged In (Assumed) 2. End User not in queue 3. End User account is synced with SingPass (Step 2 - 7)
Postconditions:	1. End User joined a queue 2. End User Leaves a queue either willingly/unwilliningly
Priority:	-
Frequency of Use:	0-3 per day
Flow of Events:	1. End User searches and view the Service Provider of interest 2. End User tries to join Service Queue 3. System will add the End User to Service Queue of the selected Service Provider. 4. When it is the End User's turn, a notification will pop up 5. Countdown timer (hidden) starts for user to reach his/her queuing location 6. End User will scan a QR code located at the establishment to check-in 7. End User is removed from Service Queue by the System

Alternative Flows:	**1-3-AC-1: User chooses to leave early**
	1. End User chooses to leave Service Queue 2. End User is removed from Service Queue by the System **1-5-AC-2: User does not show up in time, no rejoining** 1. End User fails to reach in time and is removed from Service Queue 2. A notification pops up to inform the End User of the missed queue and option to rejoin 3. Countdown timer (hidden) starts for user to inditcate 4. User chooses not to rejoin 5. System removes user from Service Queue ❌ What if there is a lag between the option to rejoin popping up and the user choosing if they want to rejoin? Will the System keep them in the queue?
Exceptions:	-
Includes:	1. Get Queue Number 2. Join Service Queue 3. Leave Service Queue 4. Notification Pop-Up 5. QR Code Check-in 6. Hidden Countdown Timer
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	2		
Use Case Name:	End User Viewing Wait Times		
Created By:	Nicholas	Last Updated By:	
Date Created:	2/2/22	Date Last Updated:	

Actor:	End user
Description:	How the user can go about viewing wait times for locations
Preconditions:	User logged in (Assumed)
Postconditions:	User has information on queue time for locations
Priority:	-
Frequency of Use:	0-3 per day
Flow of Events:	1. End User taps on the search bar 2. End User inputs the name of the Service Provider he/she wants to view 3. As End User types, autocomplete kicks in
Alternative Flows:	**1-1-AC-1: Using Filter** 1. End User taps on the filter button 2. End User selects the category of locations he/she wants to view by 3. End User taps on "apply changes" to filter
Exceptions:	-
Includes:	1. Viewing Service Queue 2. Display Popular Locations' Queue Times

Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	3		
Use Case Name:	End User Rejoins Queue		
Created By:	Nicholas	Last Updated By:	Lucas
Date Created:	2/2/22	Date Last Updated:	05/02/2022

Actor:	End User
Description:	Rejoin Queue after missing the number
Preconditions:	End User Logged In (Assumed) Queue Missed
Postconditions:	User Back in queue
Priority:	
Frequency of Use:	0-1 per day
Flow of Events:	1. End User selects a location that he/she wants to queue for 2. System will add the End User to Service Queue 3. End User's turn, a notification will pop up 4. End User fails to reach in time 5. A notification pops up to inform the End User of missed queue and option to rejoin 6. Countdown timer (hidden) starts for user to rejoin the queue 7. End User rejoins 8. System modify's End User's position to front of queue
Alternative Flows:	-
Exceptions:	-
Includes:	1. Missed Queue 2. Option to rejoin
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:	05/02/2022

Actor:	Service Provider
Description:	Account Creation Process for Service Providers using Google Sign-In Client.
Preconditions:	1. Service Provider is not logged in.
Postconditions:	1. A new Service Provider account is added to the database. 2. Service Provider is able to view their own Service Queue. 3. Service Provider is able to manage their own Service Queue.
Priority:	-

Frequency of Use:	1 - 3 times per lifetime
Flow of Events:	1. Service Provider is prompted to enter a username, phone number, email address, password and confirm password. 2. Service Provider selects the Sign-Up button. 3. The System will ensure that both password fields are identical and the phone number and email are in valid formats. 4. The System will <u>Validate Account Availability</u>. 5. If there is no existing account, then the Service Provider is prompted to enter their business UEN. 6. The System will <u>Verify Service Provider UEN</u>. 7. Once verified, the System creates a Service Queue for the Service Provider. 8. The System displays the log-in screen.
Alternative Flows:	**4-1-AC-1: Google Sign-In Client Registration** 1. Service Provider is prompted to <u>Register Via Google Sign-In Client</u>. 2. Once the Service Provider is successfully signed into Google, return to Step 4.
Exceptions:	**4-1-EX-1: The Google Account selected is already linked to an existing Service Provider account.** 1. The System displays an error message "This account already exists. Would you like to log in instead?" **4-5-EX-2: The UEN provided fails the verification.** 1. The System displays an error message "The UEN provided could not be verified. Please enter a valid UEN." 2. Return to Step 5. **4-5-EX-3: The UEN provided is already linked to an existing account.** 1. The System display an error message "The provided UEN is already linked to an existing account. Please log in using that account instead."
Includes:	1. Verify Service Provider UEN 2. Set Up Service Queue 3. Validate Account Avaliability
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	5
Use Case Name:	View Service Queue

Created By:	Lucas	Last Updated By:	
Date Created:	01/02/2022	Date Last Updated:	

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:	-
Frequency of Use:	0 - 20 times per day

Flow of Events:	1. Service Provider see an overview of his current store's queue 2. Service provider taps on "Details" under "Active Queue" to view a detailed list of people queuing 3. The System displays a detailed view of Service Queue.
Alternative Flows:	-
Exceptions:	-
Includes:	1. Verify Login Credentials
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:	-
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:	**6-4-AC-1: The Account ID entered is invalid.** 1. The System displays a error message "There is no account associated with this Account ID." 2. Return to Step 4 **6-3-AC-2: Insert physical customers that do not have the app into the queue.** 1. Physical 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:	1. Verify Login Credentials
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:	-
Frequency of Use:	0 - 5 times per day.
Flow of Events:	1. Service Provider taps on "Details" of Service Queue. 2. The System displays a detailed view of Service Queue. 3. Service Provider selects a End User to be removed. 4. The System prompts the Service Provider for confirmation to remove the selected End User from the Service Queue. 5. The Service Provider confirms the decision to remove the selected End User. 6. The System removes the selected End User from the Service Queue.
Alternative Flows:	**7-5-AC-1: The Service Provider cancels the decision to remove the selected End User.** 1. The System displays a detailed view of Service Queue.
Exceptions:	-
Includes:	1. Verify Login Credentials
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:	1. The End User must be logged in to the system with a valid account 2. The phone must be connected to the internet
Postconditions:	1. The End User will receive a notification informing them the feedback was received
Priority:	

Frequency of Use:	0-2 times per day.
Flow of Events:	1. End User selects "Report" button 2. End User selects from a list of categories of either feedbacks or issues to report 3. End User fills up an optional description box 4. End Users presses the "Submit" button 5. System will generate a notification to inform the End User of the submission and log the result
Alternative Flows:	-
Exceptions:	-
Includes:	1. Enter Feedback 2. Log Feedback
Special Requirements:	-
Assumptions:	System can draw on its most popular feedback to list them out
Notes and Issues:	

Use Case ID:	9		
Use Case Name:	End User Favoring Store		
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. The End User must be logged in to the system with a valid account
Postconditions:	1. End User 2. able to execute other actions to either of their favourite stores
Priority:	-
Frequency of Use:	0 - 5 times per day
Flow of Events:	1. End User searches for any stores using the quick search function 2. End User selects the "Favourite" button found at the corner of all stores information 3. System reflects the change by updating the display of the "Favourite" button
Alternative Flows:	**9-1-AC-1: End User viewing his list of favourite stores** 1. End User selects the "Favourite" button at the **main page** 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 stores before
Exceptions:	-
Includes:	1. Add To Favourites 2. View Favourites
Special Requirements:	-
Assumptions:	-
Notes and Issues:	-

Use Case ID:	10

Use Case Name:	End User Creates 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 2. The phone must be connected to the internet
Postconditions:	1. The End User receives a confirmation message
Priority:	High
Frequency of Use:	1 - 2 times per lifetime
Flow of Events:	1. End User enters their Name, Password, Confirmation Password and Email 2. End User selects the "Register" button 3. System sends a verification code to the End User's email 4. End User enters successful verification code 5. System prompts End User to sync their SingPass 6. End User connects their SingPass account 7. System acknowledges the successful creation of the account
Alternative Flows:	**10-1-AC-1: Google Sign-In Client Registration** 1. End User may instead choose to register with their google account 2. System opens the users saved google accounts and request permission to obtain details 3. End User grants permission to the system and the verification code will be sent to the registered email address 4. Return to step 5 **10-5-AC-2: End User does not want to sync their SingPass account** 1. End User selects "No" 2. Return to step 7
Exceptions:	-
Includes:	1. Enter Account Details 2. Singpass Verification
Special Requirements:	-
Assumptions:	Google authentication is enabled and integrated into the System
Notes and Issues:	-

Use Case ID:	11		
Use Case Name:	End User Checks Out Of F&B Establishment		
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 Establishment to earn points
Preconditions:	1. The End User must be logged in 2. The phone must be connected to the internet
Postconditions:	1. The End User receives points

Priority:	-
Frequency of Use:	0 - 10 times per day
Flow of Events:	1. End User chooses to "Checkout" from the establishment. 2. The System moves the next End User that has the same group size or smaller to the front of the Service Queue. 3. The System awards points to the End User using the <u>Point System</u>. 4. End User receives a notification that they have been awarded points. 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.
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 in the establishment
Preconditions:	1. The Service Provider must be logged in 2. The phone must be connected to the internet 3. There is space in the establishment to accommodate an End User not at the front of the Service Queue
Postconditions:	1. End User <u>Leave Service Queue</u>
Priority:	-
Frequency of Use:	0 - 10 times per day
Flow of Events:	1. Service Provider <u>View Service Queue</u>. 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. 3. The System sends a notification to the End User, indicating that "A Space is Available". 4. End User accepts and acknowledges the notification. 5. End User <u>Leave Service Queue</u>.
Alternative Flows:	-
Exceptions:	**12-4-EX-1: End User rejects or fails to acknowledge notification after 5 minutes** 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. 2. If the Service Provider accepts the suggestion, return to Step 3. Otherwise, end flow of events.
Includes:	1. View Own Service Queue 2. Leave Service Queue

Special Requirements:	-
Assumptions:	-
Notes and Issues:	-