
GroupJ

CafeGo
Use-Case Specification

Version 2.0

CafeGo	Version: 2.0
Use-Case Specification	Date: 07/04/2023

Revision History

Date	Version	Description	Author
29/03/2023	1.0	Create doc, make structure and use cases	Lê Minh Nhật
04/04/2023	1.1	Update case	Nguyễn Nhật Quỳnh
07/04/2023	2.0	Updata use case	Lê Minh Nhật

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1. Use-Case Specification: <Booking Seat>

Use-case name	Booking seat
Brief Description	User book seat and drink online by application
Basic Flow of Events	<ol style="list-style-type: none"> 1. Go to view detail of shop 2. Click 'booking new' button 3. Choose shop address, quantity, Date and time, seat by map 4. Click Booking 5. Check booking information, fill contact information and special request 6. Select payment method and voucher discount 7. Check price and click Book your table 8. View detail booking information and status booking.
Alternative Flows	<p>3.1 Seat is reserved for another customer, error is shown in pop up with try another seat button.</p> <p>7.1 There is an error during pay money and update seat status, money is roll back and send to user, error is shown in pop up.</p>
Subflows	View shop detail information
Key Scenarios	Booking seat, reserve, booking online
Preconditions	User login successfully
Postconditions	Booking is confirmed success and seat is reserved for user
Extension Points	None
Special Requirements	Get standard license for online payment method
Additional Information	None

2. Use-Case Specification: <View booking history>

Use-case name	View booking history
Brief Description	User can view booking history in the app
Basic Flow of Events	<ol style="list-style-type: none"> 1. User click on profile in bottom bars 2. Choose Booking History in the list options 3. View the booking history
Alternative Flows	2.1 Booking History's list is empty
Subflows	None
Key Scenarios	View history
Preconditions	Login to application successfully
Postconditions	Booking history list is shown on screen
Extension Points	<ol style="list-style-type: none"> 1. View detail booking information 2. Booking shop in history again
Special Requirements	None
Additional Information	None

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3. Use-Case Specification: <Rate after booking>

Use-case name	Rate after booking
Brief Description	User can view booking history in the app
Basic Flow of Events	<ol style="list-style-type: none"> 1. User click on profile in bottom bars. 2. Choose rate and review in the list options. 3. Select stars and write experience. 4. Click Save.
Alternative Flows	4.1 There is an error in saving progress and error is shown.
Subflows	None
Key Scenarios	Rating, Review
Preconditions	Login to application successfully
Postconditions	Star and review is updated in shop' rating
Extension Points	None
Special Requirements	None
Additional Information	None

4. Use-Case Specification: <Contact shop staff>

Use-case name	Contact shop staff
Brief Description	User can view booking history in the app
Basic Flow of Events	<ol style="list-style-type: none"> 1. User click on message in bottom bars. 2. Search or choose shop in list contact. 3. Chat with shop staff
Alternative Flows	<ol style="list-style-type: none"> 1.1 Click shop in home screen to view detail 1.2 Click Chat with us button
Subflows	None
Key Scenarios	Chat, contact, need help
Preconditions	Login to application successfully
Postconditions	Connect to the shop staff by chatting
Extension Points	Call with shop staff
Special Requirements	None
Additional Information	None

5. Use-Case Specification: <Cancel booking >

Use-case name	Cancel booking
Brief Description	User can cancel booking when can not go to shop
Basic Flow of Events	<ol style="list-style-type: none"> 1. User click on Profile in bottom bars. 2. Choose booking history in list.

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	3. Choose see detail in booking which its status is processing. 4. Click on cancel booking. 5. Click confirm to confirm cancel booking.
Alternative Flows	5.1 If error, shown message on screen on option try again button. 5.2 Navigate to booking history
Subflows	None
Key Scenarios	Chat, contact, need help
Preconditions	Login to application successfully There is a booking which is in processing
Postconditions	Booking is cancel successfully, message is shown on screen
Extension Points	Call with shop staff
Special Requirements	None
Additional Information	None

6. Use-Case Specification: <Search coffee shop>

Use-case name	Search coffee shop
Brief Description	User can search for coffee shop with many criteria such as: <ul style="list-style-type: none"> - Distance - District - Name - Drink price
Basic Flow of Events	1. User click on filter icon beside search bar in home screen. 2. Choose distance, district and price of drink 3. Click apply button
Alternative Flows	1.1 Click on search bar in home screen to search only by name 1.2 Type and click enter to search by name
Subflows	None
Key Scenarios	Search shop, filter shop, look up shop
Preconditions	None
Postconditions	List of shop is filtered and shown on the screen
Extension Points	None
Special Requirements	None
Additional Information	None

7. Use-Case Specification: <Booking by call shop staff>

Use-case name	Booking by call shop staff
Brief Description	User can booking by call directly to shop staff
Basic Flow of Events	1. User click on message in bottom bars.

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	2. Search or choose shop in list contact. 3. Chat with shop staff
Alternative Flows	1.3 Click shop in home screen to view detail 1.4 Click Chat with us button 1.5 Click phone icon in the top screen
Subflows	None
Key Scenarios	Chat, contact, need help, call booking
Preconditions	Login to application successfully
Postconditions	Connect to the shop staff by calling and book successfully
Extension Points	Chat with shop
Special Requirements	Shop staff is available for receive call
Additional Information	None

8. Use-Case Specification: <Use voucher>

Use-case name	Use voucher
Brief Description	User can use voucher to get discount or gift from shops
Basic Flow of Events	1. In payment step, click on voucher which is usable. 2. Check new price after apply voucher.
Alternative Flows	1.2 Voucher is not usable or out of stock, message is shown on the screen
Subflows	None
Key Scenarios	Use voucher, apply voucher, discount, gift.
Preconditions	User is in payment step when booking seat.
Postconditions	Voucher is apply successfully and user get gift or discount.
Extension Points	None
Special Requirements	None
Additional Information	None

9. Use-Case Specification: <Update seat status>

Use-case name	Update seat status
Brief Description	Coffee shop's employees update the seat status of the coffee shop that they're working for.
Basic Flow of Events	1. On the Home screen of the employee app, click on the Seat map and view all the seat status. 2. All of the seats in the coffee shop will be displayed. The seat that is occupied will be displayed differently from the seat that is empty. The employee then can click on the seat to toggle the seat's occupancy status.
Alternative Flows	2.1 The employee can also hold the seat to pop up a screen about the

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	information about that seat (occupied or not, reservation of that seat).
Subflows	None
Key Scenarios	Update seat.
Preconditions	There are already seat map of employee's coffee shop
Postconditions	All seats' status after update.
Extension Points	None
Special Requirements	None
Additional Information	None

10. Use-Case Specification: <Accept reserve seat request>

Use-case name	Accept reserve seat request
Brief Description	Coffee shop's employees
Basic Flow of Events	<ol style="list-style-type: none"> 1. At any time, if there is a call from the customer, there will be a notification about it and the employee can click on it to hear the customer request and then resolve it. 2. The employee can update the seat status in the Seat map screen.
Alternative Flows	<ol style="list-style-type: none"> 1. On the Home screen of the employee app, click the chat button. 2. All of the chat inbox with the customer that recently chatted or called will be displayed, the employee then can click on the inbox. 3. The employee can call the customer if the employee missed the customer's previous call. 4. The employee can create a reservation seat and update the seat status after calling the customer.
Subflows	None
Key Scenarios	Contact, call booking
Preconditions	Reserve seat requests haven't been resolved.
Postconditions	Reserve seat requests are resolved.
Extension Points	Create reservation
Special Requirements	None
Additional Information	None

11. Use-Case Specification: <Chat with customer>

Use-case name	Chat with customer
Brief Description	The employee
Basic Flow of Events	<ol style="list-style-type: none"> 1. On the Home screen of the employee app, click the chat button. 2. All of the chat inbox with the customer that recently chatted or called will be displayed, the employee then can click on the inbox. 3. The employee can resolve the problem through chatting.
Alternative Flows	None

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Subflows	None
Key Scenarios	Chat, contact, help customer, chat booking
Preconditions	Customer's problems haven't been resolved.
Postconditions	Customer's problems are resolved.
Extension Points	Create reservation
Special Requirements	None
Additional Information	None

12. Use-Case Specification: <Manage seat map>

Use-case name	Manage seat map
Brief Description	The employee can view and modify the seat map.
Basic Flow of Events	1. On the Home screen, click on the Seat map. 2. The seat map will be displayed, the employee can toggle the build mode. 3. In this mode, the employee can move, add, delete seats.
Alternative Flows	3.1 Error message when delete or move an occupied or reserved seat. 3.2 Error message when seats collide with each other.
Subflows	None
Key Scenarios	View seat, Modify seat
Preconditions	There are already seat map of employee's coffee shop
Postconditions	Seat map after being modified
Extension Points	None
Special Requirements	None
Additional Information	None

13. Use-Case Specification: <Watch statistics>

Use-case name	Watch statistics
Brief Description	The employee can view the statistics about reservation and number of customer in the coffee shop
Basic Flow of Events	1. On the Home screen, click on Statistics. 2. There will be a line chart about the number of reservations over the time. Alongside with the average number of customers and revenue generated from reservations.
Alternative Flows	2.1 There will be a button to change chart mode between statistics by day, by week or by month.
Subflows	None
Key Scenarios	View statistics
Preconditions	None
Postconditions	The employee have been updated with information about the coffee

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	shop
Extension Points	None
Special Requirements	None
Additional Information	None

14. Use-Case Specification: <Update reservation information>

Use-case name	Update reservation information
Brief Description	The employee can view and update information of reservations
Basic Flow of Events	1. On the Home screen, click on Reservations. 2. There will be a list of all current reservations. Click on one of them to view information about that reservation 3. In the information screen, the employee can change the information of that reservation.
Alternative Flows	3.1 Error message if change the seat of that reservation to a occupied seat
Subflows	None
Key Scenarios	Update reserve, cancel reserve
Preconditions	None
Postconditions	Reservation's information have been updated
Extension Points	None
Special Requirements	None
Additional Information	None

15. Use-Case Specification: <Manage voucher>

Use-case name	Manage voucher
Brief Description	The employee can view and update information of voucher
Basic Flow of Events	1. On the Home screen, click on Voucher 2. There will be a list of voucher that can be apply in the coffee shopur 3. The employee can click on one of the vouchers to view and modify.
Alternative Flows	None
Subflows	None
Key Scenarios	Voucher, discount, gift.
Preconditions	None
Postconditions	The new information of that reservation will be effective starting from the next day.
Extension Points	None
Special Requirements	None
Additional Information	None

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