THE SINGAPOREAN RICE

USE CASE NARRATIVE OF CUSTOMER:

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| USE CASE NAME | VIEW PRODUCT | | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 0001-C | |  |
| PRIORITY | HIGH | |  |
| SOURCE | Requirement 0.01.1 | |  |
| PRIMARY ACTOR | CUSTOMER | |  |
| SECONDARY ACTOR | ADMIN | |  |
| DESCRIPTION | This use case describes the event of a user browsing through the different products enlisted on the website. | |  |
| PRECONDITION | THE WEBSITE MUST BE AVAILABLE FOR CUSTOMERS TO VIEW PRODUCT. | |  |
| TRIGGER | This use case is triggered when the user clicks on the view menu button. | |  |
| TYPIICAL COURSE OF EVENT | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |  |
| **STEP 1: The user clicks on the view menu button on the home page.** | **STEP 2: The system shows the available products.** |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS | * Use case must be available 24/7 * Frequency is estimated that the use case will be executed about 100-500 times a day. | |  |
| POSTCONDITION | VIEW THE PRODUCTS THAT CUSTOMER WANTS TO ORDER. | |  |
| CONCLUSION | THE USE CASE CONCLUDES WHEN THE USER GOES TO ANY ANOTHER PAGE | |  |

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| USE CASE NAME | ORDER | | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 0002-C | |  |
| PRIORITY | HIGH | |  |
| SOURCE | 0.01.2 | |  |
| PRIMARY BUSINESS ACTOR | CUSTOMER | |  |
| PRIMARY SYSTEM ACTOR | ADMIN/COOK | |  |
| DESCRIPTION | THIS USE CASE IS USED WHEN A CUSTOMER WANTS TO ORDER A PRODUCT. | |  |
| PRECONDITION | CUSTOMER MUST OPEN THE WEBSITE TO ORDER. | |  |
| TRIGGER | WHEN CUSTOMER IS INTERESTED IN PURCHASING A PRODUCT. | |  |
| TYPICAL COURSE OF EVENT | ACTOR ACTION | SYSTEM RESPONSE |  |
| **STEP 1:** CUSTOMER FIRST VIEW THE MENU.  ADD THE PRODUCT TO THE CART.  THEN CUSTOMER MOVES TOWARDS THE SHIPPING METHOD.  THEN PLACE THE ORDER. | **STEP 2:**  THE ADMIN/COOK WILL RECEIVE THE EMAIL THAT WILL NOTIFY THAT CUSTOMER PLACE THE ORDER AND THEN THE COOK READY THE FOOD. |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS | * Use case will be available on a time-slot * Frequency is estimated that the use case will be executed about 0-6 times a day. | |  |
| POST CONDITION | THE ORDER HAS BEEN RECORDED. | |  |
| CONCLUSION | THE USE CASE CONCLUDES WHEN THE USER HAS ORDERED THE PRODUCT. | |  |

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| USE CASE NAME | FEEDBACK | | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 0003-C | |  |
| PRIORITY | MEDIUM | |  |
| SOURCE | 0.01.3 | |  |
| PRIMARY ACTOR | CUSTOMER | |  |
| SECONDARY ACTOR | ADMIN | |  |
| DESCRIPTION | THIS USE CASE DESCRIBES THE EVENT WHEN A USER WANTS TO RATE HIS EXPERIENCE IN THE FORM OF A FEEDBACK | |  |
| PRECONDITION | THE SYSTEM MUST BE AVAILABLE FOR CUSTOMER FEEDBACK. | |  |
| TRIGGER | WHEN A CUSTOMER WANTS TO SHARE HIS EXPERIENCE ABOUT THE PRODUCT OR REVIEW THE PRODUCT.  . | |  |
| TYPICAL COURSE OF EVENT | ACTOR ACTION | SYSTEM RESPONSE |  |
| **STEP 1:** THE CUSTOMER CHOOSE THE FEEDBACK OPTION AND ENTER THE FEEDBACK. | **STEP 2:** THE ADMIN WILL BE ABLE TO RECEIVE AND VIEW THE GIVEN FEEDBACK. |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS | * Use case must be available 24/7 * Frequency is estimated that the use case will be executed about 0-6 times a day. | |  |
| POST-CONDITION | THE FEEDBACK WILL BE ADDED TO THE SYSTEM. | |  |
| CONCLUSION | THE USE CASE CONCLUDES WHEN THE SYSTEM HAS RECORDED THE FEEDBACK. | |  |

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| USE CASE NAME | ADD TO CART | | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 0004-C | |  |
| PRIORITY | HIGH | |  |
| SOURCE | 0.01.4 | |  |
| PRIMARY ACTOR | CUSTOMER | |  |
| SECONDARY ACTOR | ADMIN | |  |
| DESCRIPTION | THIS USE CASE DESCRIBES THE EVENT WHEN A USER WANTS TO ORDER MULTIPLE PRODUCTS AND ADD THEM INTO THE SHOPPING CART. | |  |
| PRECONDITION | THE SHOPPING CART SYSTEM MUST BE AVAILABLE FOR CUSTOMER. | |  |
| TRIGGER | WHEN A CUSTOMER WANTS TO ADD A PRODUCT INTO THE CART.  . | |  |
| TYPICAL COURSE OF EVENT | ACTOR ACTION | SYSTEM RESPONSE |  |
| **STEP 1:** THE CUSTOMER CHOOSE THE PRODUCT AND ADD THEM INTO THE CART.  **STEP 3:** THE USER PROCEEDS TO CHECKOUT THE PRODUCTS. | **STEP 2:** THE SYSTEM WILL RECEIVE & SAVE THE PRODUCTS INTO THE CUSTOMERS SHOPPING CART. |
| IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS | * Use case must be available 24/7 * Frequency is estimated that the use case will be executed about 0-6 times a day. | |  |
| POST-CONDITION | THE PRODUCTS WILL BE ADDED INTO THE SHOPPING CART. | |  |
| CONCLUSION | THE USE CASE CONCLUDES WHEN THE USER HAS EITHER PURCHASED THE PRODUCTS OR HAS REMOVED THE PRODUCTS FROM HIS CART. | |  |

USE CASE NARRATIVE OF CHEF:

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| USE CASE NAME | ORDER CONFIRMATION | | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 1002-CF | |  |
| PRIORITY | HIGH | |  |
| SOURCE | 0.2.1 | |  |
| PRIMARY BUSINESS ACTOR | CHEF | |  |
| SECONDARY SYSTEM ACTOR | CUSTOMER | |  |
| DESCRIPTION | THE USE CASE DESCRIBES THE EVENT WHEN A CUSTOMER HAS PLACED AN ORDER ONLINE AND THE CHEF CONFIRMS THE ORDER TO THE CUSTOMER. | |  |
| PRECONDITION | THE INDIVIDUAL MUST HAVE PLACED AN ORDER ON THE WEBSITE. | |  |
| TRIGGER | THIS USE CASE IS INTIATED WHEN THE CUSTOMER HAS PLACED AN ORDER. | |  |
| TYPICAL COURSE OF EVENT | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |  |
| **STEP 1:** THE CUSTOMERS WILL PLACE AN ORDER.  **STEP 3:** THE CHEF WILL CONTACT THE CUSTOMER AND CONFIRM THE ORDER | **STEP 2:** THE SYSTEM WILL FORWARD THE ORDER DETAILS TO THE CHEF |  |
| POST-CONDITION | THE ORDER WILL BE CONFIRMED AND THE CHEF WILL START PREPARING THE ORDER. | |  |
| CONCLUSION | THIS USE CASE CONCLUDES WHEN THE CUSTOMER RECEIVES THE ORDER/ORDER CONFIRMATION. | |  |
| BUISSNESS RULE | THE ORDER MUST BE PLACED BETWEEN THE BUISNESS TIMINGS.  A LIMITED NUMBER OF ORDERS ARE ACCEPTED PER DAY. | |  |
| OPEN ISSUES | ORDER CAN SOMETIMES BE CANCELLED DUE TO CERTAIN REASONS BUT THE CUSTOMER WILL BE INFORMED. | |  |

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| USE CASE NAME | PREPARE ORDER | | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 1001-CF | |  |
| PRIORITY | HIGH | |  |
| SOURCE | 0.2.2 | |  |
| PRIMARY BUSINESS ACTOR | CHEF | |  |
| SECONDARY SYSTEM ACTOR | CUSTOMER | |  |
| OTHER INTERESTED STAKEHOLDER | PR, MANAGER, MARKETING | |  |
| DESCRIPTION | THE USE CASE DESCRIBES THE EVENT WHEN THE CHEF HAS CONFIRMED THE ORDER AND STARTS PREPARING IT TO DELIVER IT AT THE RIGHT TIME. | |  |
| PRECONDITION | THE ORDER SHOULD BE CONFIRMED BY THE CHEF. | |  |
| TRIGGER | THIS USE CASE IS INTIATED WHEN THE CUSTOMER HAS PLACED AN ORDER AND THE CHEF HAS CONFIRMED IT. | |  |
| TYPICAL COURSE OF EVENT | **ACTOR ACTIONS** | **SYSTEM RESPONSE** |  |
| **STEP 1:** THE CUSTOMER WILL GET CONFIRMATION FROM THE CHEF. | **STEP 2:** THE SYSTEM RESPONDS BY FORWADING THE ORDER DETAILS TO THE CHEF & THE CHEF WILL START PREPARING IT. |  |
| POST-CONDITION | THE ORDER HAS BEEN ACCEPTED AND IF THE ORDERED IS PREPARED IT IS DISPATCHED FOR DELIVERY. | |  |
| CONCLUSION | THIS USE CASE CONCLUDES WHEN THE CUSTOMER RECEIVES THE ORDER/ORDER CONFIRMATION. | |  |
| BUISSNESS RULE | THE ORDER MUST BE PLACED BETWEEN THE BUISNESS TIMINGS.  A LIMITED NUMBER OF ORDERS ARE ACCEPTED PER DAY. | |  |
| OPEN ISSUES | ORDER CAN TAKE MORE THAN USUAL TIME TO PREPARE DUE TO CERTAIN REASONS. | |  |

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| USE CASE NAME | DISPATCH ORDER | | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 1003-CF | |  |
| PRIORITY | HIGH | |  |
| SOURCE | 0.2.3 | |  |
| PRIMARY BUSINESS ACTOR | CHEF | |  |
| SECONDARY SYSTEM ACTOR | DELIVERY MAN | |  |
| DESCRIPTION | THE USE CASE DESCRIBES THE EVENT WHEN THE ORDER HAS BEEN PREPARED BY THE CHEF AND IT IS READY TO BE DISPATCHED TO THE DELIVERYMAN FOR DELIVERY. | |  |
| PRECONDITION | THE ORDER SHOULD BE PREPARED BY THE CHEF. | |  |
| TRIGGER | THIS USE CASE IS INTIATED WHEN THE CHEF HAS CONFIRMED THE ORDER AND HAS PREPARED IT. | |  |
| TYPICAL COURSE OF EVENT | **ACTOR ACTIONS** |  |  |
| **STEP 1:** THE CHEF WILL PREPARE THE ORDER  **STEP 2:** THE CHEF WILL NOTIFY THE DELIVERYMAN OF THE ORDER AND DISPATCH IT. |  |  |
| POST-CONDITION | THE ORDER WILL BE GIVEN TO THE DELIVERYMAN FOR DELIVERY. | |  |
| CONCLUSION | THIS USE CASE CONCLUDES WHEN THE CHEF HAS PREPARED THE ORDER AND HANDS IT OVER TO THE DELIVERYMAN. | |  |

USE CASE NARRATIVE OF ADMIN:

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| USE CASE NAME | MANAGE ORDERS | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 0101-AD |  |
| PRIORITY | HIGH |  |
| SOURCE | 0.3.1 |  |
| PRIMARY ACTOR | ADMIN |  |
| PRECONDITION | THE ORDER SHOULD BE PLACED BY THE CUSTOMERS. |  |
| DESCRIPTION | THIS USE CASE IS USED WHEN THE ADMIN WANTS TO EDIT,DELETE OR UPDATE THE STATUS OF THE ORDERS. THIS USE CASE IS ALSO USED TO DETERMINE WHETHER THE RESTURANT IS TAKING ORDERS OR NOT WHICH CAN BE SWITCHED BY THE ADMIN. |  |
| TRIGGER | WHEN THE PENDING ORDERS NEEDS TO BE MANAGED BY THE ADMIN. |  |
| TYPICAL COURSE OF EVENT | **SYSTEM RESPONSE:**  **STEP 1: The System lists all the pending orders.**  **STEP 2: The Admin can cancel / delete or update the expected delivery time of the pending orders. The admin can also open or close orders for the restaurant.** |  |
| CONCLUSION | THIS USE CASE IS CONCLUDED WHEN THE ADMIN HAS SUCESSFULLY PERFORMED THE OPERATIONS ON ORDERS. |  |
| POST CONDITION | THE ORDER STATUSES HAS BEEN CHANGED. |  |

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| USE CASE NAME | EDIT PRODUCTS | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 0102-AD |  |
| PRIORITY | MEDIUM |  |
| SOURCE | 0.3.2 |  |
| PRIMARY ACTOR | ADMIN |  |
| PRECONDITION | THE PRODUCT MENU SHOULD EXIST IN THE WEBSITE. |  |
| DESCRIPTION | THIS USE CASE IS USED WHEN THE ADMIN WANTS TO EDIT,DELETE OR UPDATE THE PRODUCTS, THEIR PRICES AND THEIR DESCRIPTIONS. |  |
| TRIGGER | WHEN A NEW PRODUCT IS TO BE ADDED TO THE MENU OR AN EXISTING PRODUCT SHOULD BE UPDATED. |  |
| TYPICAL COURSE OF EVENT | **SYSTEM RESPONSE:**  **STEP 1: THE ADMIN LOGS IN INTO THE ADMIN PANEL**  **STEP 2: The Admin can EDIT / DELETE or UPDATE the existing products in the menu.** |  |
| CONCLUSION | THIS USE CASE IS CONCLUDED WHEN THE ADMIN HAS SUCESSFULLY UPDATED THE PRODUCTS. |  |
| POST CONDITION | THE PRODUCT MENU IS CHANGED. |  |

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| USE CASE NAME | LOGIN INTO ADMIN PANEL | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 0103-AD |  |
| PRIORITY | HIGH |  |
| SOURCE | 0.3.3 |  |
| PRIMARY ACTOR | ADMIN |  |
| PRECONDITION | THE ADMIN PANEL SHOULD BE AVAILABLE TO THE ADMIN. |  |
| DESCRIPTION | THIS USE CASE IS USED WHEN THE ADMIN WANTS TO ACCESS THE ADMIN PANEL TO MAKE CRITICAL CHANGES. |  |
| TRIGGER | WHEN THE ADMIN NEEDS TO MANAGE ORDERS, UPDATE PRODUCTS. |  |
| TYPICAL COURSE OF EVENT | **SYSTEM RESPONSE:**  **STEP 1: THE ADMIN LOGS IN INTO THE ADMIN PANEL**  **STEP 2: THE ADMIN CAN MANAGE ORDERS OR UPDATE THE PRODUCTS** |  |
| CONCLUSION | THIS USE CASE IS CONCLUDED WHEN THE ADMIN HAS SUCESSFULLY PERFORMED ADMIN RELATED OPERATIONS. |  |
| POST CONDITION | CHANGES ARE MADE ACCORDING TO THE OPERATIONS PERFORMED BY THE ADMIN. |  |

USE CASE NARRATIVE OF DELIVERY MAN:

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| USE CASE NAME | PICKUP ORDER | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 0103-DM |  |
| PRIORITY | HIGH |  |
| SOURCE | 0.4.1 |  |
| PRIMARY ACTOR | DELIVERYMAN |  |
| SECONDARY ACTOR | CHEF |  |
| PRECONDITION | THE ORDER SHOULD BE PREPARED BY THE CHEF |  |
| DESCRIPTION | THIS USE CASE IS USED WHEN THE CHEF HAS PREPARED THE ORDER AND THE ORDER IS READY TO BE DISPATCHED. |  |
| TRIGGER | WHEN THE ORDER HAS BEEN PREPARED |  |
| TYPICAL COURSE OF EVENT | **ACTOR RESPONSE:**  **STEP 1: THE CHEF HAS PREPARED THE ORDER AND NOTIFIES THE DELIVERYMAN**  **STEP 2: THE DELIVERYMAN PICKS UP THE ORDER FROM THE CHEF** |  |
| CONCLUSION | THIS USE CASE IS CONCLUDED WHEN THE DELIVERYMAN HAS PICKEDUP THE ORDER FROM THE CHEF. |  |
| POST CONDITION | THE ORDER IS READY TO BE DELIVERED BY THE DELIVERYMAN. |  |

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| USE CASE NAME | DELIVER ORDER | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 0102-DM |  |
| PRIORITY | HIGH |  |
| SOURCE | 0.4.2 |  |
| PRIMARY ACTOR | DELIVERYMAN |  |
| SECONDARY ACTOR | CUSTOMER |  |
| PRECONDITION | THE ORDER SHOULD BE PICKED UP BY THE DELIVERYMAN |  |
| DESCRIPTION | THIS USE CASE IS USED WHEN THE DELIVERY MAN HAS PICKED UP THE ORDER FROM THE CHEF DELIVERS IT |  |
| TRIGGER | WHEN THE ORDER HAS BEEN PICKED UP FOR DELIVERY BY THE CHEF |  |
| TYPICAL COURSE OF EVENT | **ACTOR RESPONSE:**  **STEP 1: THE DELIVERYMAN PICKS UP THE ORDER FROM THE CHEF**  **STEP 2: THE DELIVERYMAN DELIVERS THE ORDER TO THE CUSTOMER** |  |
| CONCLUSION | THIS USE CASE IS CONCLUDED WHEN THE DELIVERYMAN HAS DELIVERED THE ORDER TO THE CUSTOMER |  |
| POST CONDITION | THE ORDER IS RECEIVED BY THE CUSTOMER |  |

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| USE CASE NAME | COLLECT PAYMENT | **USE CASE TYPE**  Business Requirements:  System Analysis: |
| USE CASE ID | 0104-DM |  |
| PRIORITY | HIGH |  |
| SOURCE | 0.4.1 |  |
| PRIMARY ACTOR | DELIVERYMAN |  |
| SECONDARY ACTOR | CUSTOMER |  |
| PRECONDITION | THE ORDER SHOULD BE DELIVERED TO THE CUSTOMER |  |
| DESCRIPTION | THIS USE CASE IS USED WHEN THE DELIVERYMAN HAS DELIVERED THE ORDER TO THE CUSTOMER |  |
| TRIGGER | WHEN THE ORDER HAS BEEN DELIVERED. |  |
| TYPICAL COURSE OF EVENT | **ACTOR RESPONSE:**  **STEP 1: THE DELIVERYMAN HANDS OVER THE ORDER TO THE CUSTOMER**  **STEP 2: THE DELIVERYMAN COLLECTS THE PAYMENT FROM THE CUSTOMER IF THE PAYMENT HASN’T BEEN DONE ONLINE** |  |
| CONCLUSION | THIS USE CASE IS CONCLUDED WHEN THE DELIVERYMAN HAS COLLECTED THE PAYMENT FROM THE CUSTOMER. |  |
| POST CONDITION | THE ORDER IS COMPLETED. |  |