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SWDV 630 Object Oriented Coding

Week 8 Use Case Elaboration

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| **ID:** | **ADMIN01** |
| **Title:** | Create A Store Location |
| **Description:** | The user creates a store location in the system |
| **Primary Actors:** | System Admin User |
| **Preconditions:** | The Business decides to open a new store location |
| **Postconditions:** | The Store Location is created in the system.  The Store Location is ready to receive orders  The Store Location appears in the system for users to select. |
| **Normal Course:** | 1. The System Administrator logs into the system. 2. The System Administrator selects “Create New Location” from the admin menu. 3. The System prompts the Administrator for the Store’s physical address. 4. The System Administrator enters the store's physical address. 5. The System creates a record of the store’s physical location and initial menu offering. |
| **Alternate Course:** | If the System encounters an error at any point during the creation of the store location, the System will notify the System Administrator.  If the System does not find an initial menu offering for the new store record it creates, it will store an empty array of menu items. |
| **Frequency of Use:** | Infrequent, once or twice per year. |

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| **ID:** | **ADMIN02** |
| **Title:** | Create A Menu Item |
| **Description:** | The System Administrator creates a new menu item in the system. |
| **Primary Actors:** | System Admin User |
| **Preconditions:** | The Business decides to add a new menu item |
| **Postconditions:** | The Menu Item is created in the system.  The System is ready to add the created menu item to store location menus |
| **Normal Course:** | 1. The System Administrator logs into the system. 2. The System Administrator selects “Create New Menu Item” from the admin menu. 3. The System prompts the user for the Menu Item type, subtype, description, and price. 4. The System saves a record of the new menu item. 5. The System prompts the user to choose to add the menu item to all store locations. |
| **Alternate Course:** | If the System encounters an error at any point during the creation of the menu item, the System will notify the System Administrator.  If the System encounters duplicate menu items entered, it will override the oldest one based on the Menu Item name.  If the System does not find an initial menu offering for the new store record it creates, it will store an empty array of menu items. |
| **Frequency of Use:** | Infrequent, once or twice per month. |

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| **ID:** | **ADMIN03** |
| **Title:** | Edit A Store Location Menu |
| **Description:** | The System Administrator can modify individual store location menus |
| **Primary Actors:** | System Admin User |
| **Preconditions:** | The Business decides to only support menu items at specific locations. |
| **Postconditions:** | The Store Location Menu is adjusted to reflect available offerings.  Users will not see unavailable items when they have selected a store location. |
| **Normal Course:** | 1. The System Administrator logs into the system. 2. The System Administrator selects “Modify Location Menu” from the admin menu. 3. The System prompts the Administrator to select a Store Location record. 4. The System Administrator selects the store location record. 5. The System displays a numbered list of the Store Location’s current menu offering and the available menu items in the system. 6. If the user selects “Add”    1. The number associated with the system menu item is added to the Store Location menu 7. If the user selects “Remove”    1. The menu item associated with the Store Location menu item is removed from the Store Location Menu. 8. The system saves a record of the modified Store Location menu. 9. The System Administrator selects “Exit” |
| **Alternate Course:** | If the System encounters an error at any point during the creation of the store location, the System will notify the System Administrator. |
| **Frequency of Use:** | Infrequent, once or twice per year. |

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| **ID:** | **Pizza01** |
| **Title:** | Create An Order |
| **Description:** | The user creates an order consisting of one or more Menu Items |
| **Primary Actors:** | Guest User, Member User |
| **Preconditions:** | The User decides to order pizza |
| **Postconditions:** | The User has placed an order.  The order is available to the pizza production team.  The order is available to the tracking system. |
| **Normal Course:** | 1. The user navigates to the application. 2. The user is prompted for their login information. 3. The user clicks “Create Order”.    1. If the user is a Member:       1. The user is asked if they would like to use their easy order. 4. The user selects “Delivery” or “Pick-up”    1. If user entered “Delivery”:       1. User confirms or enters their delivery address.    2. If user entered “Pick-up”:       1. User confirms or selects store location. 5. The user selects from available menu items.    1. The user modifies menu items as desired if applicable 6. The user clicks “proceed to checkout” on the order confirmation screen. 7. The user selects or enters their payment information.    1. If the user selected “Delivery” in step 4:       1. User enters a tip percentage or amount. 8. The system sends the order information to the appropriate store location to be produced.    1. If the user is a member, rewards are allocated to their user profile. |
| **Alternate Course:** | If the system is not available, the user will need to call the specified store.  If the user is outside of specified store’s delivery radius, the user will have to select “Pick-Up” in step 4.  If the specified location does not offer a menu item and this is not reflected in the system, the specified location will need to inform the user of order adjustments.  If the user’s payment information is declined, the order must be cancelled.  If the system fails to send the order to the specified location, the system should notify the user of the error.  If an error occurs that prevents the order from processing, the system should notify the user. |
| **Frequency of Use:** | Multiple times per minute, system wide. |

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| **ID:** | **Pizza02** |
| **Title:** | Member Sign Up |
| **Description:** | This use case enables a Guest User of the system to become a Member User in order to save preferences and make future order placement more efficient. |
| **Primary Actors:** | Guest User |
| **Preconditions:** | A Guest User has placed an order .  **OR**  A Guest User has navigated to the sign up page. |
| **Postconditions:** | The Guest User has become a Member User.  The system has a record of the new Member User’s email, username, password, preferred store location, delivery address and (optional) Easy Order information. |
| **Normal Course:** | 1. The Guest User has placed an order in the system. 2. The system displays an option to become a Member User. 3. The Guest User selects the option. 4. The Guest User enters their email, a password, and a username. 5. The system creates a record of the user. 6. The system prompts the user for their delivery address. 7. The user enters their delivery address. 8. The system creates a record of the entered address associated with the user record. 9. The system displays a list of nearest store locations and prompts the user to select their preferred location.    1. If the user is outside of delivery radius for available store locations, the system informs them of this. 10. The system stores the preferred store location as a record associated with the user record. 11. The system asks the user if they would like to save the most recent order as their Easy Order. 12. If the user confirms this selection, the system saves the easy order as a record associated with the user record. |
| **Alternate Course:** | If the Guest User does not wish to become a member, the system will not save the user record.  If the user enters an incorrect email, they will need to contact customer support to rectify.  If the system encounters and error at any step in this process, the record associated with that step will not be saved and the system will inform the user. |
| **Frequency of Use:** | Daily |

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| **ID:** | **Pizza03** |
| **Title:** | Track Order |
| **Description:** | The system will provide a means for a Guest or Member User to track their active order with their preferred store location. |
| **Primary Actors:** | Guest User, Member User, Staff |
| **Preconditions:** | The User (Guest or Member) has placed an order within the system and the order has been sent to the store location without error for production. |
| **Postconditions:** | The User has tracked their order to completion. The system is ready to process further orders by the user. |
| **Normal Course:** | 1. The system notifies the user that the preferred store location has received their order. 2. A staff member notifies the system that they have begun preparing the order. 3. The system notifies the user that the preferred store location has started order preparation. 4. The staff notifies the system that the order has moved to the oven. 5. The system notifies the user that the order has moved to the oven. 6. The staff notifies the system that the order has moved out of the oven. 7. The system notifies the user that the order has moved out of the oven. 8. The staff notifies the system that the order is ready for pickup or out for delivery 9. The system notifies the user that the order is ready for pickup or out for delivery 10. If the order is picked up:     1. The staff notifies the system that the order has been completed.     2. The system is ready to process further orders. 11. If the order is out for delivery:     1. The user receives the order.     2. The delivery staff member notifies the system that the order has been completed.     3. The system is ready to process further orders. |
| **Alternate Course:** | If the system encounters an error at any stage of the processing, the system will inform the user and the staff member. The staff members will be responsible for notifying the user of an orders readiness for pickup or delivery.  If the staff do not notify the system of changes to the tracking status, the system will prompt the staff for updates at an interval. |
| **Frequency of Use:** | Hourly |

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| **ID:** | **Pizza04** |
| **Title:** | Check Rewards |
| **Description:** | The system will provide an interface for Member Users to check their reward progression |
| **Primary Actors:** | Member User, Customer Support |
| **Preconditions:** | The Member User has set up their user profile and the system has saved the records.  A completed order is not necessary for this use case. |
| **Postconditions:** | The system is ready to receive orders from the user. |
| **Normal Course:** | 1. 1The Member User logins to their profile and selects the Rewards section. 2. The system displays the user’s available rewards. 3. The system prompts the user to use their available rewards by placing an order. |
| **Alternate Course:** | If the system encounters an error and is not able to display a user’s rewards, the system will display the Customer Support contact information.  If the user contacts Customer Support, Customer Support will provide the user with the latest available rewards information in the system. |
| **Frequency of Use:** | Daily |

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| **ID:** | **Pizza05** |
| **Title:** | Use Member Rewards |
| **Description:** | The system will provide an interface for Member Users to use their rewards when completing an order |
| **Primary Actors:** | Member User, Customer Support |
| **Preconditions:** | The Member User has set up their user profile and the system has saved the records.  The user has completed enough Orders to gain the requisite reward points |
| **Postconditions:** | The system is ready to receive orders from the user. |
| **Normal Course:** | 1. The user navigates to the application. 2. The user is prompted for their login information. 3. The user clicks “Create Order”. 4. If the user is a Member:    1. The user is asked if they would like to use their easy order. 5. The user selects “Delivery” or “Pick-up”    1. If user entered “Delivery”:       1. User confirms or enters their delivery address.    2. If user entered “Pick-up”:       1. User confirms or selects store location. 6. The user selects from available menu items.    1. The user modifies menu items as desired if applicable 7. The user clicks “proceed to checkout” on the order confirmation screen. 8. The user selects or enters their payment information.    1. If the user selected “Delivery” in step 4:       1. User enters a tip percentage or amount. 9. The System asks the user if they would like to apply their Rewards points to the order.    1. If the user selects “Yes”, the system discounts the price of one Pizza from the user’s order total 10. The system sends the order information to the appropriate store location to be produced.     1. If the user is a member, rewards are allocated to their user profile. |
| **Alternate Course:** | If the system encounters an error and is not able to display a user’s rewards, the system will display the Customer Support contact information.  If the user contacts Customer Support, Customer Support will provide the user with the latest available rewards information in the system. |
| **Frequency of Use:** | Daily |

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| **ID:** | **Crew001** |
| **Title:** | Process User Order |
| **Description:** | When the user enters an order for a Store Location, the Store location will process the order. |
| **Primary Actors:** | Store Location Crew |
| **Preconditions:** | A Member or Guest user has entered an order in the system. |
| **Postconditions:** | The Order is ready for the User to pickup or for the delivery team to deliver |
| **Normal Course:** | 1. The System notifies the Store Location crew of a new order. 2. The Store Location crew creates the Menu Items included in the order. 3. The Store Location crew updates the tracking information for the order. 4. The System reports this tracking update to the user. 5. The order is ready for pickup or delivery. |
| **Alternate Course:** | 1. If the System encounters an error transmitting the Order to the Store Location, the system will report the error to the User. 2. If the Store Location encounters errors or issues in processing the order, they will contact the User to inform them. |
| **Frequency of Use:** | Multiple times, hourly |

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| **ID:** | **Crew002** |
| **Title:** | Update Tracking for Delivery |
| **Description:** | Once an order is processed, the Store Location delivery team will update the System to notify the User that the order is being delivered |
| **Primary Actors:** | Store Location Delivery Crew |
| **Preconditions:** | A User’s order has been processed through the system and created at the Store Location.  The User has selected “Delivery” during the order creation |
| **Postconditions:** | The Delivery Team has updated the System and is en route to deliver the order |
| **Normal Course:** | 1. When an order has been processed and created, the Store Location delivery crew will update the system indicating the Order is leaving the store. 2. The System will notify the User that the Order has left the Store Location. 3. When the Store Location delivery crew has delivered the Order, the delivery crew will update the system that the Order is delivered. 4. The System will update the Order as delivered. |
| **Alternate Course:** | 1. If the delivery crew fails to update the System prior to delivering the Order, they will need to update the Order to Delivered once the delivery is made. 2. If the delivery crew fails to find the correct address, they will update the order status to indicate an attempt was made for delivery. |
| **Frequency of Use:** | Multiple times, hourly |

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| **ID:** | **Crew003** |
| **Title:** | Update Tracking for Pick Up |
| **Description:** | Once an order has been processed, the Store Location crew updates the Tracking system to indicate that the Order is available for User pickup |
| **Primary Actors:** | Store Location Crew, Member or Guest User |
| **Preconditions:** | A user has placed an order and the Store Location Crew has processed it.  The User has selected Pick Up during the order creation process. |
| **Postconditions:** | The Order has been picked up by the user and the Store Location crew has marked the Order as complete. |
| **Normal Course:** | 1. Once the Store Location crew has processed an Order, they indicate to the System that the Order is ready for Pickup. 2. The System notifies the User that the order is ready for pickup. 3. The User enters the Store Location and receives their order. 4. The Store Location crew marks the order as complete. 5. The System updates the order as picked up. |
| **Alternate Course:** | 1. If the Store Location crew does not update the processed order as ready to pickup, the system will alert them after a predetermined amount of time. |
| **Frequency of Use:** | Multiple times, hourly |