**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 | | |
| **OTHER PARTICIPATING ACTORS:** | * NA | | |
| **OTHER INTERESTED STAKEHOLDERS:** | * NA | | |
| **SHORT DESCRIPTION:** | In this case, the customer is able to give feedback | | |
| **PRE-CONDITION:** | The customer has finished food and payed the bill | | |
| **TRIGGER:** | The tablet asks for feedback | | |
| **TYPICAL COURSE** | **Actor Action** | **System Response** | |
| **OF EVENTS:** | **Step 1**: | **Step 2**: | |
|  | Customer taps the feedback button and writes down their feedback | System confirms and saves information for review by admin staff. | |
| **ALTERNATE COURSES:** | 1. The tablet does not work and is the waiter then helps the customer place the order. | | |
| **CONCLUSION:** | The case is concluded at the submitting of the feedback | | |
| **POST-CONDITION:** | The system keeps a log of the feedback. | | |
| **BUSINESS RULES:** | NA | | |
| **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. | | |
| **ASSUMPTIONS:** | Staff is available and trained | | |
| **OPEN ISSUES:** | 1. In the case of an outage or a database issue, there could be some work done on a smaller temporary database that has an emergency power source so we are still able to serve patients | | |