Since we had 11 use cases in our 1a1, we started numbering them from 12.

1. Use Cases

UC-12: Admin Manages Nutrition-Related Data

This use case allows administrators to manage nutrition information for menu items, aligning with the public health focus of the provided documents.

- **Preconditions:**
    - Admin is authenticated with the appropriate permissions.
    - A menu item exists in the system's catalog.
- **Main Flow:**
    - Admin selects a menu item to manage.
    - The system displays a data entry screen for nutritional information (e.g., calories, fat, sugar, sodium).
    - Admin enters or updates the nutritional data for the item.
    - Admin can also assign health-related tags or labels (e.g., "healthy choice," "low-fat").
    - The system validates the input and saves the changes.
    - The system updates the public-facing menu with the new nutritional information.
- **Subflows:**
    - **SF-A (Nutrient Score Calculation):** The system automatically calculates a health score or rating for the item based on the entered nutritional data.
    - **SF-B (Regulatory Compliance Flagging):** The system flags items that exceed specific regulatory limits for nutrients like sugar, salt, or fat.
- **Alternative Flows:**
    - **AF-1 (Incomplete Data):** If the admin attempts to save with incomplete data, the system prompts them to fill in the required fields.
    - **AF-2 (Invalid Data):** If the admin enters invalid data (e.g., text in a numeric field), the system shows a validation error.

UC-13: Customer Views and Filters by Nutrition Information

This use case empowers customers to make informed, healthy choices, directly addressing the concerns raised in the provided documents about the nutritional quality of OFD.

- **Preconditions:**
    - The customer is on the menu browsing screen.

- ○ Menu items have nutritional data associated with them (from UC-12).
- **Main Flow:**
  - ○ The customer opens the menu screen.
  - ○ The system displays menu items with their name, price, and other details.
  - ○ Nutritional information (e.g., calorie count) is visibly displayed next to each item.
  - ○ The customer can apply filters to the menu, such as "low-calorie," "vegetarian," or "gluten-free."
  - ○ The system dynamically filters the menu to show only items that match the customer's selected criteria.
- **Subflows:**
  - ○ **SF-A (Detailed Nutrition View):** Customer taps an item to view a detailed nutritional breakdown, including a full list of ingredients and a nutrition facts label.
  - ○ **SF-B (Health Score Filtering):** Customers can filter or sort items based on a health score or rating.
- **Alternative Flows:**
  - ○ **AF-1 (No Items Match Filter):** If no items match the customer's applied filters, the system displays a message: "No items match your criteria. Please try different filters."
  - ○ **AF-2 (Missing Nutrition Data):** If an item lacks nutritional data, the system displays a "Nutrition info not available" message rather than the full breakdown.

UC-14: Staff Manages Health-Focused Order Modifications

This use case addresses the need for staff to handle customer requests for healthier preparations, as per compliance with reduced salt requests.

- **Preconditions:**
  - ○ Staff members are authenticated with fulfillment permissions.
  - ○ An order has been placed and is in the "in-prep" status.
  - ○ The order includes a customer-specified modification, such as "less sugar" or "no salt."
- **Main Flow:**
  - ○ Staff members view a new order on their fulfillment dashboard.
  - ○ The system prominently displays any health-focused modifications associated with the order.
  - ○ Staff members fulfill the order, ensuring the specified modifications are followed during preparation.

- ○ A staff member marks the item as prepared, indicating that the modification has been applied.
  - ○ The system updates the order status to "Ready for Pickup."
- **Subflows:**
  - ○ **SF-A (Substitution with Healthier Ingredient):** If a customer requests a healthier substitute (e.g., skim milk instead of whole milk), the system alerts the staff member to the change.
  - ○ **SF-B (Unfulfillable Modification):** If a customer requests a modification that is not possible to fulfill (e.g., "sugar-free latte" when only sweetened syrups are available), the system alerts the staff, who can then contact the customer to offer an alternative.
- **Alternative Flows:**
  - ○ **AF-1 (Modification Not Completed):** If the staff member marks an item as "ready" without acknowledging a modification, the system prompts them with a confirmation to ensure the modification was handled.
  - ○ **AF-2 (Prep-Time Impact):** The system recalculates the Estimated Time of Arrival (ETA) if a specific health modification is known to add significant prep time.

UC-15: Generate Nutrition Compliance Reports

This use case lets the admin generate the nutrition compliance reports.

- **Preconditions:**
  - ○ Admin is authenticated.
  - ○ Order and sales data exist for the reporting period.
  - ○ The system tracks nutrition metrics (e.g., average nutrients sold, healthy vs. unhealthy ratios).
- **Main Flow:**
  - ○ Admin selects report type (e.g., monthly nutrition summary) and date range.
  - ○ System aggregates data: sales by health category, compliance with targets, and trends in customer choices.
  - ○ System generates a report with visuals (charts, tables) and exports (PDF/CSV).
  - ○ Admin reviews and shares the report for stakeholders or regulatory submission.
- **Subflows:**
  - ○ **SF-A (Benchmarking)**: System compares metrics against industry or regulatory benchmarks.
  - ○ **SF-B (Audit Trail)**: Includes detailed logs of nutrition data sources for transparency.

- **Alternative Flows:**
  - **AF-1 (Incomplete Data):** System flags gaps (e.g., missing partner info) and suggests data completion steps.
  - **AF-2 (Custom Report):** Admin defines ad-hoc metrics; System processes if feasible, else errors with guidance.

UC-16: Customer Submits Ratings and Feedback

This use case allows customers to provide feedback on their experience, which is crucial for improving service quality and managing customer expectations.

- **Preconditions:**
  - The customer has completed an order, and it has been marked as picked up.
  - The feedback window for the order has not expired.
  - The customer is authenticated.
- **Main Flow:**
  - The system sends a push notification or email to the customer, prompting them to rate their recent order.
  - The customer opens the app and navigates to the "Past Orders" section.
  - The system displays a prompt to rate the recent order with options for a star rating, a text-based review, and ratings for specific aspects (e.g., food quality, prep time, staff friendliness).
  - The customer submits the feedback.
  - The system saves the feedback and associates it with the specific order and staff member(s) involved.
  - The system displays a "Thank you for your feedback" message.
- **Subflows:**
  - **SF-A (Anonymous Feedback):** The system allows customers to submit feedback anonymously, ensuring candid reviews.
  - **SF-B (Feedback for Multiple Items):** The system allows the customer to rate individual items within an order.
- **Alternative Flows:**
  - **AF-1 (Order Already Rated):** If the customer tries to rate an order that has already been rated, the system shows the previously submitted feedback and prevents a new submission.
  - **AF-2 (System Error):** If the system fails to save the feedback, it prompts the customer to try again and, if the error persists, offers a channel to report the issue.

UC-17: Admin Manages Promotions and Loyalty Programs

This use case enables administrators to create and manage promotions and loyalty programs, which the documents highlight as a key factor in customer loyalty and repeat business.

- **Preconditions:**
    - Admin is authenticated with the appropriate permissions.
    - The loyalty module is enabled.
- **Main Flow:**
    - Admin navigates to the "Promotions & Loyalty" dashboard.
    - The system displays a list of existing promotions and loyalty tiers.
    - Admin can create a new promotion by defining its type (e.g., discount code, buy-one-get-one), target audience, duration, and redemption rules.
    - Admin can create or modify loyalty program tiers and rewards.
    - Admin can activate or deactivate promotions and loyalty rules.
    - The system validates the new rules and saves them to the database.
    - The system makes the new promotions visible to customers.
- **Subflows:**
    - **SF-A (Targeted Promotions):** Admin creates promotions for specific customer segments (e.g., new customers, frequent customers).
    - **SF-B (Promotional Analytics):** The system provides real-time analytics on promotion usage, including redemptions and revenue generated.
- **Alternative Flows:**
    - **AF-1 (Invalid Rule):** If the admin attempts to save a promotion with conflicting or invalid rules (e.g., overlapping dates), the system shows a validation error.
    - **AF-2 (Insufficient Budget):** If a promotion has a budget cap, and the budget is depleted, the system automatically deactivates the promotion and notifies the admin.

UC-18: Staff and Admin Handle Service Recovery

This use case formalizes the process for handling a variety of service failures, as managing customer expectations is critical for service quality.

- **Preconditions:**
    - A customer has reported an issue with a completed or in-progress order.
    - A staff member or admin is logged into the system.
- **Main Flow:**
    - Customer initiates an issue report (e.g., wrong item, late order, etc.) via the app.

- The system routes the issue to the appropriate staff or admin dashboard, categorizing it by severity.
- Staff/Admin reviews the issue details, including the order history and the customer's complaint.
- Staff/Admin contacts the customer to understand the problem and proposes a solution (e.g., partial refund, store credit, re-making the item).
- Staff/Admin records the resolution in the system and triggers any necessary actions (e.g., processing a refund, sending a promo code).
- The system updates the order status to "Resolved" and closes the service recovery ticket.
- **Subflows:**
  - **SF-A (Automated Resolution):** For minor issues (e.g., a small delay), the system can automatically send an apology message and a small loyalty point bonus to the customer.
  - **SF-B (Escalation to Admin):** If the staff cannot resolve the issue, they can escalate the ticket to an Admin for a higher level of authority.
- **Alternative Flows:**
  - **AF-1 (Unresolved Issue):** If the customer is not satisfied with the proposed solution, the system keeps the ticket open and flags it for further review by a senior staff member or admin.
  - **AF-2 (Fraudulent Claim):** If an admin suspects a fraudulent claim, the system allows them to mark the ticket as "Under Investigation" and prevents further automated actions.

UC-19: Gig Worker (Driver) Registers and Gets Verified

This use case enables independent gig workers to sign up as delivery drivers on the platform, ensuring compliance with vulnerability protections and background checks.

Preconditions:

- The gig worker has a compatible device and the necessary documents (e.g., vehicle license, insurance).
- The platform requires age, background, and vehicle verification per European regulations.
- Worker agrees to terms, including unprofitable shift warnings and fair pay policies.

Main Flow: The worker downloads the driver app and initiates registration.

1. The system collects personal info, vehicle details, and uploads documents.

2. Worker completes a virtual onboarding quiz on safety and platform rules.
3. The system performs automated background checks and vehicle verification.
4. Upon success, the system activates the worker's account and provides access to shifts.

Subflows:

- SF-A (Insurance Integration): System links to third-party insurance providers for mandatory coverage.
- SF-B (Rating Setup): System initializes worker profile with default ratings and vulnerability reporting tools.

Alternative Flows:

- AF-1 (Document Rejection): If uploads fail verification, the system notifies the worker and allows re-upload with tips.
- AF-2 (Region-Specific Rules): For European users, the system enforces additional labor protections (e.g., minimum wage alerts).

UC-20: Platform Matches Order to Gig Worker

This use case automates the assignment of customer orders to available gig workers using algorithms that consider distance, batching, and worker profitability to minimize vulnerabilities.

Preconditions:

- An order is placed and accepted by the restaurant (UC-02).
- Gig workers are logged in and available in the vicinity.
- The platform has real-time data on traffic, worker load, and order batching potential.

Main Flow:

1. System receives order details post-restaurant acceptance.
2. System scans for nearby available workers using location-based matching.
3. The system assigns the order, considering batching (grouping multiple orders) for efficiency.
4. Assigned worker receives notification with details (pickup location, ETA, pay estimate).
5. Worker accepts; system updates order status and notifies customer.

Subflows:

- SF-A (Batching Optimization): System groups compatible orders to increase worker earnings and reduce unprofitable trips.

- SF-B (Pay Transparency): System displays estimated earnings, tips, and incentives before acceptance.

Alternative Flows:

- AF-1 (No Worker Available): System delays assignment, notifies restaurant/customer, and offers incentives to attract workers.
- AF-2 (Worker Rejection): If the worker declines, the system re-matches to the next best candidate and logs for algorithm improvement.

UC-21: Handle Gig Worker Disputes and Vulnerabilities

This use case manages complaints from gig workers regarding unprofitable shifts, safety issues, or platform vulnerabilities, ensuring compliance with gig economy protections.

Preconditions:

- The gig worker is registered and has completed at least one delivery.
- Dispute categories (e.g., low pay, unsafe conditions) are predefined in the system.
- The platform has escalation paths to human support or regulatory reporting.

Main Flow:

1. Worker initiates dispute via app (e.g., after a shift or delivery).
2. System prompts for details, evidence (e.g., photos, logs), and category selection.
3. System auto-evaluates simple disputes (e.g., pay miscalculation) and resolves them if possible.
4. For complex issues, the system escalates to the support team for review.
5. System notifies worker of resolution (e.g., compensation, account adjustment) and logs for platform improvements.

Subflows:

- SF-A (Safety Reporting): Integrates with emergency services for immediate threats.
- SF-B (Analytics Feedback): Aggregates disputes to identify systemic vulnerabilities (e.g., unprofitable zones).

Alternative Flows:

- AF-1 (Invalid Dispute): If the evidence is insufficient, the system requests more info or closes with an explanation.

- AF-2 (Regulatory Escalation): For severe cases (e.g., labor violations in Europe), the system forwards to the authorities.

UC-22: Implement Dynamic Pricing for Orders

This use case applies surge or dynamic pricing to orders based on demand, time, and gig worker availability to balance platform profitability and worker incentives.

Preconditions:

- The order is in the placement phase.
- The platform has data on peak times, weather, and supply-demand metrics.
- Pricing rules comply with business models (e.g., aggregator commissions).

Main Flow:

1. Customer adds items to cart.
2. System calculates base price and checks for dynamic factors (e.g., high demand).
3. System applies surge pricing if applicable, displaying rationale (e.g., "Busy time: +20%").
4. Customer reviews and confirms the adjusted total.
5. Order proceeds with a dynamic price locked in.

Subflows:

- SF-A (Worker Incentives): Links surge to higher worker pay to attract more during peaks.
- SF-B (Transparency Alerts): Notifies customers of price changes in real-time.

Alternative Flows:

- AF-1 (Customer Opt-Out): If the surge is too high, customers can delay their order or choose alternatives with lower pricing.
- AF-2 (Platform Override): Admin can manually adjust surges for events or unprofitability issues.

UC-23: Customer Subscribes to a Food Delivery Plan

This use case allows customers to subscribe to a recurring food delivery plan for discounts, priority delivery, or exclusive menu access.

Preconditions:

- The customer is authenticated and has a valid payment method.
- The platform offers subscription plans with defined benefits (e.g., free delivery, exclusive items).
- Subscription terms comply with local regulations (e.g., transparent pricing).

Main Flow:

1. The customer navigates to the subscription section in the app.
2. The system displays available plans (e.g., monthly, annual) with benefits and costs.
3. The customer selects a plan, confirms payment details, and subscribes.
4. The system activates the subscription, applies benefits (e.g., auto-applies discounts), and sends a confirmation.
5. The system tracks subscription usage for renewal reminders and analytics.

Subflows:

- SF-A (Trial Period): If applicable, the system offers a trial with automatic billing post-trial unless canceled.
- SF-B (Benefit Tracking): The system logs benefits used (e.g., free deliveries) for customer visibility.

Alternative Flows:

- AF-1 (Payment Failure): If subscription payment fails, the system notifies the customer and suspends benefits until resolved.
- AF-2 (Cancellation Request): The customer cancels via app; the system processes per terms (e.g., pro-rated refund).

UC-24: Implement Drone Delivery for Orders

This use case enables the platform to assign and manage drone deliveries for eligible orders, leveraging drone technology to reduce delivery times and fuel costs.

Preconditions:

- The customer has placed an order (UC-01) in an area with drone delivery support.
- The platform integrates with a drone delivery system (e.g., equipped with and PS, obstacle avoidance).

- Restaurant and order meet drone criteria (e.g., lightweight items, within a 10-mile radius).

Main Flow:

1. The system identifies the order as drone-eligible based on location, weight, and weather conditions.
2. The system assigns a drone from the nearest hub and notifies the restaurant of preparation.
3. The drone picks up the order, navigates using GPS and obstacle avoidance, and delivers to the customer's designated landing area.
4. The system updates the customer with real-time drone tracking and ETA (similar to UC-18).
5. Upon delivery, the system confirms completion and logs drone performance metrics.

Subflows:

- SF-A (Landing Confirmation): The customer confirms landing area availability via the app.
- SF-B (Drone Monitoring): The system logs flight data (e.g., battery, obstacles) for optimization.

Alternative Flows:

- AF-1 (Drone Ineligibility): If the order exceeds weight or distance limits, the system falls back to gig worker delivery (UC-27).
- AF-2 (Weather Disruption): If conditions (e.g., rain) prevent drone use, the system reassigns to a human driver and notifies the customer.

UC-25: Offer Eco-Friendly Delivery Options

This use case allows customers to select sustainable delivery methods, such as electric vehicles or zero-waste packaging, aligning with 2025 trends in environmental consciousness.

Preconditions:

- The order is placed (UC-01) in an area with eco-friendly delivery partners.
- The platform tracks sustainability metrics (e.g., carbon footprint) for options.
- The customer has opted into green preferences in their profile.

Main Flow:

1. During checkout, the system presents eco-options (e.g., "Choose electric bike delivery for lower emissions").
2. The customer selects an option, potentially with incentives (e.g., a small discount for zero-waste).
3. The system assigns a compatible gig worker or drone (UC-32) and calculates the adjusted ETA/fee.
4. Upon delivery, the system provides a sustainability report (e.g., "Saved X kg CO2").
5. The system logs choice for future defaults and platform-wide metrics.

Subflows:

- SF-A (Packaging Selection): Offers reusable or biodegradable options with visual previews.
- SF-B (Impact Tracking): Aggregates user choices for annual eco-reports shared with customers.

Alternative Flows:

- AF-1 (Unavailable Option): If eco-delivery is not possible (e.g., rural area), the system explains and suggests alternatives like batching.
- AF-2 (Opt-Out): Customer skips; system gently prompts with eco-benefits next time.

UC-26: Enable Social Sharing and Group Ordering

This use case facilitates group orders and social media sharing of meals, targeting Gen Z's preferences for collaborative and shareable experiences in 2025.

Preconditions:

- The customer is authenticated with social media integration enabled.
- Multiple users can join via invite links.
- The platform supports real-time collaboration.

Main Flow:

1. The customer initiates a group order and shares a link via app or social media.
2. Invited users join, view the menu, and add items to a shared cart.
3. The system tallies totals, handles split payments, and confirms the order.
4. Post-delivery, the system prompts for photo sharing or reviews on integrated social platforms.
5. The system logs group dynamics for future suggestions (e.g., popular group items).

Subflows:

- SF-A (Real-Time Edits): Users see live updates to the cart as others add/remove items.
- SF-B (Social Incentives): Offers discounts for shared orders or social posts.

Alternative Flows:

- AF-1 (Uneven Split): If payment disputes arise, the system allows individual payments.
- AF-2 (User Dropout): If someone leaves, the system adjusts the cart and notifies the group.

UC-27: Vendor Registers as Home-Based Supplier

This use case allows homemakers to register as vendors to sell homemade food through the platform, enabling start-up businesses from home.

- **Preconditions**
  - User is not already registered as a vendor.
  - User has valid identification and address proof.
  - The system has integration with verification services for background checks.
- **Main Flow**
  - Vendor navigates to the registration screen.
  - System prompts for personal details, business name, menu items, and proof documents.
  - Vendor uploads required documents and agrees to the terms.
  - System submits data to the verification service for approval.
  - On approval, the system creates a vendor profile with status ACTIVE and notifies the vendor.
- **Subflows**
  - **SF-A (Menu Upload)**: Vendor adds initial menu items with descriptions, prices, and images.
  - **SF-B (Bank Details)**: Vendor enters payment receiving details for payouts.
- **Alternative Flows**
  - **AF-1 (Document Rejection)**: System notifies vendor of issues; allows re-upload.
  - **AF-2 (Verification Fail)**: System rejects registration and provides reasons.

UC-28: Admin Verifies Vendor Hygiene and Compliance

This use case allows admins to verify and manage hygiene standards for vendors to ensure safe food delivery.

- **Preconditions**
  - Vendor has submitted a registration or update request.
  - Admin is authenticated with verification privileges.
  - The system has access to hygiene certification templates and checklists.
- **Main Flow**
  - Admin opens the vendor verification dashboard.
  - System displays pending vendors with submitted documents and self-reported hygiene details.
  - Admin reviews documents, conducts a virtual inspection if needed, and completes the checklist.
  - On approval, the system updates the vendor status to COMPLIANT and enables listings.
  - System notifies vendor and schedules periodic re-verification.
- **Subflows**
  - **SF-A (Inspection Schedule)**: Admin sets up video call for live hygiene check.
  - **SF-B (Certification Upload)**: Vendor re-uploads if initial docs are insufficient.
- **Alternative Flows**
  - **AF-1 (Non-Compliance)**: System flags issues, notifies vendor for corrections, and suspends listings.
  - **AF-2 (Appeal Process)**: Vendor appeals decision; admin reviews with additional evidence.

UC-29: Customer Tracks Delivery Location in Real-Time

This use case enables customers to view the real-time GPS location of their order during delivery for better transparency and convenience.

- **Preconditions**
  - The order is placed and assigned to a delivery method (gig worker or drone).
  - GPS tracking is enabled on the delivery agent's device.
  - The customer has granted location permissions.
- **Main Flow**
  - Customer opens the order tracking screen.
  - System fetches real-time GPS data from the delivery agent.
  - The system displays a map with the current location, route, and updated ETA.
  - System pushes notifications for key updates (e.g., "Driver is 5 minutes away").

- ○ Upon arrival, the system marks the order as DELIVERED and prompts for confirmation.
- **Subflows**
  - ○ **SF-A (Route View)**: Customer zooms into the map for a detailed route.
  - ○ **SF-B (Contact Agent)**: Customer initiates chat or call with delivery agent if needed.
- **Alternative Flows**
  - ○ **AF-1 (GPS Signal Lost)**: System shows last known location and estimated ETA based on averages.
  - ○ **AF-2 (Delay Detected)**: System alerts customer and offers compensation options.

UC-30: System Provides Personalized Menu Recommendations

This use case uses machine learning to suggest menu items based on customers' past orders and preferences to enhance user experience.

- **Preconditions**
  - ○ Customer is authenticated.
  - ○ Customer has an order history or provided preferences.
  - ○ The machine learning model is trained and available.
- **Main Flow**
  - ○ Customer opens the menu screen.
  - ○ System retrieves customer data (past orders, ratings, preferences).
  - ○ The system applies an ML model to generate personalized suggestions.
  - ○ System displays recommended items at the top of the menu with explanations (e.g., "Based on your love for lattes").
  - ○ Customers can add recommended items to the cart directly.
- **Subflows**
  - ○ **SF-A (Preference Update)**: Customer edits preferences to refine future recommendations.
  - ○ **SF-B (Feedback on Rec)**: Customer rates the suggestion for model improvement.
- **Alternative Flows**
  - ○ **AF-1 (No History)**: System falls back to popular items or prompts for preferences.
  - ○ **AF-2 (Model Error)**: System shows the default menu and logs an error for admin review.

UC-31: Customer Special Instructions on Order

- **Preconditions**
  - The customer is logged in and creating an order.
- **Main Flow**
  1. Customer adds an item to the cart.
  2. Customer enters free-text notes (e.g., "no sugar", "separate hot/cold").
  3. The system stores notes linked to the item line.
  4. Staff see instructions when preparing the order.

- **Preconditions**
  - The customer is logged in and creating an order.
- **Subflows**
  - **SF-A:** Customer edits instructions before checkout.
- **Alternative Flows**
  - **AF-1:** Instruction violates policy (e.g., "extra alcohol") → System rejects.

UC-32: Manage Allergy and Dietary Information for Menu Items

- **Preconditions**
  - Menu items are defined.
  - Standard allergy and dietary categories are predefined in the system.

- **Main Flow**
  - Admin/Staff selects a menu item or recipe.
  - Admin/Staff assigns relevant allergy and dietary tags based on ingredients and preparation methods.
  - The System validates for consistency (e.g., cannot tag 'Vegan' if the recipe contains milk).
  - The System publishes the updated allergy/dietary information to the customer-facing menu.

- **Subflows**
  - **SF-A:** The System automatically suggests allergy/dietary tags for a recipe based on the tags of its constituent ingredients.
  - **SF-B:** The System allows adding warnings for potential cross-contamination during preparation.

- **Alternative Flows**
  - **AF-1:** If a manual tag conflicts with ingredient-based tags, the System highlights the conflict and requires Admin/Staff resolution.

·   **AF-2**: If a customer has a specific allergy inquiry not covered by existing tags, the System can forward it to Staff for a manual response.

UC-33: Staff Rejects or Cancels Order (Before Prep)

- **Preconditions**
  - Order is **Placed**, not yet **In Progress**.

- **Main Flow**
  1. Staff opens **Order Queue**.
  2. Selects an order and chooses **Reject**.
  3. System cancels order, releases inventory, and refunds payment.
  4. Customer receives cancellation notification.

- **Subflows**
  - **SF-A:** Staff enters reason (ingredient shortage, system error).

- **Alternative Flows**
  - **AF-1:** Attempted cancel after prep start → System disallows.

UC-34: Admin Reviews Operational Metrics

- **Preconditions**
  - Orders and inventory data exist.

- **Main Flow**
  - ·   Admin opens **Reports Dashboard**.
  - ·   View key KPIs: average prep time, cancellation rates, and top items.
  - ·   Exports summary report for weekly review.

- **SubFlows**
  - **SF-A:** Filter by role (staff performance) or item (inventory turnover).

- **Alternative Flows**
  - ·   **AF-1:** No data → Dashboard displays "No reports available."

UC-35: Staff Training and Knowledge Management (Recipes and Procedures)

- **Preconditions**
    - New or updated recipes/procedures exist.
    - Staff users are defined in the system.

- **Main Flow**
    - · Admin/Manager assigns training modules for new/updated recipes or operational procedures to relevant staff roles.
    - · Staff members access training materials (e.g., recipe cards with images, video tutorials, step-by-step guides) via a staff app/portal.
    - · Staff complete the training, which may include quizzes or practical assessments.
    - · Exports summary report for weekly review.
    - · The System records staff training completion and performance.
    - · The System marks staff as certified for specific recipes/procedures.

- **SubFlows**
    - **SF-A:** The System sends notifications to staff for pending or overdue training modules.
    - **SF-B:** The System links staff performance on actual orders (e.g., preparation time, consistency) to their training records.

- **Alternative Flow**
    - · **AF-1:** The System alerts staff and managers when a certification is nearing expiry, prompting re-training.
    - · **AF-2**: Staff can provide feedback on the clarity or effectiveness of training materials, which Admin/Manager reviews for improvement.

2. Reflection document: differences in the LLM reports

	Zero-shot	Careful
Prompting	Generated without the context of WolfCafe, providing only the structural template (preconditions, main/sub/alternative flow)	Generated with WolfCafe context and detailed guidelines, focusing on use case creation and document retrieval priorities
NotebookLM	Tends to emphasize workflows and external stakeholders (e.g., governments, vendors)	Emphasizes application features and MVP scope, with a focus on internal and primary stakeholders
	Flows include redundant and overly detailed explanations	Flows are elaborated but concise
ChatGPT 5	Produces use cases that are non-essential and distant from the core functionality	Produces use cases that are well-structured around the core functionality
	Use cases resemble examples found in academic literature	Use cases are more directly relevant to the WolfCafe system

3. Total cost of LLM usage

- NotebookLM (free trial), Deepseek R1 (free when used via openrouter)
- ChatGPT Plus ($20/month)