

SOFTWARE DEVELOPMENT AND CONSTRUCTION

PROJECT: FAST FOOD SYSTEM

AGENDA: USE CASES

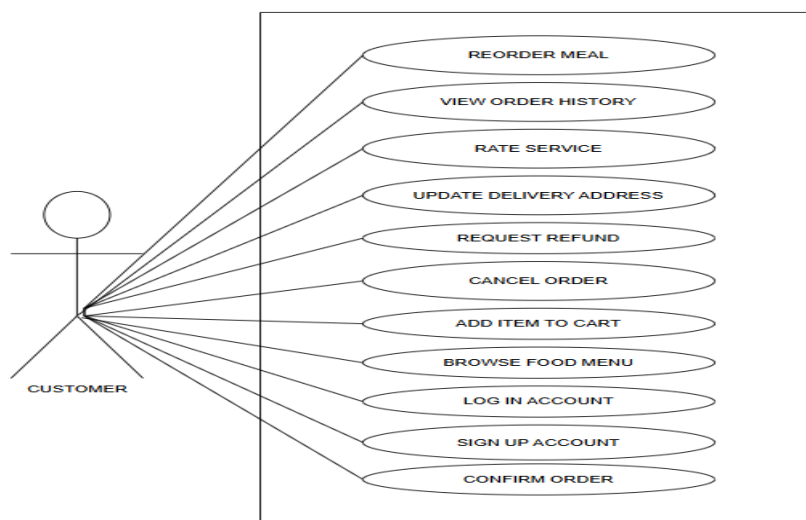
MEMBERS:

- HAIDER NAWAZ 55330
 - UMER FAROOQ 56154
-

STAKEHOLDERS

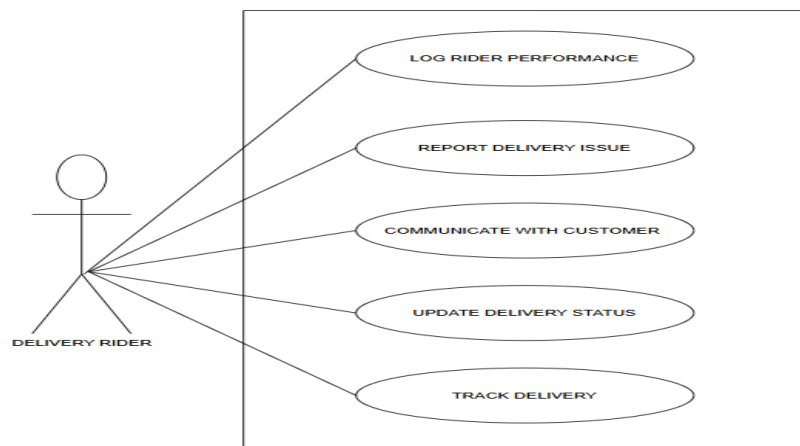
1. CUSTOMER

- Sign Up Account
- Log In Account
- Browse Food Menu
- Add Item to Cart
- Confirm Order
- Cancel Order
- Request Refund
- Update Delivery Address
- Rate Service
- View Order History
- Reorder Meal



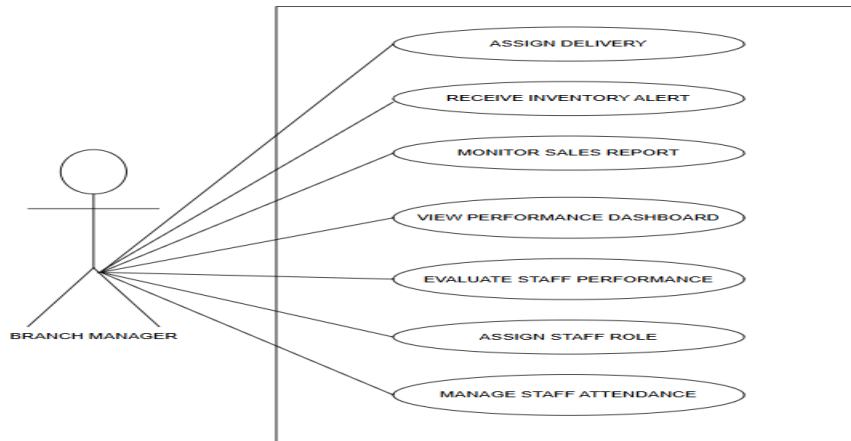
2. DELIVERY RIDER

- Track Delivery
- Update Delivery Status
- Communicate with Customer
- Report Delivery Issue
- Log Rider Performance



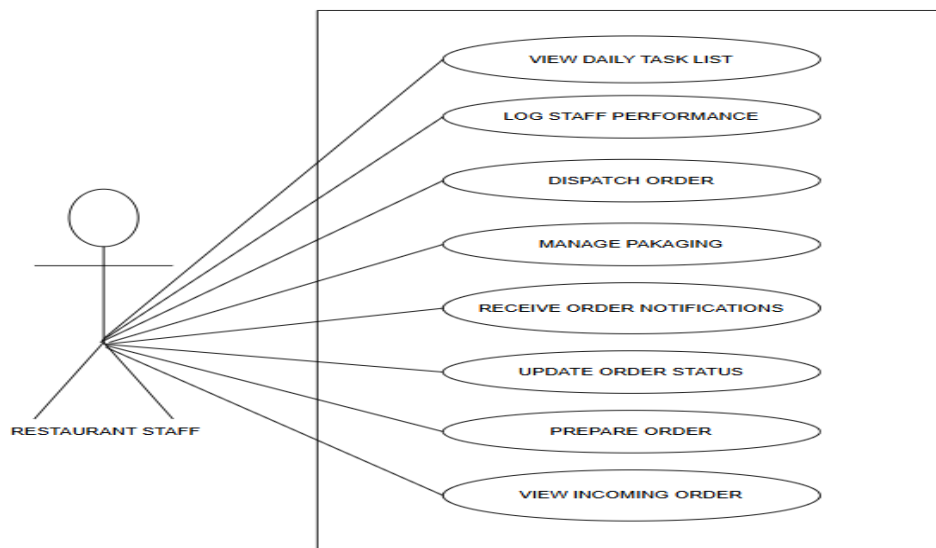
3. BRANCH MANAGER

- Manage Staff Attendance
- Assign Staff Role
- Evaluate Staff Performance
- View Performance Dashboard
- Monitor Sales Report
- Receive Inventory Alert
- Assign Delivery



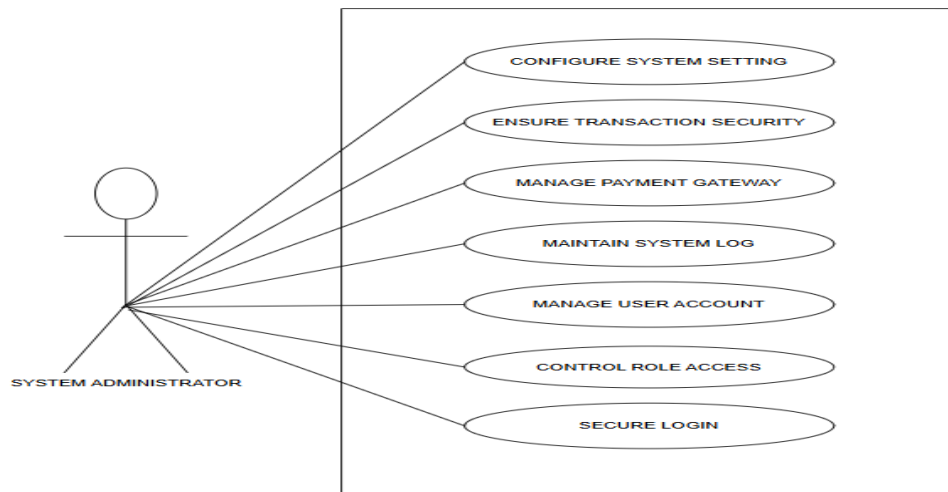
4. RESTAURANT STAFF

- View Incoming Order
- Prepare Order
- Update Order Status
- Receive Order Notification
- Manage Packaging
- Dispatch Order
- Log Staff Performance
- View Daily Task List



5. SYSTEM ADMINISTRATOR

- Secure Login
- Control Role Access
- Manage User Account
- Maintain System Log
- Manage Payment Gateway
- Ensure Transaction Security
- Configure System Settings



6. HELP CENTER STAFF

- Provide Customer Support
- Communicate with Customer
- Maintain Complaint Log
- Resolve Refund Issue
- View Customer Order

