**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 | |  |
|  | | |  |
| **PRIMARY BUSINESS ACTOR:** | Customer | | |
| **OTHER PARTICIPATING ACTORS:** | * NA | | |
| **OTHER INTERESTED STAKEHOLDERS:** | * Waiter | | |
| **SHORT DESCRIPTION:** | In this case, the customer is able to make a special request | | |
| **PRE-CONDITION:** | The customer has arrived and assigned a table | | |
| **TRIGGER:** | The customer wants to avail a special service | | |
| **TYPICAL COURSE** | **Actor Action** | **System Response** | |
| **OF EVENTS:** | **Step 1**: | **Step 2**: | |
|  | Customer taps “special service” on the tablet | System confirms and informs a waiter to go to the table. | |
| **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 waiter arriving to hear the request | | |
| **POST-CONDITION:** | The system keeps a log of the request making. | | |
| **BUSINESS RULES:** | NA | | |
| **IMPLEMENTATION CONSTRAINTS AND SPECIFICATIONS:** | NA | | |
| **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 | | |