New Use Cases:

Use Case 1: Restaurant Onboarding & Menu Upload

Preconditions:

- Restaurant has internet access
- Platform supports onboarding workflow

Main Flow:

1. Restaurant visits partner portal and selects “Register.”
2. Owner enters business details, menu items, hours, and payment info.
3. Uploads basic licenses or certifications.
4. Platform validates minimum required documents.
5. Restaurant gains dashboard access and can publish menu.

Subflows:

- Menu categorization (basic categories only)
- Verification of essential documents

Alternative Flows:

- Missing documents → prompt re-upload
- Duplicate registration → reject or merge

Scenario/Story Slice:
A local café registers, uploads their menu, and is live on the platform within 24 hours.

Use Case 2: Customer Places Order

Preconditions:

- Customer has account or guest access
- Restaurant is live with menu published

Main Flow:

1. Customer browses restaurant menu.
2. Adds items to cart.
3. Confirms order and chooses delivery.
4. System processes payment.
5. Order is sent to restaurant and queued for preparation.

Subflows:

- Optional promo code or discount applied
- Basic cart summary and tax/fee calculation

Alternative Flows:

- Payment fails → prompt retry
- Restaurant closes → suggest alternative restaurant

Scenario/Story Slice:
A user orders a sandwich and a drink; payment succeeds and order is sent to the restaurant.

Use Case 3: Assign Delivery Partner & Track Order

Preconditions:

- Delivery partner is registered and active

- Order is ready for pickup

Main Flow:

1. System identifies nearest available partner.
2. Sends pickup request with order details.
3. Partner accepts and navigates to restaurant.
4. System tracks progress and updates customer ETA.
5. Partner delivers order to customer.

Subflows:

- Basic GPS tracking
- Partner status update (picked up, delivered)

Alternative Flows:

- Partner rejects → system reassigns
- GPS failure → manual ETA update

Scenario/Story Slice:
Courier picks up a pizza from the restaurant and delivers it within the promised 30 minutes.

Use Case 4: Collect Customer Feedback & Ratings

Preconditions:

- Customer has received order
- Feedback module enabled

Main Flow:

1. Customer prompted to rate order after delivery.
2. Customer submits rating (1–5 stars) and optional comments.
3. System aggregates ratings for restaurant and courier.
4. Admin dashboard displays basic trends.

Subflows:

- Optional text feedback
- Aggregated restaurant average rating

Alternative Flows:

- Customer skips rating → system records as no feedback
- Invalid submission → prompt retry

Scenario/Story Slice:
Customer rates their burger 5 stars and comments that it arrived hot and fresh.

Use Case 5: Monitor Core Operational Metrics

Preconditions:

- Orders, restaurants, and delivery partners are active
- Admin has dashboard access

Main Flow:

1. System tracks number of orders placed, delivered, and failed.
2. Displays basic metrics: average delivery time, order success rate.
3. Highlights delays or exceptions for review.

4. Admin uses insights to identify operational issues.

Subflows:

- Alert if average delivery exceeds SLA
- Visual summary charts for quick understanding

Alternative Flows:

- Missing data → display placeholders
- Partial outage → degrade metrics display gracefully

Use Case 6: Customer Account Registration & Login

Why it's essential for MVP: You can't have repeat customers or collect user behavior data without basic account management. This is foundational for learning about customer retention.

Preconditions:

- Platform is accessible
- User has email/phone number

Main Flow:

1. User selects "Sign Up"
2. Enters email, password, and basic delivery address
3. System sends verification code
4. User verifies and gains access to platform
5. Profile created with order history tracking enabled

Alternative Flows:

- Email already exists → redirect to login
- Verification fails → resend code option

Use Case 7: Customer Order History & Reorder

Why it's essential for MVP: Reduces friction for repeat orders and provides crucial data on customer preferences and retention patterns.

Preconditions:

- Customer has placed at least one previous order
- Customer is logged in

Main Flow:

1. Customer accesses "Order History"
2. Views list of previous orders with basic details
3. Selects "Reorder" on desired previous order
4. System pre-fills cart with same items
5. Customer proceeds to checkout with saved preferences

Alternative Flows:

- Menu items no longer available → substitute suggestions
- Restaurant closed → alternative restaurant prompt

Use Case 8: Basic Payment Processing

Why it's essential for MVP: Core transaction capability. You can't validate the business model without actually processing payments.

Preconditions:

- Customer has items in cart
- Valid payment method available

Main Flow:

1. Customer proceeds to checkout
2. Enters or selects saved payment method
3. Reviews order total with basic fee breakdown
4. Confirms payment
5. System processes transaction and generates order

Alternative Flows:

- Payment declined → retry with different method
- Processing timeout → order held for manual review

Use Case 9: Restaurant Order Management Dashboard

Why it's essential for MVP: Restaurants need to see, accept, and update order status. Without this, the core marketplace doesn't function.

Preconditions:

- Restaurant is onboarded and logged in
- Orders have been placed

Main Flow:

1. Restaurant staff views incoming order queue
2. Reviews order details and estimated prep time
3. Accepts order and confirms prep time
4. Updates order status (preparing → ready for pickup)
5. System notifies delivery partner when ready

Alternative Flows:

- Restaurant rejects order → customer notified with refund
- Prep time exceeds estimate → customer ETA updated

Use Case 10: Customer Support Ticket Creation

Why it's essential for MVP: When things go wrong (and they will), customers need a way to report issues. This captures critical failure data for product learning.

Preconditions:

- Customer has account access
- Issue has occurred with order or service

Main Flow:

1. Customer selects "Report Issue" from order or help section
2. Chooses issue category (missing items, quality, delivery, etc.)
3. Provides brief description of problem
4. System creates ticket with order details auto-attached
5. Customer receives ticket confirmation with reference number

Alternative Flows:

- No recent orders → general inquiry form
- Duplicate issue → system suggests existing ticket

Use Case 11: Customer Searches for Restaurants

Name: Search for Restaurants
Goal: Allow the user to quickly find restaurants based on their criteria.
Preconditions:
User is logged into the app or has a valid account.
User has a location set (or allows location access).
The app has a list of restaurants available.
Main Flow:
1. User Input: User enters a search term (e.g., "pizza near me", "Italian restaurant", "Sushi").
2. App Processing: The app utilizes the location data (if provided) to find nearby restaurants.
3. Display Results: The app displays a list of restaurants matching the search term, ranked by relevance (based on distance, rating, etc.). Each entry shows: Restaurant Name, Address, Distance, Rating, Estimated Delivery Time, and maybe a thumbnail image.
4. User Interaction: User clicks on a restaurant.
Alternative Flows:
No Results: If no restaurants match the search term, display a message like “Sorry, we couldn’t find any restaurants matching your search.” Offer suggestions based on popular cuisines or nearby restaurants.
Too Many Results: Display a ‘More Options’ button to broaden the search.
Irrelevant Results: Display a ‘No Results’ message with a link to ‘Try a different search’ or ‘Browse by Cuisine’.

Use Case 12: Customer Updates Delivery Address

Name: Update Delivery Address
Goal: Allow the user to modify their delivery address.
Preconditions:
User is logged into the app.
User has a valid account.
Delivery address is saved (or the app can access the saved address).
Main Flow:
1. User Input: User clicks a “Change Address” button.
2. Address Input: A form appears with fields for: Name, Address, City, State, Zip Code, Phone Number.
3. Validation: The app validates the input (e.g., correct format for zip code).
4. Confirmation: User reviews the updated address.
5. Save: User clicks “Save” or “Submit.”
Alternative Flows:
Invalid Address: Display an error message informing the user of the issues (e.g., "Please enter a valid zip code.").
Incorrect Information: The app attempts to correct the address and prompts the user to confirm the change.
Address Not Found: Display a message indicating that the provided address cannot be found.

Use Case 13: Customer Cancels Recently Placed Order

Name: Cancel Recent Order
Goal: Allow the user to cancel an order that has already been placed.
Preconditions:
User is logged into the app.
User has placed an order.
Order has a status of “pending” or “processing.”
Main Flow:
1. User Input: User clicks a “Cancel Order” button.
2. Confirmation: A confirmation message appears stating, “Order Cancelled.”
3. App Processing: The app checks the order status.
4. Cancellation Confirmation: If the order is still active, the app displays a cancellation confirmation screen with the order ID and cancellation reason.
5. Order Status Update: The order status is updated to “Cancelled.”
Alternative Flows:
Order Not Found: Display a message like "Your order hasn't been placed yet."
Order Already Cancelled: A message stating that the order has already been cancelled and is removed from the order history.

Use Case 14: Restaurant Adds a New Item to Their Menu

Name: Add New Item
Goal: Enable restaurant owners to add new food items to their menu.
Preconditions:
Restaurant is registered and has a menu.
User is logged into the app (or has access to the restaurant's menu).
Main Flow:
1. User Input: User clicks a “Add Item” button.
2. Item Creation: The app presents a form to input: Item Name, Description, Price, Category, Image (optional), and Dietary Information (optional).
3. Validation: Validate the entered data (e.g., Price must be a valid number).
4. Save: User clicks "Save" or "Submit."
5. App Processing: The app validates the new item.
Alternative Flows:
Item Already Exists: Display a message “Item Already Exists.” with a way to edit or delete the item.
Invalid Input: Display an error message explaining why the data is invalid.

Use Case 15: Restaurant Marks an Item as ‘Out of Stock’

Name: Mark Item as Out of Stock

Goal: Allow restaurant owners to quickly flag items as unavailable.
Preconditions:
Restaurant has a menu.
User is logged into the app (or has access to the restaurant's menu).
Main Flow:
1. User Input: User clicks a “Mark as Out of Stock” button on an item.
2. Item Selection: The app displays a selection of available items.
3. Item Selection: User selects the item to mark as out of stock.
4. Confirmation: The app confirms the action.
5. App Processing: The app updates the item status in the restaurant's menu.
Alternative Flows:
Item Not Found: Display a message for a missing item
Item Already Out of Stock: Display the message to the user.

Prompt History Links

ChatGPT
- https://chatgpt.com/share/68c1d460-f56c-8006-991f-cd19ab9efe00

Claude
- https://claude.ai/share/cc1670ae-b3b7-45e2-a9ed-1a449b23fa42=

Local LLM - https://github.com/pancake423/ollama-client/blob/main/logs/chat_log_2025-09-14_15-34-28.txt