Use Case Descriptions

| 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 |
|-----------------------|--|
| ACIOI. | Elia Osei |
| Description: | Process for End User to join |
| Preconditions: | End User Logged In (Assumed) End User not in queue End User account is synced with SingPass |
| Postconditions: | End User joined a queue |
| Priority: | Medium |
| Frequency of Use: | 0 - 3 per day |
| Flow of Events: | End User taps on a location in the Home Screen End User taps on "Queue" button End User indicates how many pax he wants to queue for 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: | End User's turn is reached, Service Provider will notify End User of turn Timer (hidden) will begin for End User to arrive within xx mins End User arrives at location, scans QR code at Location to indicate they left the queue. |

| Alternative Flows: | | 1-1-AC-1: User chooses to dro | - |
|--------------------------|-----------------------------------|--|---|
| | | End User taps on the tab for End User taps on "Cancel" Popup appears confirming if End User taps "Drop out fron | the location they are queuing for. End User wants to drop out n queue" |
| Exceptions: | | - | |
| Includes: | | 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: | 16/04/2022 |
| Actor: | | End User | |
| Description: | | End User Viewing Queue | |
| Preconditions: | | End User Logged In | |
| Postconditions: | | User Logged in | |
| Priority: | | High | |
| Frequency of Use: | | 0 - 10 per day | |
| Flow of Events: | | End User is at the Home Sc User taps on a Location in the User is able to view the number and the projected wait times | ber of people in Service Queue |
| Alternative Flows: | | 1-3-AC-1: User wants live upda | te |
| | | End User taps on "Chat" but A chat screen opens and Enfrom that particular Location. | d User is able to view live chat |
| Exceptions: | | - | |
| Includes: | | - | |
| Special Requirements: | | - | |
| Assumptions: | | - | |
| Notes and Issues: | | - | |
| | | | |
| Use Case ID: 4 | | | |
| Use Case Name: | Register Service Provider Account | ı | |
| Created By: | Lucas | Last Updated By: | Lucas |
| Date Created: 01/02/2022 | | Date Last Updated: | 16/04/2022 |
| Actor: | | Service Provider | |
| Description: | | | |

| Priority: Medium Frequency of Use: 1 - 3 times per lifetime 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 Validate Account Availability. 5 If there is no existing account, then the Service Provider is prompted to enter their business venuelD. 6 The System will Validate Account Availability. 7 Once verified, the System oreates 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 Registre Via Google Sign-In Client. 2 Once the Service Provider is successfully signed into Google, return to Step 4. Exceptions: 4-4-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 venuelD provided fails the verification. 1 The System displays an error message "The venuelD provided could not be verified. Please enter a valid venuelD." 2 Return to Step 5. 4-5-EX-3: The venuelD provided is already linked to an existing account. 1. The System displays an error message "The venuelD provided could not be verified. Please enter a valid venuelD." | Priority: Medium | Preconditions: | Service Provider is not logged in. |
|--|--|-----------------------|--|
| Frequency of Use: 1 - 3 times per lifetime 1 . Service Provider is prompted to enter a username, phone number, email address, password and confirm password. 2 . Service Provider selects the in valid formats. 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 validate Account Availability. 5 . If there is no existing account, then the Service Provider is prompted to enter their buss enuelD. 6 . The System will system service Provider is prompted to enter their buss enuelD. 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 Register Via Google Sign-In Client. Client. 2 . Once the Service Provider is prompted to Register Via Google Sign-In Client. Client. 2 . Once the Service Provider is successfully signed into Google, return to Step 4. Exceptions: 4 -4-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 venuelD provided fails the verification. 1 . The System displays an error message "The venuelD provided could not be verified. Please enter a valid venuelD." 2 . Return to Step 5. 4 -5-EX-3: The venuelD provided is already linked to an existing account. 1 . The System display an error message "The provided venuelD is already linked to an existing account. 1 . The System display an error message "The provided venuelD is already linked to an existing account. 1 . The System display an error message "The provided venuelD is already linked to an existing account. 2 . Return to Step 5. 4 -5-EX-3: The venuelD provided is already linked to an existing account. 2 . Validate Account Availability 3 . Validate Account Availability | Frequency of Use: 1 - 3 times per lifetime 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 en valid formats. 4. The System will validate Account Availability. 5. If there is no existing account, then the Service Provider is prompted to enter their business venuelD. 6. The System will Validate Account Availability. 7. Once verified, the System creates a Service Queue for the Service Provider is prompted to enter their business venuelD. 7. Once verified, the System creates a Service Queue for the Service Provider is prompted to Register Via Google Sign-In. Client. 8. The System displays the log-in screen. 4-1-AC-1: Google Sign-In Client Registration 1. Service Provider is prompted to Register Via Google Sign-In. Client. 2. Once the Service Provider is successfully signed into Google, return to Step 4. Exceptions: 4-4-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 venuelD provided fails the verification. 1. The System displays an error message "The provided could not be verified. Please enter a valid venuelD." 2. Return to Step 4. 4-5-EX-3: The venuelD provided is already linked to an existing account. 1. The System displays an error message "The provided venuelD is already linked to an existing account. Please log in using that account instead." 1. Verify Service Provider venuelD 2. Validate Account Availability Special Requirements: 2. Assumptions: 3. Validate Account Availability 3. Validate Account Availability 3. Validate Account Availability 4. Validate Account Availab | Postconditions: | 2. Service Provider is able to log in to view and manage their own |
| 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 validate Account, then the Service Provider is prompted to enter their business venuelD. 5. If there is no existing account, the time Service Provider is prompted to enter their business venuelD. 6. The System will Validate Account Availability. 7. Once verified, the System rereates 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 Register Via Google Sign-In Client. Client. 2. Once the Service Provider is prompted to Register Via Google Sign-In Client. Client. 3. Once the Service Provider account. 4.4-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 venuelD provided fails the verification. 1. The System displays an error message "The venuelD provided could not be verified. Please enter a valid venuelD." 2. Return to Step 5. 4.5-EX-3: The venuelD provided is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 2. Validate Account Availability 3. Validate Account Availability 3. Validate Account Availability 4. Validate Account Availability | 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 validate Account Availability. 5. If there is no existing account, then the Service Provider is prompted to enter their business venuelD. 6. The System will Validate Account Availability. 7. Once verified, the System creates a Service Provider is prompted to enter their business venuelD. 8. The System displays the log-in screen. 4-1-AC-1: Google Sign-in Client Registration 1. Service Provider. 8. The System displays the log-in screen. 4-1-AC-1: Google Sign-in Client Registration 1. Service Provider is successfully signed into Google, return to Step 4. Exceptions: 4-4-EX-1: The Google Account selected is already linked to an existing Service Provider account. 1. The System displays are error message "This account already exists. Would you like to log in instead?" 4-5-EX-2: The venuelD provided fails the verification. 1. The System displays an error message "The venuelD provided could not be verified. Please enter a valid venuelD." 2. Return to Step 4. 4-5-EX-3: The venuelD provided is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 2. Validate Account Availability 3. Validate Account Availability 4. Validate Account Availability 4. Validate Account Availability 5. Validate Account Availability 6. Validate Account Availability 7. Validate Account Availability 8. Validate Ac | Priority: | Medium |
| number, email address, password and confirm password. 2. Service Provider selects he 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 Validate Account Availability. 5. If there is no existing account, then the Service Provider is prompted to enter their busess venuelD. 6. The System displays the log-in screen. Alternative Flows: 4-1-AC-1: Google Sign-In Client Registration 1. Service Provider is prompted to Register Via Google Sign-In. Client. 2. Once the Service Provider is successfully signed into Google, return to Step 4. Exceptions: 4-4-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 venuelD provided fails the verification. 1. The System displays an error message "The venuelD provided could not be verified. Please enter a valid venuelD." 2. Return to Step 5. 4-5-EX-3: The venuelD provided is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. Please log in using the account instead." 1. Verify Service Provider venuelD 2. Validate Account Availability Special Requirements: 2. Assumptions: - | 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 Validate Account Availability. 5. If there is no existing account, then the Service Provider is prompted to enter their business venuelD. 6. The System will Verify venuelD 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 Register Via Google Sign-In Client. 2. Once the Service Provider is successfully signed into Google, return to Step 4. Exceptions: 4-4-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 venuelD provided falls the verification. 1. The System displays an error message "The provided could not be verified. Please enter a valid venuelD." 2. Return to Step 5. 4-5-EX-3: The venuelD provided is already linked to an existing account. 1. The System displays an error message "The provided venuelD is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 1. The System display an error message "The provided venuelD is already linked to an existing account. 2. Validate Account Avaliability 3. Validate Account Avaliability | Frequency of Use: | 1 - 3 times per lifetime |
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| 2. Validate Account Avaliability Special Requirements: - Assumptions: - | 2. Validate Account Avaliability Special Requirements: Assumptions: Notes and Issues: | Exceptions: | existing Service Provider account. The System displays an error message "This account already exists. Would you like to log in instead?" 4-5-EX-2: The venuelD provided fails the verification. The System displays an error message "The venuelD provided could not be verified. Please enter a valid venuelD." Return to Step 5. 4-5-EX-3: The venuelD provided is already linked to an existing account. The System display an error message "The provided venuelD is already linked to an existing account. Please log in using that |
| Assumptions: - | Assumptions: - Notes and Issues: | Includes: | |
| | Notes and Issues: - | Special Requirements: | - |
| Notes and Issues: - | | 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: | Service Provider is logged into their account. |

| Postconditions: | Service Queue details will be displayed on the screen. |
|-----------------------|---|
| Priority: | Medium |
| Frequency of Use: | 10 - 20 times per day |
| Flow of Events: | Service Provider see an overview of his current store's queue Service provider taps on "Details" under "Active Queue" to view a detailed list of people queuing The System displays a detailed view of Service Queue. |
| Alternative Flows: | - |
| Exceptions: | - |
| Includes: | - |
| Special Requirements: | - |
| Assumptions: | - |
| Notes and Issues: | - |

| Use Case ID: | 6 | | | |
|--------------------|--------------------------|--|--|--|
| Use Case Name: | Insert End User into Ser | vice 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 manua Queue. | Service Provider manually inserts a End User into the Service Queue. | |
| Preconditions: | | 1. Service Provider is | logged into their account. | |
| Postconditions: | | Service Queue. | The inserted End User is found at the right position in the Service Queue. The updated Service Queue is displayed. | |
| Priority: | | Medium | Medium | |
| Frequency of Use: | | 0 - 10 times per day | | |
| Flow of Events: | | The System display Service Provider ch The System prompt of End User. Service Provider en inserted. | os on "Quick Overview" of Service Queue. s a detailed view of Service Queue. ooses to add to Service Queue. ts the Service Provider to enter Account ID otters the Account ID of the End User to be the End User to the end of the Service | |
| Alternative Flows: | | associated with this 2. Return to Step 4 | rs a error message "There is no account | |

Exceptions:

1. Physical End User provides their Name, Phone Number, Group

Friysical End See ,
 Size
 Service Provider enters the details into the system
 Queue number is generated for Service Provider to drag and insert accordingly

| Includes: | | - |
|--------------------------|--------------------|---|
| Special Requirements: | | - |
| Assumptions: | | - |
| Notes and Issues: | | - |
| | | |
| Use Case ID: 7 | | |
| Use Case Name: | Remove End User f | Service Queue |
| Created By: | Lucas | Last Updated By: Nicholas |
| Date Created: | 01/02/2022 | Date Last Updated: 16/04/2022 |
| Actor: | | Service Provider |
| Description: | | Service Provider manually removes a End User from the Service Queue. |
| Preconditions: | | Service Provider is logged into their account. |
| Postconditions: | | The removed End User is no longer in the Service Queue. The updated Service Queue is displayed. |
| Priority: | | Medium |
| Frequency of Use: | | 0 - 5 times per day. |
| | | Service Provider taps on "Details" of Service Queue. The System displays a detailed view of Service Queue. Service Provider selects the "Trash Can" icon next to the End User to be removed. The System prompts the Service Provider for confirmation to remove the selected End User from the Service Queue. The Service Provider confirms the decision to remove the selected End User. 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: | | - |
| Special Requirements: | | - |
| Assumptions: | | - |
| Notes and Issues: | | - |
| | | |
| Use Case ID: | 8 | |
| Use Case Name: | End User providing | |
| Created By: | Yi Hao | Last Updated By: Nicholas |
| Date Created: 04/02/2022 | | Date Last Updated: 16/04/2022 |
| Actor: | | End-User |
| Description: | | End-User submits a Feedback or reports an issue using the application |
| Preconditions: | | The End-User must be logged in to the system with a valid |

| Postconditions: | The End-User will receive a notification informing them the Feedback was received |
|-----------------------|---|
| Priority: | Low |
| Frequency of Use: | 0-2 times per day. |
| Flow of Events: | End User selects "Report" button End User selects from a list of categories of either Feedback or issues to report End Users presses the "Submit" button System will generate a notification to inform the End User of the submission and log the result |
| Alternative Flows: | 8-3-AC-1: End User provides Feedback description1. End User fills up an optional description box.2. Return to Step 3. |
| Exceptions: | - |
| Includes: | 1. 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 & Viewing Favourites | | |
| Created By: | Yi Hao | Last Updated By: | Nicholas |
| Date Created: | 04/02/2022 | Date Last Updated: | 16/04/2022 |

| Actor: | End-User |
|-----------------------|---|
| Description: | End-User searching and saving stores on his favorites to view |
| Preconditions: | 1. User logged in |
| Postconditions: | End User favourited a location |
| Priority: | Low |
| Frequency of Use: | 0 - 5 times per day |
| Flow of Events: | End User searches for any stores either using the search function or through the home screen End User taps on the location he wants to favourite End User selects the " button found at the corner of all Stores' information section System reflects the change by updating the display of the " button |
| Alternative Flows: | 9-1-AC-1: End User viewing his list of favourite Stores End User selects the " button at the Home Screen 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 |
| Exceptions: | - |
| Includes: | - |
| Special Requirements: | - |
| Assumptions: | - |

| Use Case ID: 10 10 10 10 10 10 10 1 | Notes and Issues: | | - | |
|--|-----------------------|----------------------------|--|------------|
| Use Case Name: End User Registers Account Created By: Vi Hao Last Updated By: Vi Hao Date Created: 04/02/2022 Date Last Updated: 16/04/2022 Actor: End User Description: End User registering a new account Preconditions: 1. The End User receives a confirmation message Priority: High Prequency of Use: 1. The End User renew in the interpretation of the System of Events: 1. The End User receives a confirmation message Priority: High Prequency of Use: 1. The End User renew in the interpretation of Events: 1. The End User receives a confirmation message Priority: 1. End-User enters their Name, Password, Confirmation Password and Enail 2. End-User enters their Name, Password Confirmation Password and Enail 2. End-User enters the Register' button 3. The System will Validate Account Availability. 4. System sends a verification code to the End User's email 5. End-User enters successful verification code to the End User's email 5. End-User premise in the SingiPass 7. End User connects their SingiPass account 8. System acknowledges the successful creation of the account 8. System acknowledges the successful creation of the account 9. System acknowledges the successful creation of the account 9. End User grants permission to the system and the verification code will be sent to the registered email address 4. Return to step 5 10-1-AC-1: Google Sign-In Client Register with their google accounts and request permission to the system and the verification code will be sent to the registered email address 4. Return to step 5 10-4-AC-3: End User Google Account is already used 1. End User receives a notification that their Google Account is already in use 2. End User is returned to the Registration Screen Exceptions: 1. Validate Account Availability 5. Pacial Requirements: 2. System prompts End Control to the System 9. Pages and 9. Pages Prompts Prom | | | | |
| Created By: Yi Hao Date Created: 0402/2022 Date Last Updated By: Yi Hao Date Created: 0402/2022 Date Last Updated: 16/04/2022 Actor: End User Description: | Use Case ID: | 10 | | |
| Date Created: O4/02/2022 Date Last Updated: End User End User End User gistering a new account Preconditions: 1. The End User receives a confirmation message Priority: High Frequency of Use: 1. End-User annot have an existing account in the system 1. The End User receives a confirmation message Priority: High Frequency of Use: 1. End-User anters their Name, Password, Confirmation Password and Ernal Password | Use Case Name: | End User Registers Account | | |
| Actor: End User registering a new account Preconditions: 1. The End User receives a confirmation message Priority: High Frequency of Use: 1. End-User enters their Name, Password, Confirmation Password and Email 2. End-User selects the "Register" button 3. The System will Validata Account Availability. 4. System prompts End-User to select she users saved google accounts and request permission to obtain details 3. End-User selects permission to the system and the verification code will be sent to the registered email address account 1. End User make parmission to the system and the verification code is given to the system permission to the system and the verification code of the account account is already in use Alternative Flows: 10-1-AC-1: Google Sign-In Client Registration 1. End User may instead choose to register with their google accounts 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 10-6-AC-2: End User does not want to sync their SingPass account 1. End User receives a notification that their Google Account is already in use 2. End User is returned to the Registration Screen Exceptions: 1. Validate Account Availability Special Requirements: 2. Assumptions: Google authentication is enabled and integrated into the System | Created By: | Yi Hao | Last Updated By: Yi Hao | |
| Description: Preconditions: 1. The End User registering a new account Preconditions: 1. The End User receives a confirmation message Priority: Priority: Prequency 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. The System will Validate Account Availability. 4. System sends a verification code 6. System prompts End-User selects the "Register" button 8. System prompts End-User selects the StingPass account Alternative Flows: 10-1-AC-1: Google Sign-In Client Registration 1. End User may instead choose to register with their google accounts and request permission to obtain details 3. End User may instead choose to register with their google account permission to obtain details 3. End User may instead choose to register with their google account permission to obtain details 3. End User may instead choose to register with their google account permission to obtain details 3. End User may instead choose to register with their google account permission to obtain details 3. End User may instead choose to register with their google account permission to the system and the verification code will be sent to the registered email address 4. Return to step 8 10-6-AC-2: End User does not want to sync their SingPass account 1. End User receives a notification that their Google Account is already in use 2. End User is returned to the Registration Screen Exceptions: 1. Validate Account Availability Special Requirements: 2. Southentication is enabled and integrated into the System | Date Created: | 04/02/2022 | Date Last Updated: | 16/04/2022 |
| 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. End-User enters their Name, Password, Confirmation Password and Email 2. End-User esteeds the "Register" button 3. The System will Validate Account Availability. 4. System sends a verification code to the full User's email 5. End-User enters successful verification code on the full User's email 6. System prompts End-User to sync their SingPass account 7. End User connects their SingPass account 8. System acknowledges the successful creation of the account 8. System acknowledges the successful creation of the account 9. System acknowledges the successful creation of the account 9. 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 10-6-AC-2: End User does not want to sync their SingPass account 1. End User selects "No" 2. Return to step 5 10-6-AC-3: End User Google Account is already used 1. End User selects "No" 2. Return to step 8 10-4-AC-3: End User Google Account is already used 1. End User selects an ortification that their Google Account is already in use 2. End User is returned to the Registration Screen 1. Validate Account Availability 5 Exceptions: 1. Validate Account Availability 5 Special Requirements: 2. Google authentication is enabled and integrated into the System 4. | Actor: | | End User | |
| Postconditions: Priority: High Frequency of Use: 1 - 2 times per lifetime 1 - 2 times per lifetime 1 - 2 times per lifetime Flow of Events: 1 - 2 times per lifetime 2 - 2 times per lifetime 1 - 2 times per lifetime 1 - 2 times per lifetime 2 - 2 times per lifetime 1 - 3 time System vial Validate Account Availability 4 - 3 yestem sends a verification code to the End User's email 5 time SingPass account 5 - 2 times per my singten account of the account 6 times in SingPass account 7 times in SingPass account 7 times in SingPass account 8 times in SingPass account 9 times in SingPass accoun | Description: | | End User registering a new account | |
| Priority: High | Preconditions: | | The End User cannot have an existing account in the system | |
| Frequency of Use: 1 - 2 times per lifetime 1. End-User enters their Name, Password, Confirmation Password and Email 2. End-User selects the "Register" button 3. The System will Validate Account Availability. 4. System sends a verification code to the End User's email 5. End-User enters sucerification code to the End User's email 6. System prompts End-User to synt chief SingPass 7. End User connects their SingPass 7. End User connects their SingPass 8. System acknowledges the successful creation of the account 8. System acknowledges the successful creation of the account 9. End User may instead choose to register with their google account 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 8. End User grants permission to the system and the verification code will be sent to the registered email address 9. Return to step 5 10-6-AC-2: End User does not want to sync their SingPass account 1. End User selects "No" 2. Return to step 5 10-4-AC-3: End User Google Account is already used 1. End User receives a notification that their Google Account is already in use 2. End User is returned to the Registration Screen Exceptions: 1. Validate Account Availability Special Requirements: 2. Assumptions: 3. Google authentication is enabled and integrated into the System | Postconditions: | | The End User receives a confirmation message | |
| Flow of Events: 1. End-User enters their Name, Password, Confirmation Password and Email 2. End-User selects the "Register" button 3. The System will <u>Validate Account Availability</u> . 4. System sends a verification code to the End User's email 5. End-User enters successful verification code 6. System prompts End-User to sync their SingPass 7. End User connects their SingPass account 8. System acknowledges the successful creation of the account 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 10-6-AC-2: End User does not want to sync their SingPass account 1. End User selects "No" 2. Return to step 8 10-4-AC-3: End User Google Account is already used 1. End User Google Account is already used 1. End User receives a notification that their Google Account is already in use 2. End User is returned to the Registration Screen Exceptions: 1. Validate Account Availability 5. Special Requirements: 4. System open the verification that their Google Account is already in use 5. End User selects "No" 6. End User is returned to the Registration Screen Exceptions: 5. End User is returned to the Registration Screen Exceptions: 6. Google authentication is enabled and integrated into the System | Priority: | | High | |
| Password and Email 2. End-User selects the "Register" button 3. The System will Validate Account Availability. 4. System sends a verification code to the End User's email 5. End-User enters successful verification code 6. System prompts End-User to sync their SingPass 7. End User connects successful verification code 8. System prompts End-User to sync their SingPass 9. End User connects in SingPass account 9. System acknowledges the successful creation of the account 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 9. End User grants permission to the system and the verification code will be sent to the registered email address 9. Return to step 5 10-6-AC-2: End User does not want to sync their SingPass account 1. End User selects "No" 2. Return to step 8 10-4-AC-3: End User Google Account is already used 1. End User receives a notification that their Google Account is already in use 2. End User is returned to the Registration Screen Exceptions: 1. Validate Account Availability Special Requirements: 3. Google authentication is enabled and integrated into the System | Frequency of Use: | | 1 - 2 times per lifetime | |
| 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 10-6-AC-2: End User does not want to sync their SingPass account 1. End User selects "No" 2. Return to step 8 10-4-AC-3: End User Google Account is already used 1. End User receives a notification that their Google Account is already in use 2. End User is returned to the Registration Screen Exceptions: 1. Validate Account Availability Special Requirements: 2. Google authentication is enabled and integrated into the System | Flow of Events: | | Password and Email 2. End-User selects the "Register" button 3. The System will Validate Account Availability. 4. System sends a verification code to the End User's email 5. End-User enters successful verification code 6. System prompts End-User to sync their SingPass 7. End User connects their SingPass account | |
| Includes: 1. Validate Account Availability Special Requirements: - Assumptions: Google authentication is enabled and integrated into the System | Alternative Flows: | | End User may instead choose to register with their google account System opens the users saved google accounts and request permission to obtain details End User grants permission to the system and the verification code will be sent to the registered email address Return to step 5 10-6-AC-2: End User does not want to sync their SingPass account End User selects "No" Return to step 8 10-4-AC-3: End User Google Account is already used End User receives a notification that their Google Account is already in use | |
| Special Requirements: Assumptions: Google authentication is enabled and integrated into the System | Exceptions: | | - | |
| Assumptions: Google authentication is enabled and integrated into the System | Includes: | | Validate Account Availability | |
| | Special Requirements: | | - | |
| Notes and Issues: - | Assumptions: | | Google authentication is enabled and integrated into the System | |
| | Notes and Issues: | | - | |

| Use Case ID: | 11 | 11 | |
|----------------|-----------------------------------|------------------------------------|------------|
| Use Case Name: | End User Checking Out Of F&B Stor | End User Checking Out Of F&B Store | |
| Created By: | Lucas | Last Updated By: | Lucas |
| Date Created: | 06/02/2022 | Date Last Updated: | 16/04/2022 |

| Actor: | End User |
|-----------------------|--|
| Description: | Process through which the End User checks out of the F&B Store to earn points |
| Preconditions: | The End User must be logged in |
| Postconditions: | The End User receives points |
| Priority: | Low |
| Frequency of Use: | 0 - 10 times per day |
| Flow of Events: | End-User chooses to "Checkout" from the Location. The System moves the next End-User that has the same group size or smaller to the front of the Service Queue. The System awards points to the End-User using the Point System. End User receives a notification that they have been awarded points. |
| 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: | Nicholas |
| Date Created: | 06/02/2022 | Date Last Updated: | 16/04/2022 |

| Actor: | Service Provider |
|--------------------|---|
| Description: | Process through which Service Provider manually notifies End User of space availability at the Location |
| Preconditions: | The Service Provider must be logged in There is space in the Location to accommodate an End User not at the front of the Service Queue |
| Postconditions: | 1. End User <u>Leave Service Queue</u> |
| Priority: | Medium |
| Frequency of Use: | 0 - 10 times per day |
| Flow of Events: | Service Provider <u>View Service Queue</u>. Service Provider taps on "Bell" button for the End User nearest the front of the Service Queue, whose group size can fit the available space. The System sends a notification to the End User, indicating that "A Space is Available". End-User receives the notification. End-User removed from Service Queue. |
| Alternative Flows: | - |

| Exceptions: | 12-4-EX-1: End User rejects or fails to acknowledge notification after 5 minutes |
|-----------------------|--|
| | 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. If the Service Provider accepts the suggestion, return to Step 3. Otherwise, end flow of events. |
| Includes: | 1. Leave Service Queue |
| Special Requirements: | - |
| Assumptions: | - |
| Notes and Issues: | - |