**Restaurant Management System**

**Author (s): \_\_Haseeb, Aiza, Ali\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_11 December 2019**

**Version: \_\_\_1.1\_\_\_\_\_\_\_**

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| **USE CASE NAME:** | Give Feedback | | **USE CASE TYPE** |
| **USE CASE ID:** | 12 | | **Business Requirements: 🗹** |
| **PRIORITY:** | Low | |  |
|  | | |  |
| **PRIMARY BUSINESS ACTOR:** | Customer | | |
| **SHORT DESCRIPTION:** | In this case, the customer is able to give feedback about their visit. | | |
| **PRE-CONDITION:** | The customer has finished food and payed the bill. | | |
| **TRIGGER:** | The tablet asks for feedback after bill payment. | | |
| **TYPICAL COURSE** | **Actor Action** | **System Response** | |
| **OF EVENTS:** | **Step 1**: Customer writes down their feedback and submits it. | **Step 2**: System confirms and saves information for review by admin staff. | |
| **ALTERNATE COURSES:** | **Alt-Step 1:** The tablet does not work and is the waiter then helps the customer place the order. | | |
| **CONCLUSION:** | The case is concluded at the submission of the feedback. | | |
| **POST-CONDITION:** | The feedback is stored in the database. | | |
| **BUSINESS RULES:** | Only the customer can submit feedback. | | |
| **IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS:** | 100 words limit on the feedback to keep it short and simple.  The customer has to leave a phone number with it. | | |