CafeGo

Use-Case Specification

Version 2.0

Revision History

| **Date** | **Version** | **Description** | **Author** |
| --- | --- | --- | --- |
| 29/03/2023 | 1.0 | Create doc, make structure and use cases | Lê Minh Nhật |
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# Use-Case Specification: <Booking Seat>

| Use-case name | Booking seat |
| --- | --- |
| Brief Description | User book seat and drink online by application |
| Basic Flow of Events | 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 | 3.1 Seat is reserved for another customer, error is shown in pop up with try another seat button.  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. |
| 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 |

# 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 | 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 | 1. View detail booking information 2. Booking shop in history again |
| Special Requirements | None |
| Additional Information | None |

# 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 | 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 |

# 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 | 1. User click on message in bottom bars. 2. Search or choose shop in list contact. 3. Chat with shop staff |
| Alternative Flows | * 1. Click shop in home screen to view detail   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 |

# 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 | 1. User click on Profile in bottom bars. 2. Choose booking history in list. 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 | * 1. If error, shown message on screen on option try again button.   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 |

# 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:   * 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. 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 |

# 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. 2. Search or choose shop in list contact. 3. Chat with shop staff |
| Alternative Flows | * 1. Click shop in home screen to view detail   2. Click Chat with us button   3. 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 |

# 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 |

# 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 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 |

# Use-Case Specification: <Accept reserve seat request>

| Use-case name | Accept reserve seat request |
| --- | --- |
| Brief Description | Coffee shop’s employees |
| Basic Flow of Events | 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 | 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 |

# Use-Case Specification: <Chat with customer>

| Use-case name | Chat with customer |
| --- | --- |
| Brief Description | The employee |
| Basic Flow of Events | 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 |
| 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 |

# 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 |

# 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 shop |
| Extension Points | None |
| Special Requirements | None |
| Additional Information | None |

# 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 |

# 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 shopư  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 |