Use case arrange customers line-up

Book visits to the store

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| Name | Book visits to the store |
| Actors | Store manager & customers |
| Entry Conditions | 1. Customers purchase goods. 2. Store manager open the door of store. |
| Event Flow | 1. Customers log in the system. 2. Customers make store-bookings which they intend to purchase goods. 3. Customers send the purchasing requests to the store which that want to go. 4. Store managers retrieve responses and ask customers offer their locations and expected visit duration. 5. Customers consider the time they need to get to the shop from the place they currently are by pop-up notification and expected visit duration, then send these to the store managers. 6. Store mangers send some information about the current situation of store. 7. Customers see real-time estimation of waiting time and choose the expected visit time, then send their confirmation information to the store manager. 8. Store managers retrieve customers’ QRs code and numbers by displaying in the system. |
| Exit Condition | The customers receive their numbers or tickets. |
| Exception | 1. Customers who can’t use the application, they arrive at the store and offer their goods-list and expected visit duration to the store managers. 2. Store managers give the customers who can’t use the application some tickets and arranger them to make some queues. |
| Special Requirement | 1. The time of purchasing time is less than 5 minutes. 2. Each QR matches only one number. |

Arrange customers make queues and enter the store.

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| Name | Arrange customers make queues and enter the store. |
| Actors | Store managers & Customers |
| Entry Conditions | 1. Store managers open the door of store. 2. Customers arrive the store. 3. Customers have numbers or tickets. 4. Store sets the maximum number of people in store. |
| Event Flow | 1. Customers show their numbers or tickets to the store managers. 2. Store managers check customers’ numbers or tickets and the number of people in store currently if it more than the maximum number of people in store. 3. Store managers according to customers’ goods list to arrange them make queues. 4. Customers receive the suggestion of alternative slots for visiting stores from the store managers and follow the arrangement to enter the store. 5. Customers stand the door of the store and show the ORs which are matched by customers’ numbers to scan. 6. Customers are allowed to enter the store by the store managers if their QR’s state changes and the number of people currently in store is not more than the maximum number. 7. Customers go to the different queues according to their list if the number of people currently in store is more than the maximum number. 8. Customers who have the tickets insert the different queues according to their list. 9. Customers scan their QR if they finish purchasing. 10. Customers out of the store if their QRs’ states change. |
| Exit Condition | The customer finished purchase goods. |
| Exception | 1. The customers who didn’t arrive the store in time (the arrive time is more than 1 minute to their booking time), their tickets or numbers change to be invalid. 2. Customers can’t enter the store if their QRs’ states didn’t change. |
| Special Requirement | 1. The length of queue is more than 5 meters for per person. 2. The time of purchasing time is less than 5 minutes. 3. The QR code will be lost once the customers leave. |

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| Name | Cancel the booking to the store |
| Actors | Store managers & Customers |
| Entry Conditions | Customers have no time to the store in the booking duration time. |
| Event Flow | 1. Customers have other important things which make them have to cancel their bookings early. 2. Customers send to the cancel-info to the store manager. 3. Store managers retrieve responses to let customers know that there is no booking with the store. |
| Exit Condition | The customers have no booking with the store in the system. |
| Exception | Customers who don't arrive at the store on time are considered to be automatic cancellations. |