Create list of stakeholders (e.g., Admin, Staff, Customer, etc.)

- **Who else? How to find? Brainstorm with an LLM.**

1. End Users / Customers

- Individual Consumers – convenience, affordability, variety
- WIC Participants – federal nutrition program beneficiaries
- Students & Workers – high-frequency users
- Remote Employees – flexible work driving demand
- Health-Conscious Buyers – nutrition/diet awareness

2. Food Providers

- Restaurants & Cloud Kitchens – meal preparation and delivery
- Caterers & Specialty Vendors – niche or bulk orders
- WIC-Authorized Vendors – compliant with federal nutrition standards

3. Delivery Agents

- Gig Workers / Drivers – independent contractors
- Third-Party Logistics Firms – supporting delivery infrastructure
- Meal Kit Fulfillment Teams – packaging and shipment

4. Platform & Technology Operators

- OFD Platforms – Uber Eats, DoorDash, Grubhub, etc.
- App Developers & Engineers – building platform features
- Cloud Hosting Providers – backend infrastructure
- Payment Gateways – Stripe, PayPal, etc.
- Mapping & Routing Services – GPS and traffic data integration
- EBT / Electronic Payment System Providers – WIC and general payments
- Technology Vendors – APIs, analytics, logistics tools

5. Government & Regulatory Bodies

- USDA Food and Nutrition Service (FNS) – WIC oversight
- FDA – food safety regulations
  IRS – tax compliance for drivers and platforms
- State Health Departments – food code enforcement
- Local Governments – licensing, zoning, mobile vendor oversight

- HIPAA / Privacy Regulators – health-related data compliance

6. Retail & Vendor Partners

- Packaging Suppliers – eco-friendly or branded materials
- Food Manufacturers & Distributors – supplying restaurants/WIC items
  Above-50%-Percent Vendors – high-volume WIC processors

7. Internal Stakeholders

- Product Managers – shaping platform features
- Data Analysts – studying user behavior
- Marketing Teams – customer acquisition
- Customer Support Teams – service issue resolution
- Compliance Officers – regulatory adherence

8. Financial & Legal Stakeholders

- Investors & Shareholders – funding and strategic oversight
- Tax Advisors & CPAs – multistate tax navigation

9. Academic & Research Institutions

- Universities (e.g., University of Turin) – studies on OFD consumption
- Public Health Researchers – behavioral/nutritional impacts
- Nutrition Scientists – recommending best practices

10. Health & Wellness Advocates

- Dietitians & Nutritionists – healthy food promotion
- Mental Health Professionals – emotional eating research

11. Social & Environmental Stakeholders

- Sustainability Advocates – packaging waste, emissions
- Community Organizations – access and equity
- Urban Planners – traffic and infrastructure impacts
- Advocacy & Community Organizations – low-income and WIC support

Identify stakeholder biases:

- **List 5 ways needs of one stakeholder might clash/be irrelevant to another.**
- **How to find? Brainstorm with an LLM.**

    - Restaurants / Food Providers often clash with Platform Operators because restaurants want lower commissions and more control over branding, while platforms push for higher fees and control of customer data.

    - Delivery Workers (Gig Drivers) are in conflict with Platform Operators, since workers demand fair wages, benefits, and employee protections, while platforms favor keeping them as independent contractors to reduce costs.

    - Delivery Workers and Customers sometimes oppose each other, as workers rely on tips and need reasonable delivery times, while customers prefer fast, cheap, and often “free” delivery

    - Regulators (USDA, IRS, State Health Departments, Local Governments) frequently clash with Platform Operators, as regulators enforce labor laws, food safety, taxes, and WIC requirements, while platforms resist regulations that might slow growth.

    - WIC Participants can face conflict with Large Retailers / Vendors, since participants need affordable, accessible, nutritious food, but retailers often prioritize efficiency and profit, leaving smaller stores and underserved areas behind.

Comment on prompt crafting:

- **Compare zero-shot prompting to careful prompting.**

Zero shot prompting will give more generic answers. It is useful when starting to prompt craft as it allows you to gain a better understanding of a problem. We primarily use zero-shot prompt when completing parts 1 and 2. We used careful prompting when completing step 4. We fed the LLM information about what a use case is, what it should contain and the structure it should follow based on the slides we were provided. We further fed the model the driving example use case which then allows the model to generate use cases based on the example and previous information we provided.

Write at least 10 use cases (≈5 pages total):

- **Each with: Preconditions, Main Flow, Subflows, Alternative Flows.**
- **How to find? Feed structure to LLM as prompt, then provide examples from slides.**

1. Place Food Order

Preconditions:

- Customer is registered and logged into the app
- Restaurants and menu items are available in the selected delivery area
- Payment method is linked

Main Flow:

1. Customer selects a restaurant.
2. Customer browses the menu and adds items to the cart.
3. Customer reviews the order and confirms delivery address.
4. Customer chooses payment method and submits the order.
5. Platform sends order details to the restaurant.
6. Restaurant confirms the order and begins preparing food.
7. Delivery partner is assigned and picks up the order.
8. Delivery partner delivers the food to the customer.
9. Customer receives the order and provides optional feedback/rating.

Subflows / Extensions:

- **Restaurant Confirmation:** Notify customer if items unavailable.
- **Payment Processing:** Retry if payment fails.
- **Delivery Assignment:** Queue order if no delivery partner is available.

Alternative / Error Flows:

- Restaurant out of stock → customer modifies order.
- Customer cancels order → partial/full refund.
- Delivery delay → customer notified with ETA.
- Failed delivery → delivery partner contacts customer or returns order.

Scenario/Story Slice – Happy Path:

- Customer selects restaurant, adds Margherita pizza and salad, confirms address, pays successfully.
- Restaurant confirms and prepares order.
- Delivery partner picks up and delivers on time.
- Customer receives order and rates 5 stars.

---

2. Register New Customer

Preconditions:

- User has app installed and internet connection

Main Flow:

1. User opens app and selects “Sign Up.”
2. User enters name, email, phone, and password.
3. System validates input and creates account.
4. User receives confirmation email/SMS.

Subflows:

- Email verification → click verification link.

Alternative Flows:

- Email already exists → prompt login.
- Invalid input → display error messages.

Scenario/Story Slice:

- User signs up with name, email, phone, and password.
- System validates, creates account, sends verification email.
- User clicks link → account activated.

---

3. Login Customer

Preconditions:

- Customer is registered

Main Flow:

1. Customer enters email/username and password.
2. System validates credentials.
3. Customer redirected to home screen.

Subflows:

- Forgot Password → reset password workflow.

Alternative Flows:

- Incorrect credentials → prompt retry or reset.
- Account locked → notify customer.

Scenario/Story Slice:

- Customer enters correct credentials.
- System validates and redirects to home screen.

---

4. Search for Restaurants

Preconditions:

- Customer is logged in

Main Flow:

1. Customer enters location or selects GPS location.
2. Customer enters search criteria (cuisine, rating, price).
3. System displays matching restaurants.
4. Customer selects restaurant to view menu.

Subflows:

- Filter and sort options.

Alternative Flows:

- No restaurants match → system suggests alternatives.

Scenario/Story Slice:

- Customer selects current location, filters for Italian, 4+ stars.
- System displays matching restaurants.
- Customer selects one to view menu.

---

5. Track Order

Preconditions:

- Customer has placed an order

Main Flow:

1. Customer selects “Track Order.”
2. System displays real-time status (preparing, picked up, en route).
3. Customer receives ETA updates.

Subflows:

- Delivery partner updates location.

Alternative Flows:

- Delivery delay → system notifies customer.
- Lost GPS signal → shows last known location.

Scenario/Story Slice:

- Customer opens “Track Order,” sees “preparing,” then “picked up,” then “en route.”
- Order delivered on time; customer confirms receipt.

---

6. Cancel Order

Preconditions:

- Customer has placed an order not yet picked up

Main Flow:

1. Customer selects “Cancel Order.”
2. System checks order status.
3. If cancelable, system processes refund.
4. Customer receives confirmation.

Subflows:

- Refund processing.

Alternative Flows:

- Order already prepared → partial refund.
- Payment issue → notify customer.

Scenario/Story Slice:

- Customer cancels order before pickup.
- System checks status → valid, processes full refund.
- Customer receives confirmation.

---

7. Rate and Review Restaurant

Preconditions:

- Customer has received the order

Main Flow:

1. Customer selects completed order.
2. Customer rates food and delivery service.
3. Customer writes optional comments.
4. System records rating and updates restaurant profile.

Subflows:

- Loyalty points awarded for rating.

Alternative Flows:

- Customer skips rating → system may remind later.
- Invalid input → prompt correction.

Scenario/Story Slice:

- Customer selects order, rates 5 stars, adds comment.
- System records rating and awards loyalty points.

---

8. Update Customer Profile

Preconditions:

- Customer is logged in

Main Flow:

1. Customer navigates to profile settings.

2. Customer updates address, phone, or payment method.
3. System validates and saves changes.

Subflows:

- Payment verification.

Alternative Flows:

- Invalid data → prompt correction.
- Conflict with existing data → resolve conflict.

Scenario/Story Slice:

- Customer updates address and credit card.
- System validates and saves successfully.
- Customer receives confirmation.

---

9. Apply Promo Code

Preconditions:

- Customer has items in cart

Main Flow:

1. Customer enters promo code at checkout.
2. System validates code.
3. Discount applied to total order amount.

Subflows:

- Promo code expiration check.

Alternative Flows:

- Invalid code → notify customer.
- Expired code → show alternatives.

Scenario/Story Slice:

- Customer enters valid promo code.
- System applies discount.
- Customer completes checkout successfully.

---

10. Report Delivery Issue

Preconditions:

- Order has been delivered

Main Flow:

1. Customer selects “Report Issue.”
2. Customer chooses issue type (wrong item, late delivery, damaged food).
3. Customer submits details.
4. System sends report to customer support and optionally processes refund.

Subflows:

- Customer support follow-up.

Alternative Flows:

- Duplicate report → prompt confirmation.
- Customer cancels report → abort workflow.

Scenario/Story Slice:

- Customer reports pizza delivered late.
- System logs report, notifies support, issues partial refund.