**Restaurant Management System**

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

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| **USE CASE NAME:** | Make a request | | **USE CASE TYPE** |
| **USE CASE ID:** | 13 | | **Business Requirements: 🗹** |
| **PRIORITY:** | High | |  |
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| **PRIMARY BUSINESS ACTOR:** | Customer | | |
| **OTHER INTERESTED STAKEHOLDERS:** | Waiter – interested in the use case because waiter is responsible for fulfilling the request. | | |
| **SHORT DESCRIPTION:** | In this case, the customer is able to make a request. The benefit of this use case is that the customer doesn’t need to look for waiters or grab their attention. They can simply submit the request in the system and a waiter will be assigned for it. | | |
| **PRE-CONDITION:** | The customer is assigned and seated on the table. They are making the request from the tablet on the table. | | |
| **TRIGGER:** | The customer goes to the request page. | | |
| **TYPICAL COURSE** | **Actor Action** | **System Response** | |
| **OF EVENTS:** | **Step 1**: Customer fills out the request form and submits it. | **Step 2**: System confirms submissions and assigns the request to a waiter. | |
| **ALTERNATE COURSES:** | **Alt-Step 1:** The tablet does not work. The waiter is then called manually. Use case terminated. | | |
| **CONCLUSION:** | The case is concluded once the system displays confirmation of submission. | | |
| **POST-CONDITION:** | Feedback is submitted in the database. | | |
| **BUSINESS RULES:** | Only a seated customer can make a request. | | |
| **IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS:** | Cannot assign more than 2 requests to a waiter. | | |
| **ASSUMPTIONS:** | Staff is available and trained | | |
| **OPEN ISSUES:** | Need to determine how to efficiently distribute requests to waiters. Will need some form of waiting list for requests in case system is overwhelmed with requests. | | |