

New Use Cases

UC-N1: Customer Places Order with Saved Payment Method

Preconditions

- Customer is authenticated and has previously saved payment information
- Customer has valid saved payment method
- Menu items exist and are in stock

Main Flow

1. Customer opens Order screen
2. System auto-populates checkout with saved payment method
3. Customer adds items to cart and proceeds to checkout
4. Customer confirms order with saved payment (no re-entry required)
5. System processes payment and creates order

Subflows

- SF-A: Customer can switch to different saved payment method
- SF-B: Customer updates billing address for saved method

Alternative Flows

- AF-1: Saved payment method expired → System prompts to update payment info
- AF-2: Saved payment method fails → System offers alternative saved methods or new entry

UC-N2: Staff Views Order with Estimated Prep Times

Preconditions

- Staff is authenticated
- Orders exist with different item complexities
- Basic prep time data exists for menu items

Main Flow

1. Staff opens Order Queue
2. System displays orders with estimated total prep time per order
3. Staff can see breakdown of prep time per item within each order
4. Staff marks order as started, system begins tracking actual prep time
5. Staff marks order complete, system records actual vs estimated time

Subflows

- SF-A: Staff can adjust estimated time based on current kitchen load
- SF-B: System learns from actual prep times to improve estimates

Alternative Flows

- AF-1: Prep taking longer than estimated → Staff can update customer with revised ETA
- AF-2: Multiple complex orders → System suggests prep sequence optimization

UC-N3: Customer Receives SMS Notification When Order Ready

Preconditions

- Order is marked as READY_FOR_PICKUP by staff
- Customer provided phone number during order

Main Flow

1. Staff marks order as ready

2. System automatically sends SMS to customer with pickup notification
3. SMS includes order number, pickup location, and pickup window
4. Customer acknowledges by arriving for pickup

Subflows

- SF-A: Customer can reply to SMS to confirm pickup time
- SF-B: System sends reminder SMS if order not picked up within grace period

Alternative Flows

- AF-1: SMS delivery fails → System logs failed notification and staff manually calls customer
- AF-2: Customer doesn't respond → System follows standard no-show policy

UC-N4: Customer Cancels Order with Automatic Refund Processing

Preconditions

- Order status is PLACED (not yet IN_PROGRESS)
- Order was placed within cancellation window
- Payment was successfully charged

Main Flow

1. Customer opens order details and selects "Cancel Order"
2. System confirms cancellation is allowed and shows refund amount
3. Customer confirms cancellation
4. System processes automatic refund to original payment method
5. System sends cancellation confirmation with refund timeline

Subflows

- SF-A: Partial refund if cancellation fee applies
- SF-B: Store credit option instead of refund to original payment method

Alternative Flows

- AF-1: Order already started → System denies cancellation and suggests contacting staff
- AF-2: Refund processing fails → System creates manual refund ticket for admin

UC-N5: Admin Views and Manages All User Accounts

Preconditions

- Admin is authenticated with user management privileges
- User accounts exist in the system

Main Flow

1. Admin opens User Management dashboard
2. System displays list of all users with roles and status
3. Admin can search/filter users by name, email, role, or registration date
4. Admin can view user details, order history, and account status
5. Admin can activate, deactivate, or reset user passwords

Subflows

- SF-A: Admin can bulk update user roles or status
- SF-B: Admin can export user lists for reporting

Alternative Flows

- AF-1: Admin tries to deactivate own account → System prevents and warns
- AF-2: User account has pending orders → System warns before deactivation

UC-N6: Staff Offers Simple Substitution When Item Unavailable

Preconditions

- Order is IN_PROGRESS
- Required item becomes unavailable during prep
- Similar items exist in menu

Main Flow

1. Staff identifies unavailable item during prep
2. Staff selects item and chooses "Offer Substitution"
3. System suggests similar items at same or lower price
4. Staff calls customer to explain situation and offer substitution
5. Customer accepts substitution, staff continues with new item

Subflows

- SF-A: Staff can manually select alternative item not in suggestions
- SF-B: Price difference handled as refund or additional charge

Alternative Flows

- AF-1: Customer rejects substitution → Staff processes partial refund for that item
- AF-2: Customer unreachable → Staff follows store policy (refund or proceed with substitution)

UC-N7: Staff Updates Item Stock Levels Manually

Preconditions

- Staff is authenticated
- Menu items exist with current stock counts
- Physical inventory count completed

Main Flow

1. Staff opens Inventory Management screen
2. Staff finds item and enters new stock count based on physical count
3. System updates stock level and calculates variance from expected
4. System logs inventory adjustment with staff ID and timestamp
5. Updated stock levels immediately affect customer menu availability

Subflows

- SF-A: Staff can add notes explaining significant variances
- SF-B: System can generate variance report for admin review

Alternative Flows

- AF-1: New stock count results in negative inventory → System warns and requires confirmation
- AF-2: Large variance detected → System flags for admin review

UC-N8: Admin Sets Menu Item Availability Schedule

Preconditions

- Admin is authenticated
- Menu items exist in catalog
- Business has time-based menu changes (breakfast/lunch/dinner)

Main Flow

1. Admin selects menu item from catalog
2. Admin sets availability schedule (days of week, hours of day)

3. System validates schedule doesn't conflict with store hours
4. Admin saves schedule, system applies immediately
5. Items automatically appear/disappear from customer menu based on schedule

Subflows

- SF-A: Admin can set seasonal availability (specific date ranges)
- SF-B: Admin can copy schedule from one item to multiple items

Alternative Flows

- AF-1: Schedule conflict with store hours → System warns and prevents save
- AF-2: Item scheduled to be unavailable but customer orders exist → System warns admin

UC-N9: Customer Adds Order Notes Visible to Kitchen Staff**Preconditions**

- Customer is placing an order
- Items are added to cart

Main Flow

1. Customer adds items to cart and sees "Special Instructions" field
2. Customer enters preparation notes (e.g., "extra hot", "light ice", "separate container")
3. System saves notes with specific items or entire order
4. Staff see notes prominently displayed when preparing order
5. Staff can mark notes as acknowledged/completed

Subflows

- SF-A: Common instruction templates available for quick selection
- SF-B: Character limit enforced to keep instructions concise

Alternative Flows

- AF-1: Instructions conflict with item preparation → Staff contacts customer for clarification
- AF-2: Instructions not feasible → Staff calls customer to explain and offer alternatives

UC-N10: Staff Marks Order as Delayed with Customer Notification**Preconditions**

- Order is IN_PROGRESS but running behind estimated time
- Customer contact information is available

Main Flow

1. Staff realizes order will be significantly delayed
2. Staff selects order and chooses "Report Delay"
3. Staff enters revised estimated completion time and optional reason
4. System sends notification to customer about delay with new pickup time
5. System logs delay for operational reporting

Subflows

- SF-A: Staff can offer small discount or free item for significant delays
- SF-B: Customer can respond to delay notification to confirm or cancel

Alternative Flows

- AF-1: Customer cancels due to delay → System processes refund per delay policy
- AF-2: Multiple delays for same customer → System flags for management review

Reflection Document

How did you decide what NOT to do?

We prioritized our MVP by focusing on a closed loop of core actions: customer orders, staff fulfills, customer picks up, admin maintains system integrity. Every use case was tested against this flow. If it didn't enable, support, or protect one of these four steps, it was excluded. For example, UC-24 (Drone Delivery) and UC-19-21 (Gig Worker ecosystem) represent different service models requiring their own loops and were set aside.

We centered on three stakeholder groups: customers(ordering and pickup), staff(order processing, basic inventory), and admins(user management, catalog control).

Exclusion filters:

1. **Essential vs. Enhancement:** UC-01 (Place Order) and UC-03 (Pickup) were non-negotiable, while UC-30 (Menu Recommendations) and UC-26 (Social Sharing) were deferred as enhancements.
2. **Operational Complexity:** Features needing heavy integrations or regulatory review (UC-24, UC-19-21, UC-12-15) were excluded.
3. **Manual Workaround Viability:** UC-09 (Refunds) and UC-18 (Service Recovery) were dropped since early volumes allow manual handling.

This left 10 core use cases: customer ordering (UC-01, UC-03, UC-04, UC-31), staff operations (UC-02, UC-06, UC-33), and admin controls (UC-05, UC-07, UC-08).

What negative impacts or disappointments this MVP could have for your stakeholders.

Customer. Customers will miss features they've come to expect from food apps. Without real-time delivery tracking (UC-29) or personalized recommendations (UC-30), early adopters may find the platform basic compared to competitors. No ratings or feedback (UC-16) means issues may go unreported, hurting trust and loyalty. Health-conscious users will also be disappointed by the lack of nutrition info (UC-12, UC-13, UC-15). Finally, no subscriptions (UC-23) or dynamic pricing (UC-22) removes cost-saving options that could drive retention.

Staff. WolfCafe faces extra work without built-in staff training (UC-35) or health-focused menu modifications (UC-14). Complaints will be harder to handle without structured service recovery (UC-18), leading to inconsistent responses. Onboarding new merchants will also be slower, as vendor registration and verification (UC-27-28) must be handled manually.

Business. For the business, the lack of reports (UC-11) and dashboards (UC-34) makes it hard to track performance or optimize revenue. Excluding promotions and loyalty features (UC-17) weakens customer retention, raising acquisition costs. Without advanced delivery and pricing tools (UC-20-22), the platform risks blending into the crowded market rather than standing out.

What changes you made (and why) to the MVP to appease at least some of the stakeholders.

Customer Experience Adjustments. Excluding features such as real-time tracking (UC-29), personalized recommendations (UC-30), and loyalty programs (UC-17) risked disappointing early adopters accustomed to mature platforms. To mitigate this, we focused on speed, convenience, and transparency within the core ordering and pickup workflow.

- **Convenience and Trust:** We added UC-N1 (Order with Saved Payment Method), which streamlines checkout and builds customer confidence without the complexity of personalization.
- **Communication and Transparency:** In place of real-time tracking and ratings, we introduced UC-N3 (SMS Notification When Order Ready) and UC-N10 (Staff Marks Order as Delayed). These features deliver essential status updates, managing expectations at lower operational cost.
- **Cancellations:** To replace manual refunds (UC-09), UC-N4 (Automatic Refund on Cancellation) offers customers a seamless self-service option, reducing friction and staff workload.

Staff Operations Adjustments. Omitting training (UC-35), menu modifications (UC-14), and service recovery (UC-18) initially simplified the MVP but risked inefficiency and staff frustration. We therefore reintroduced targeted features that ease daily operations.

- **Order Management:** UC-N2 (View Orders with Estimated Prep Times) provides staff with actionable information to prioritize tasks and manage multiple orders effectively.
- **In-Store Processes:** Simplified inventory features, UC-N6 (Simple Substitution) and UC-N7 (Manual Stock Updates), address stock-outs and item availability without full-scale inventory systems.

Business Management Adjustments. The original MVP excluded reporting (UC-11) and catalog management (UC-08), which limited oversight. To address this, we introduced administrative features that safeguard system control and enable growth.

- **Administrative Controls:** UC-N5 (Manage User Accounts) ensures basic system integrity and customer support.
- **Menu Management:** UC-N8 (Schedule Menu Item Availability) restores essential control over offerings, enabling revenue optimization and inventory alignment.

Prompt History

- ChatGPT: <https://chatgpt.com/share/68c330e4-b064-8001-850f-c3a842732959>
- Gemini: <https://g.co/gemini/share/723bfd137507>