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| **Use Case ID** | UC.01 | | | | |
| **Use Case Name** | Đặt bàn và gọi món | | | | |
| **Created by** | Huỳnh Vũ | | **Last updated by** | | Huỳnh Vũ |
| **Date Created** | Dec 01, 2024 | | **Date last updated** | | Dec 01, 2024 |
| **Actors** | Khách hàng (Customer) | | | | |
| **Brief Description** | Khách hàng có thể quét mã QR để đặt bàn và chọn món ăn. Sau khi quét mã QR, hệ thống sẽ tự động cập nhật trạng thái bàn đã được đặt | | | | |
| **Goal** | Đảm bảo khách hàng đặt bàn và gọi món một cách tiện lợi, đồng thời hệ thống cập nhật trạng thái bàn ngay lập tức để tránh trùng lặp | | | | |
| **Trigger** | Khi khách hàng quét mã QR để truy cập vào hệ thống | | | | |
| **Pre-conditions** |  Hệ thống đã có thông tin bàn trống và menu món ăn   Khách hàng có thiết bị quét mã QR và truy cập được vào hệ thống | | | | |
| **Post-conditions** | * Trạng thái bàn được cập nhật là "Đang được đặt". * Đơn đặt món được lưu trữ trong hệ thống. * Khách hàng nhận được xác nhận qua giao diện hệ thống | | | | |
| **Main Flow** | **Step** | **Actor Action** | | **System Response** | |
| **1** | Khách hàng quét mã QR để truy cập | | Hệ thống hiển thị giao diện đặt bàn và tự động cập nhật trạng thái bàn tương ứng là "Đang được đặt" | |
| **2** | Khách hàng chọn món ăn từ menu | | Hệ thống hiển thị chi tiết món ăn và yêu cầu khách hàng xác nhận đơn hàng | |
| **3** | Khách hàng nhấn nút "Xác nhận đặt món" | | Hệ thống lưu thông tin đặt món, cập nhật trạng thái bàn thành "Đã đặt" và hiển thị thông báo thành công. | |
| **Alternative Flow** | **Luồng phụ 1: Bàn đã được đặt** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Khách hàng quét mã QR để truy cập | | Hệ thống kiểm tra trạng thái bàn và phát hiện bàn đã được đặt | |
| **2** | Hệ thống hiển thị thông báo: "Bàn này đã được đặt. Vui lòng chọn bàn khác hoặc liên hệ nhân viên để được hỗ trợ." | |  | |
| **3** | Khách hàng chọn một bàn khác | | Hệ thống kiểm tra trạng thái bàn mới (Quay lại bước 2 với luồng chính) | |
| **Luồng phụ 2: Món ăn hết hàng hoặc không sẵn có** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Khách hàng quét mã QR để truy cập | | Hệ thống hiển thị giao diện đặt bàn và tự động cập nhật trạng thái bàn tương ứng là "Đang được đặt" | |
| **2** | Khách hàng chọn món ăn từ menu | | Hệ thống kiểm tra trạng thái món ăn và phát hiện món ăn đã hết hàng hoặc không sẵn có. | |
| **3** | Hệ thống hiển thị thông báo: "Món này hiện đã hết. Vui lòng chọn món khác." | |  | |
| **4** | Khách hàng chọn một món khác từ menu | | Hệ thống cập nhật danh sách món trong giỏ hàng (và tiếp tục bước 2 luồng chính) | |
|  | **Luồng phụ 3: Khách hàng hủy đặt bàn hoặc hủy món đã chọn** | | | | |
|  | **Step** | **Actor Action** | | **System Response** | |
|  | **1** | Khách hàng chọn "Hủy bàn" hoặc "Hủy món" từ giao diện hệ thống | | Hệ thống hiển thị yêu cầu xác nhận hành động "Bạn có chắc chắn muốn hủy bàn/món này không?" | |
|  | **2** | Khách hàng xác nhận hành động hủy | | Hệ thống cập nhật trạng thái bàn trở về "Trống" hoặc xóa món khỏi danh sách đã chọn | |
|  | **3** | Nếu khách hàng không xác nhận, hệ thống hủy bỏ yêu cầu hủy và tiếp tục giữ nguyên trạng thái bàn/món | |  | |
| **Exception Flow** | **Luồng ngoại lệ 1: Hệ thống mất kết nối với cơ sở dữ liệu** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Khách hàng quét mã QR để truy cập | | Hệ thống hiển thị giao diện đặt bàn và tự động cập nhật trạng thái bàn tương ứng là "Đang được đặt" | |
| **2** | Khách hàng chọn món ăn từ menu | | Hệ thống hiển thị chi tiết món ăn và yêu cầu khách hàng xác nhận đơn hàng | |
| **3** |  | | Hệ thống kiểm tra và xử lý yêu cầu trong khoảng thời gian quy định. | |
| **5** | Thời gian xử lý quá lâu (hết thời gian chờ). | | Hệ thống hiển thị thông báo: "Yêu cầu của bạn không được xử lý kịp thời. Vui lòng thử lại sau." | |
| **6** | Khách hàng thử lại đặt lại | |  | |
| **Luồng ngoại lệ 2: Lỗi kết nối mạng** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Khách hàng quét mã QR hoặc chọn món từ menu | | Hệ thống không phản hồi hoặc báo lỗi kết nối | |
| **2** |  | | Hệ thống hiển thị thông báo lỗi: "Lỗi hệ thống. Vui lòng thử lại sau." hoặc "Không có kết nối. Vui lòng kiểm tra lại kết nối mạng." | |
| **3** | Khách hang kiểm tra mạng và thử lại | | Nếu vẫn lỗi hãy liên lạc đến nhân viên | |
| **Priority** | High | | | | |
| **Business Rule** | Mã QR duy nhất cho mỗi bàn  Cập nhật trạng thái bàn ngay khi đặt  Tối thiểu và tối đa số người trên mỗi bàn  Đặt lại bàn khi khách hàng rời đi  Hủy đặt bàn | | | | |

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| **Use Case ID** | UC.02 | | | | |
| **Use Case Name** | Cancel Ordered Dish | | | | |
| **Created by** | Huỳnh Vũ | | **Last updated by** | | Huỳnh Vũ |
| **Date Created** | Dec 01, 2024 | | **Date last updated** | | Dec 01, 2024 |
| **Actors** | Customer, System | | | | |
| **Brief Description** | This use case allows the customer to cancel a dish they have ordered, provided the dish has not yet entered the "in preparation" stage. The system checks the dish's status and, if eligible, processes the cancellation request | | | | |
| **Goal** | To allow the customer to cancel an order they have placed, provided the dish has not been processed for cooking | | | | |
| **Trigger** | The customer selects the "Cancel Order" option in the system after realizing they no longer wish to proceed with their order, and the dish has not yet started the cooking process | | | | |
| **Pre-conditions** |  The customer has already placed an order for food through the system   * The dish is not yet in the "in preparation" stage | | | | |
| **Post-conditions** | * The selected dish is removed from the customer's order. * The status of the dish is updated to "Cancelled" in the system * If the cancellation was successful, the customer is notified of the successful cancellation | | | | |
| **Main Flow** | **Step** | **Actor Action** | | **System Response** | |
| **1** | **Customer** selects the "Cancel Order" option from the system | | **System** displays a list of the customer's current orders | |
| **2** | **Customer** selects the dish they want to cancel from the list | | **System** checks the status of the selected dish the dish is not yet in the "**In preparation**" stage, proceed to the next step | |
| **3** | Customer confirm the cancelation | | **System** removes the selected dish from the order and updates the status of the dish to "**Cancelled**" | |
| **4** |  | | **System** notifies the customer that the cancellation has been successful | |
| **5** | **Customer** exits the cancellation screen or proceeds with their remaining order | |  | |
| **Alternative Flow** | **Alternative Flow 1: The Dish Has Already Been Prepared** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | **Customer** selects the "**Cancel Order**" option | | **System** displays the list of the customer's current orders | |
| **2** | **Customer** selects the dish they want to cancel | | **System** checks the status of the selected the dish is already in the "**In preparation**" or "**Prepared**" stage | |
| **3** |  | | **System** notifies the customer: "**The dish has already been prepared and cannot be canceled.**" | |
| **4** | **Customer** acknowledges the notification and decides to keep the order | |  | |
| **Alternative Flow 2: There are no dish to cancel.** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Customer selects the "Cancel Order" option | | System displays the list of the customer's current orders | |
| **2** | Customer tries to select a dish to cancel, but no dishes are available for cancellation | | System notifies the customer: "**There are no items available for cancellation**." | |
| **3** | Customer acknowledges the message | |  | |
| **Exception Flow** | **Exception Flow 1: System error** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Customer selects the "Cancel Order" option | | System attempts to display the list of the customer’s orders | |
| **2** |  | | System displays an error message: "The system is currently unavailable. Please try again later." | |
| **3** | Customer is asked to wait or try again later | |  | |
| **Priority** | High | | | | |
| **Business Rule** | A Dish Can Only Be Canceled Before Preparation  Cancellation Must Be Confirmed by the System  Product Cancellation Notice to Customers  Cancelling an item does not affect other items in the order  The dish can only be canceled if it is not prepared. | | | | |

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| **Use Case ID** | UC.03 | | | | |
| **Use Case Name** | Pay Bill | | | | |
| **Created by** | Huỳnh Vũ | | **Last updated by** | | Huỳnh Vũ |
| **Date Created** | Dec 01, 2024 | | **Date last updated** | | Dec 01, 2024 |
| **Actors** | Customer, Cashier, System | | | | |
| **Brief Description** | Customers can pay their bills quickly and conveniently right at the dining table through the application that has scanned the login code. | | | | |
| **Goal** | To ensure customers can pay their bills quickly, accurately, and securely right at their table | | | | |
| **Trigger** | Customer clicks on payment on the app | | | | |
| **Pre-conditions** |  Customer requests payment   The invoice has been printed or displayed on the screen | | | | |
| **Post-conditions** | * The bill has been paid * Order status has been updated * Customer receives invoice | | | | |
| **Main Flow** | **Step** | **Actor Action** | | **System Response** | |
| **1** | Customer requests payment via the system interface | | The system displays the total bill, including ordered items, quantities, prices, and service fees | |
| **2** | Customer selects the payment method | | The system displays the payment interface corresponding to the selected payment method | |
| **3** | Customer enters payment details | | The system verifies the information and starts processing the payment | |
|  | **4** | Customer presses the "**Confirm Payment**" button. | | The system sends the payment request to the payment gateway and waits for the result | |
|  | **5** |  | | The system processes the transaction and returns the result | |
|  | **6** |  | | If the payment is successful, the system updates the bill status to "**Paid**" and displays a completion message | |
|  | **7** | Customer receives an electronic receipt or printed invoice from the system | |  | |
| **Alternative Flow** | **Alternative Flow 1: Payment Fails Due to Insufficient Funds** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Customer requests payment via the system interface | | The system displays the total bill, including ordered items, quantities, prices, and service fees | |
| **2** | Customer selects the payment method | | The system displays the payment interface corresponding to the selected payment method | |
| **3** | Customer enters payment details | | The system verifies the information and starts processing the payment | |
| **4** | Customer presses the "**Confirm Payment**" button. | | The system sends the payment request to the payment gateway and waits for the result | |
| **5** |  | | The system detects that the Customer is paying when the account does not have enough money | |
| **6** |  | | The system notifies: "**Insufficient funds. Please use another payment method**." | |
| **7** | Customer selects a different payment method | |  | |
| **Alternative Flow 2: Payment Timeout** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Customer requests payment via the system interface | | The system displays the total bill, including ordered items, quantities, prices, and service fees | |
| **2** | Customer selects the payment method | | The system displays the payment interface corresponding to the selected payment method | |
| **3** | Customer enters payment details | | The system verifies the information and starts processing the payment | |
| **4** | Customer presses the "**Confirm Payment**" button. | | The system sends the payment request to the payment gateway and waits for the result | |
|  | **5** | Customer confirms payment but overdue payment | | The system displays an error message: "**Payment system error. Please try again later."** | |
|  | **6** | Customer retries the payment or cancels the transaction. | |  | |
| **Exception Flow** | **Exception Flow 1: Payment System Connection Failure** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Customer requests payment via the system interface | | The system displays the total bill, including ordered items, quantities, prices, and service fees | |
| **2** | Customer selects the payment method | | The system displays the payment interface corresponding to the selected payment method | |
| **3** | Customer enters payment details | | The system fails to connect to the payment gateway | |
| **4** |  | | The system displays an error message: "Connection error. Please try again later." | |
| **6** | Customer decides to retry the payment or selects a different payment method | |  | |
| **Priority** | High | | | | |
| **Business Rule** | Payment Confirmation  Multiple Payment Methods  Payment Timeout  Order Status Update  Receipt Issuance | | | | |

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| **Use Case ID** | UC.04 | | | | |
| **Use Case Name** | Submit Feedback and Report Issues | | | | |
| **Created by** | Huỳnh Vũ | | **Last updated by** | | Huỳnh Vũ |
| **Date Created** | Dec 01, 2024 | | **Date last updated** | | Dec 01, 2024 |
| **Actors** | Customer, System | | | | |
| **Brief Description** | Allows the customer to submit feedback or report an issue regarding their experience at the restaurant. The system records the feedback or issue and notifies the appropriate staff for resolution | | | | |
| **Goal** | To enable customers to provide feedback or report issues to improve service quality and address problems promptly | | | | |
| **Trigger** | The customer selects the “Submit Feedback” or “Report Issue” option in the system | | | | |
| **Pre-conditions** |  The customer has completed an order or service experience   * The customer has access to the feedback or issue reporting function in the system | | | | |
| **Post-conditions** | * The feedback or issue is recorded in the system. * The customer receives a confirmation that their feedback or report has been submitted * The system notifies the appropriate staff to address the feedback or issue | | | | |
| **Main Flow** | **Step** | **Actor Action** | | **System Response** | |
| **1** | Customer selects “Submit Feedback” or “Report Issue” from the menu | | The system displays a form for submitting feedback or reporting an issue | |
| **2** | Customer enters feedback or issue details and any relevant information | | The system captures the entered information | |
| **3** | Customer submits the form by clicking “Send” or “Submit.” | | The system saves the feedback or issue report and displays a confirmation message" **Phản hồi đã được gửi thành công**" | |
| **4** |  | | The system notifies the relevant staff about the feedback or issue | |
| **5** |  | |  | |
| **Alternative Flow** | **Alternative Flow 1: Customer Cancels Feedback Submission** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Customer selects “Submit Feedback” or “Report Issue” from the menu | | The system displays a form for submitting feedback or reporting an issue | |
| **2** | Customer enters feedback or issue details and any relevant information | | The system captures the entered information | |
| **3** | Customer decides not to submit feedback and clicks “**Cancel**.” | | The system cancels the submission and returns to the previous screen | |
| **Exception Flow** | **Exception Flow 1: System error** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Customer selects “Submit Feedback” or “Report Issue” from the menu | | The system displays a fo The system displays an error message: “**No internet connection. Please try again later**.”orfor submitting feedback or reporting an issue | |
| **2** | Customer enters feedback or issue details and any relevant information | | The system captures the entered information | |
| **3** | Customer attempts to submit feedback but loses internet connection. | | The system displays an error message: “No internet connection. Please try again later.” | |
|  | **4** | Customer try again or check internet | |  | |
| **Priority** | High | | | | |
| **Business Rule** | Notification of Issue Resolution  Feedback Retention | | | | |

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| **Use Case ID** | UC.05 | | | | |
| **Use Case Name** | Timekeeping | | | | |
| **Created by** | Huỳnh Vũ | | **Last updated by** | | Huỳnh Vũ |
| **Date Created** | Dec 01, 2024 | | **Date last updated** | | Dec 01, 2024 |
| **Actors** | Staff,System | | | | |
| **Brief Description** | This use case allows kitchen staff to log their working hours by clocking in and out through the system. The system records the timestamps and updates the staff attendance log accordingly. | | | | |
| **Goal** | To accurately track and record the working hours of all staff | | | | |
| **Trigger** | The staff selects the "Clock In" or "Clock Out" option in the system at the beginning or end of their shift | | | | |
| **Pre-conditions** | · The staff is registered in the system  · The system is operational and accessible | | | | |
| **Post-conditions** | * The clock-in or clock-out time is recorded in the system * The staff attendance log is updated with the recorded time * The staff receives confirmation of the successful clock-in or clock-out | | | | |
| **Main Flow** | **Step** | **Actor Action** | | **System Response** | |
| **1** | Staff logs into the system | | The system displays the timekeeping interface | |
| **2** | Staff selects “**Clock In**” at the start of their shift. | | The system records the clock-in time and displays a confirmation message | |
| **3** | Staff works their shift | | The system verifies the information and starts processing the payment | |
|  | **4** | Staff selects “**Clock Out**” at the end of their shif | | The system records the clock-out time and updates the attendance log | |
|  | **5** |  | | The system displays a summary of the recorded working hours | |
| **Alternative Flow** | **Alternative Flow 1: Kitchen Staff Forgets to Clock Out** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Staff logs into the system | | The system displays the timekeeping interface | |
| **2** | Staff selects “**Clock In**” at the start of their shift. | | The system records the clock-in time and displays a confirmation message | |
| **3** | Staff forgets to clock out at the end of their shift | | The system detects a missing clock-out time and sends a notification to the staff | |
| **4** | Staff requests a manual clock-out adjustment | | The system logs the request and notifies the manager for approval | |
| **Alternative Flow 2: Duplicate Clock-In/Clock-Out Attempt** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Staff logs into the system | | The system displays the timekeeping interface | |
| **2** | Staff attempts to clock in or clock out multiple times for the same shift | | The system detects the duplicate entry and displays a warning: “You have already clocked in/out.” | |
| **Exception Flow** | **Exception Flow 1:** **System Crash During Clock-In/Clock-Out** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Staff logs into the system | | The system displays the timekeeping interface | |
| **2** | Staff attempts to clock in or clock out, but the system crashes | | The system becomes unresponsive and displays an error: “**System error. Please restart and try again**.” | |
| **3** | Staff retries clocking in/out after the system restarts | | The system records the clock-in/clock-out time successfully | |
| **Priority** | High | | | | |
| **Business Rule** | Valid Login  Clock-In Before Shift Start  Clock-Out After Shift End  Duplicate Clock-In/Out Prevention | | | | |

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| **Use Case ID** | UC.06 | | | | |
| **Use Case Name** | Cancel Ordered Dish | | | | |
| **Created by** | Huỳnh Vũ | | **Last updated by** | | Huỳnh Vũ |
| **Date Created** | Dec 01, 2024 | | **Date last updated** | | Dec 01, 2024 |
| **Actors** | Customer, System | | | | |
| **Brief Description** | This use case allows the customer to cancel a dish they have ordered, provided the dish has not yet entered the "in preparation" stage. The system checks the dish's status and, if eligible, processes the cancellation request | | | | |
| **Goal** | To allow the customer to cancel an order they have placed, provided the dish has not been processed for cooking | | | | |
| **Trigger** | The customer selects the "Cancel Order" option in the system after realizing they no longer wish to proceed with their order, and the dish has not yet started the cooking process | | | | |
| **Pre-conditions** |  The customer has already placed an order for food through the system   * The dish is not yet in the "in preparation" stage | | | | |
| **Post-conditions** | * The selected dish is removed from the customer's order. * The status of the dish is updated to "Cancelled" in the system * If the cancellation was successful, the customer is notified of the successful cancellation | | | | |
| **Main Flow** | **Step** | **Actor Action** | | **System Response** | |
| **1** | **Customer** selects the "Cancel Order" option from the system | | **System** displays a list of the customer's current orders | |
| **2** | **Customer** selects the dish they want to cancel from the list | | **System** checks the status of the selected dish the dish is not yet in the "**In preparation**" stage, proceed to the next step | |
| **3** | Customer confirm the cancelation | | **System** removes the selected dish from the order and updates the status of the dish to "**Cancelled**" | |
| **4** |  | | **System** notifies the customer that the cancellation has been successful | |
| **5** | **Customer** exits the cancellation screen or proceeds with their remaining order | |  | |
| **Alternative Flow** | **Alternative Flow 1: The Dish Has Already Been Prepared** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | **Customer** selects the "**Cancel Order**" option | | **System** displays the list of the customer's current orders | |
| **2** | **Customer** selects the dish they want to cancel | | **System** checks the status of the selected the dish is already in the "**In preparation**" or "**Prepared**" stage | |
| **3** |  | | **System** notifies the customer: "**The dish has already been prepared and cannot be canceled.**" | |
| **4** | **Customer** acknowledges the notification and decides to keep the order | |  | |
| **Alternative Flow 2: There are no dish to cancel.** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Customer selects the "Cancel Order" option | | System displays the list of the customer's current orders | |
| **2** | Customer tries to select a dish to cancel, but no dishes are available for cancellation | | System notifies the customer: "**There are no items available for cancellation**." | |
| **3** | Customer acknowledges the message | |  | |
| **Exception Flow** | **Exception Flow 1: System error** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Customer selects the "Cancel Order" option | | System attempts to display the list of the customer’s orders | |
| **2** |  | | System displays an error message: "The system is currently unavailable. Please try again later." | |
| **3** | Customer is asked to wait or try again later | |  | |
| **Priority** | High | | | | |
| **Business Rule** | A Dish Can Only Be Canceled Before Preparation  Cancellation Must Be Confirmed by the System  Product Cancellation Notice to Customers  Cancelling an item does not affect other items in the order  The dish can only be canceled if it is not prepared. | | | | |

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| **Use Case ID** | UC.01 | | | | |
| **Use Case Name** | Confirm Food Order | | | | |
| **Created by** | Huỳnh Vũ | | **Last updated by** | | Huỳnh Vũ |
| **Date Created** | Dec 01, 2024 | | **Date last updated** | | Dec 01, 2024 |
| **Actors** | Kitchen Staff, System | | | | |
| **Brief Description** | This use case allows kitchen staff to confirm the receipt of a food order for preparation. Once confirmed, the system updates the order status | | | | |
| **Goal** | To ensure that food orders are acknowledged and prepared efficiently | | | | |
| **Trigger** | The system sends a new food order notification to the kitchen staff | | | | |
| **Pre-conditions** |  The kitchen staff is logged into the system   The system is operational and able to receive food orders | | | | |
| **Post-conditions** | * The order status is updated to "**In Preparation**" * Relevant staff are notified of the updated status | | | | |
| **Main Flow** | **Step** | **Actor Action** | | **System Response** | |
| **1** | Kitchen staff logs into the system | | The system displays the dashboard showing all new food orders | |
| **2** | Kitchen staff selects a new food order to view the details | | The system displays the order details, including dish name, quantity, note each dish | |
| **3** | Kitchen staff confirms receipt of the order by clicking "**Confirm Order**" | | The system updates the order status to "In Preparation" and notifies the service staff | |
| **4** | Kitchen staff begins preparing the dish | |  | |
| **Alternative Flow** | **Alternative Flow 1: Kitchen Staff Declines the Order** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Kitchen staff logs into the system | | The system displays the dashboard showing all new food orders | |
| **2** | Kitchen staff selects a new food order to view the details | | The system displays the order details, including dish name, quantity, note each dish | |
| **4** | Kitchen staff decides to decline the order due to unavailable ingredients or other issues | | The system updates the order status to “**Declined**.” | |
| **3** |  | | The system notifies the manager and serving staff about the declined order | |
| **Alternative Flow 2: Kitchen Staff Forgets to Confirm the Order** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Kitchen staff logs into the system | | The system displays the dashboard showing all new food orders | |
| **2** | Kitchen staff does not confirm the order within the allowed time | | The system flags the order as “Unacknowledged” and escalates the issue to the manager | |
| **3** | The manager reviews the unacknowledged order | | The system allows the manager to reassign the order or notify kitchen staff again | |
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|  | **Alternative Flow 3: Order Cancelled by Manager** | | | | |
|  | **Step** | **Actor Action** | | **System Response** | |
|  | **1** | Kitchen staff logs into the system | | The system displays the dashboard showing all new food orders | |
|  | **2** | Kitchen staff selects a new food order to view the details | | The system displays the order details, including dish name, quantity, note each dish | |
|  |  | Kitchen staff confirms receipt of the order by clicking "**Confirm Order**" | |  | |
|  |  | While kitchen staff is preparing the dish, the manager cancels the order | | The system updates the order status to “Cancelled” | |
|  | **3** | The system notifies the kitchen staff of the cancellation | | The system also notifies the serving staff about the cancellation | |
| **Exception Flow** | **Exception Flow 1: System Fails to Display the Order** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Kitchen staff logs into the system | | The system displays the dashboard showing all new food orders | |
| **2** | Kitchen staff clicks to view the order, but the system fails to display the details | | The system says "unable to view details, please try again" | |
| **3** | Kitchen staff reports the issue to the manager | | The system logs the error and generates a notification for the manager | |
| **5** | Manager assigns the order manually and contacts kitchen staff | | The system updates the order status to “**Manually Assigned”** | |
| **Exception Flow 2: Order Already Cancelled** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Kitchen staff logs into the system | | The system displays the dashboard showing all new food orders | |
| **2** | Kitchen staff selects a new food order to view the details | | The system displays a message: “**This order has already been cancelled by the manager**” | |
| **3** | Kitchen staff marks the order as “**Cancelled**” | | The system logs the action and removes the order from the active list | |
| **Exception Flow 2: Order Already Cancelled** | | | | |
| **Step** | **Actor Action** | | **System Response** | |
| **1** | Kitchen staff attempts to access the system but finds no internet connection | | The system displays an error: “**Network connection lost. Please check your internet and retry**” | |
| **2** | Kitchen staff processes the order manually | | The manager updates the system later when the network is restored | |
| **Priority** | High | | | | |
| **Business Rule** | Order Confirmation  Order Notification Timeliness  Order Status Updates  Handling Declined Orders  Network Connectivity Requirement | | | | |