

Use Cases + Reflection

Project 1c1

Janelle Correia, Aadya Maurya, Jacob Philips, Aarya Rajoju, Galav Sharma

Monday, September 15th, 2025

CSC 510

[10 New Use Cases]

1. Use Case 1: Customer Views Menu

1.1 Preconditions

- 1.1.1. The customer is logged into WolfCafe as a Guest or Account Holder.
- 1.1.2. The WolfCafe menu database contains nutrition/allergen metadata for items (FDA compliance).

1.2 Main Flow

- 1.2.1. The customer navigates to the homepage and clicks on the “Menu” button.
- 1.2.2. The system displays all available menu items
- 1.2.3. The system displays the item name, price, and description
- 1.2.4. The customer clicks a menu item to view details.
- 1.2.2. The system retrieves nutrition and allergen data linked to the product. [1.3.1]
- 1.2.3. The nutritional data displays calories, macronutrients, and allergens per FDA guidelines.

1.3 Subflows

- 1.3.1. If nutritional data is updated by staff/admin, the system syncs with the public menu.

1.4 Alternative Flows

- 1.4.1. If nutritional data is missing, the system displays “Information not available.”

2. Use Case 2: Customer Places Order

2.1 Preconditions

- 2.1.1 The customer is logged into WolfCafe as a Guest or Account Holder.

2.2 Main Flow

- 2.2.1 The Customer views the menu.
- 2.2.2 The system displays the menu items and their availability.
- 2.2.3 The customer selects items and adds them to their cart. [2.4.1]
- 2.2.4 The customer clicks on “View Cart” and views the total price and tipping option. [2.3.2]

- 2.2.5 The customer checks out by picking a tip and payment method.
- 2.2.6 The system places the order successfully. [2.3.1] [2.4.2]

2.3 Subflows

- 2.3.1 If the customer placed an order on an account, the order details will be added to the associated account.
- 2.3.2 The sales tax will be calculated when the customer views the cart.
- 2.3.3 If the order is placed successfully, the customer will get an order confirmation.

2.4 Alternative Flows

- 2.4.1 If an item is out of stock, the customer will not be able to select it.
- 2.4.2 If the payment does not get authorized, the order will not be placed.

3. Use Case 3: Customer Tracks Order Status

3.1. *Preconditions*

- 3.1.1. The customer is logged into the WolfCafe system as a Guest or Account Holder.
- 3.1.2. The customer has successfully placed an order. (UC2)
- 3.1.3. The order has not yet been marked as “Completed” or “Cancelled.”

3.2. *Main Flow*

- 3.2.1. The customer navigates to the “My Orders” or “Track Order” section in the WolfCafe app/portal.
- 3.2.2. The system displays the current status of the order (e.g., Placed, In Preparation, Ready for Pickup, Completed). [3.3.1]
- 3.2.3. The customer can view the estimated wait time or pickup window.
- 3.2.4. The system updates the status automatically as staff update the order in real time.
- 3.2.5. Once the order is marked “Ready”, the customer receives a push/app notification. [3.3.2]

3.3. *Subflows*

- 3.3.1. If the order includes special instructions, these are displayed alongside the order details.
- 3.3.2. If the customer enables notifications, the system sends updates at each stage (Placed → Preparing → Ready → Completed).

3.4. *Alternative Flows*

- 3.4.1. If the customer cancels the order mid-way, the status is updated to “Cancelled,” and the refund processes follow. (UC6)
- 3.4.2. If the system cannot fetch live status updates due to connectivity issues, the customer sees the last known status with a warning like “Updates unavailable, please refresh later.”

4. Use Case 4: Staff Prepares Order

4.1 Preconditions

- 4.1.1 A staff member has logged into the WolfCafe Portal with a Staff Account.
- 4.1.2 The customer successfully placed the order. (UC2)
- 4.1.3 The order has not been completed yet.

4.2 Main Flow

- 4.2.1 A staff member views the order details. [4.3.2]
- 4.2.2 The details are sent to the kitchen.
- 4.2.3 The kitchen prepares the items on the order. [4.4.2]
- 4.2.4 A staff member packages the items and sets the order status to "Ready". [4.3.1] [4.3.3]

4.3 Subflows

- 4.3.1 The inventory is adjusted according to the order.
- 4.3.2 The staff reviews any special instructions. [4.4.1]
- 4.3.3 The system sends a pickup notification to the customer.

4.4 Alternative Flows

- 4.4.1 If the special instructions can't be fulfilled, the staff notifies the customer through the WolfCafe system.
- 4.4.2 If the customer cancels the order during prep, the system notifies the staff and adjusts the inventory. The order status changes to "Cancelled" and the customer is refunded.

5. Use Case 5: Customer Retrieves Order

5.1. Preconditions

- 5.1.1 The customer is logged into the WolfCafe system as Guest or Account Holder.
- 5.1.2. A staff member has logged into the WolfCafe portal as a Staff Member.
- 5.1.3. The customer has placed and paid for an order via the WolfCafe system. (UC2)
- 5.1.4. The order status has been updated to "Ready," and the customer has received a pickup notification. (UC3)

5.2. *Main Flow*

- 5.2.1. The customer displays their order confirmation to the staff member. [5.3.1] [5.3.2]
- 5.2.2. The staff member enters the customer's confirmation details under "Active Orders" in the WolfCafe system for verification.
- 5.2.3. The WolfCafe system successfully matches the customer's order details with an order in the system. [5.3.3] [5.3.4]
- 5.2.4. The staff member retrieves the items attached to the order and delivers them to the customer. [5.4.1] [5.4.2]
- 5.2.4. The staff member marks the order as "completed" in the WolfCafe system, and the order is added to "Completed Orders" in the system. [5.3.5]

5.3. Sub-Flows

- 5.3.1. If the order was placed online, the customer must access the WolfCafe system/app to display their order confirmation number to the staff member.
- 5.3.2 If the order was placed in-store, the customer must provide the confirmation number they were given after placing their order to the staff member.
- 5.3.3. If the customer checked out as a guest, their order will not be linked to them in the WolfCafe database.
- 5.3.4. If the customer checked out using their WolfCafe account, their order will be linked to their WolfCafe Customer profile and saved in a list of their "Previous Orders".
- 5.3.5. If the order was placed online, the customer will receive a virtual notification from the WolfCafe system/app once their order has been fulfilled.

5.4. Alternative Flows

- 5.4.1. If the customer is unable to retrieve their order by close-of-business, the order will be cancelled and added to "Archived Orders" in the system.
- 5.4.2. If the staff member finds errors in the customer's order (the order was added incorrectly, incorrect items were made, items are missing from the order, there is insufficient inventory to fulfill the order, etc.), a cancellation or refund must be initiated (UC4).

6. Use Case 6: Staff Cancels Order/Refunds Item(s)

6.1. Preconditions

- 6.1.1. The customer is logged into the WolfCafe system as Guest or Account Holder.
- 6.1.2. A staff member has logged into the WolfCafe Portal with a Staff Account.
- 6.1.3. The customer has placed and paid for an order via the WolfCafe system. (UC2)
- 6.1.4. The order status has been updated to "Ready" and the customer has received a pickup notification. (UC3)
- 6.1.5. The order has not yet been fulfilled/marked as completed in the WolfCafe system.
- 6.1.6. Main Flows [5.2.1], [5.2.2], and [5.2.3] in UC5 must be complete.

6.2. Main Flow

- 6.2.1. The staff member navigates to the "Initiate Refund" button on the customer's order.
- 6.2.2. The staff member selects the specific items to be refunded and the total refund amount is loaded into the "Amount" tab. [6.3.1] [6.3.2]
- 6.2.3. The staff member selects the customer's chosen refund method. [6.3.3] [6.3.4]
- 6.2.4. The staff member selects the "Process Refund" button.
- 6.2.5. The customer's order status is updated to "Cancelled" or "Partially Refunded" and added to "Archived Orders" in the system, and WolfCafe billing logs are automatically updated to reflect the transaction. [6.3.5] [6.3.6]
- 6.2.6. The customer is notified of the cancellation/refund. [6.3.7]

6.3. Sub-Flows

- 6.3.1. If only part of the order is being refunded, the staff member selects the specific items to be refunded back to the customer.
- 6.3.2. If the entire order is being cancelled, the staff member selects all items associated with the given order.

6.3.3. If the customer checked out using their WolfCafe account, they may receive either a refund back to their original payment method, or a credit back to their account for later use at WolfCafe.

6.3.4. If the customer checked out as a Guest User, they may receive either a refund back to their original payment method, or a WolfCafe gift card voucher with the refunded amount applied.

6.3.5. If the customer checked out using their WolfCafe account, the order will be marked as “Cancelled” and updated in their list of “Previous Orders” in their WolfCafe profile.

6.3.6. If the items refunded can be returned/restocked, the WolfCafe inventory logs must be updated.

6.3.7. If the cancellation/refund was caused by a system/staff error, compensation via a free item, discount code, or gift card voucher can be offered.

6.4. *Alternative Flows*

6.4.1. If the order cannot be cancelled/returned due to WolfCafe policy or order timeframe, staff must notify the customer and offer reasonable compensation if possible.

7. Use Case 7: Staff Creates New Recipe

7.1. *Preconditions*

7.1.1. A staff member has logged into the WolfCafe Portal with a Staff Account.

7.2. *Main Flow*

7.2.1. The staff member navigates to the “Recipes” Section of the WolfCafe Portal.

7.2.2. The staff member selects the “Create New Recipe” option from the user interface. [7.4.4]

7.2.3. An item creation form is displayed, allowing the user to enter recipe details.

7.2.4. The staff member fills in the item name, price, and list of ingredients and quantities. [7.3.1] [7.3.2] [7.3.3] [7.4.2]

7.2.5. The staff member clicks the “Save Recipe” button below the form. [7.4.1] [7.4.2] [7.4.3]

7.2.6. The recipe is saved and listed in the menu.

7.3. *Subflows*

7.3.1 The staff member selects ingredients from a dropdown menu populated with existing inventory items. [7.4.1]

7.3.2 For each ingredient, the staff member enters the required quantity, which is validated by the system before allowing form submission. [7.4.3]

7.3.3 If the required ingredient does not exist in the inventory, the staff member clicks the “Add New Item” button, which redirects them to the Add Ingredient screen, where they can create the ingredient and add it to the inventory.

7.4. *Alternative Flows*

7.4.1. If a required field is missing, the form displays an error message and does not save the recipe.

7.4.2. If a recipe with the same name already exists, an error message prompts the user to choose a different name.

7.4.3. If invalid values are entered in fields (invalid name, negative value for price etc.), the form displays an error message and does not save the recipe.

7.4.4. If the page is accessed without proper permissions (Customer Account), they see an error stating "Permission denied".

8. Use Case 8: Staff Manages Inventory

8.1. *Preconditions*

- 8.1.1. A staff member has logged into the WolfCafe Portal with a Staff Account.
- 8.1.2. Supplier contracts and inventory thresholds are configured in the system.

8.2. *Main Flow*

- 8.2.1. The staff member navigates to the "Inventory" Section of the WolfCafe Portal.
- 8.2.2. The staff member selects the "Add New Ingredient" or "Update Inventory" option from the user interface. [8.4.4]
- 8.2.3. The staff member enters or updates the ingredient name and amount in inventory. [8.3.1] [8.3.2] [8.4.1]
- 8.2.4. The ingredient details are saved and appear in the list of available ingredients.

8.3. *Subflows*

- 8.3.1. The ingredient name is validated to ensure it does not already exist. [8.4.2]
- 8.3.2. The staff member enters the amount in inventory, which is validated by the system before allowing form submission. [8.4.3]

8.4. *Alternative Flows*

- 8.4.1. If a required field is missing, the form displays an error message and does not save the ingredient.
- 8.4.2. If an ingredient with the same name already exists when adding a new item, an error message prompts the user to update inventory instead.
- 8.4.3. If invalid values are entered in fields (invalid name, invalid quantities, etc.), the form displays an error message and does not save the ingredient.
- 8.4.4. If the page is accessed without proper permissions (Customer Account), they see an error stating "Permission denied".

9. Use Case 9: Manage Staff and Customer Accounts

9.1. *Preconditions*

- 9.1.1. You are logged into the WolfCafe Portal with an Administrator Account.

9.2. *Main Flow*

- 9.2.1. Navigate to the 'User Management' tab. [9.4.1]
- 9.2.2. A list of users should be shown.
- 9.2.3. To create a new user, scroll to the bottom of the list and click the '+' button. [9.3.1]
- 9.2.4. To edit a user, go to the user and click the edit button near their name. [9.3.2] [9.4.3]

9.2.5. To delete a user, go to the user and click the delete button near their name. [9.3.3]
[9.4.3]

9.3. Subflows

9.3.1. Enter the user's info, such as name or email, and click 'Create' to create the user.
[9.4.2]

9.3.2. Enter the user's information, such as name or email, and click 'Edit' to edit the user. [9.4.3]

9.3.3. The user is deleted from the view. If the user is logged in, they are logged out.
[9.4.3]

9.4. Alternative Flows

9.4.1. If you are not logged into an Administrator account, an error screen will be displayed, showing that you do not have sufficient permissions to access this feature.

9.4.2. If you attempt to create a user that already exists, an error message is displayed.

9.4.3. If you attempt to edit/delete a user that doesn't exist, an error message is displayed.

10. Use Case 10: Set Global System Tax

10.1. Preconditions

10.1.1. You are logged into the WolfCafe Portal with an Administrator Account.

10.2. Main Flow

10.2.1. Navigate to the 'Tax Management' tab. [10.4.1]

10.2.2. The current tax rate that applies to all purchases should be displayed, along with a text box to edit the tax of the system. Input the new tax rate and click 'update'. [10.3.1]
[10.4.2]

10.3. Subflows

10.3.1. If the tax rate is input in a format other than a percent, it will be formatted to a percent.

10.4. Alternative Flows

10.4.1. If you are not logged into an Administrator account, an error screen will be displayed, showing that you do not have sufficient permissions to access this feature.

10.4.2. If you do not input a recognized numerical format, an error will be shown, and you can edit the same text box to correct this error.

Reflection

How did you decide what NOT to do?

We decided not to include the features that would make the least amount of difference in order of operations to the end user. This includes admin features like generating reports or leaving feedback. These are things that do not impact the actual operation of ordering food on the app. Because they do not impact the end user, they would likely not cause a decrease in sales.

We also removed a few features that the end user might see. Things that do not impact a customers' ability to order are the best types of features to remove. Features such as placing dietary preferences or adding tips do not impact the users' base ability to order a product, so those features were also not implemented.

Lastly, we ended up removing a few accessibility features that may impact a small amount of users' ability to order - things such as ordering-by-voice. We chose features that would impact the least number of users to ensure that we're still able to allow almost all users to properly use the application. As there were only 10 use cases allowed, it ended up coming down to whether we would allow some accessibility features or not.

What negative impacts or disappointments could this MVP have for your stakeholders?

For customers, the limited features of the MVP may reduce overall satisfaction and accessibility. While the core functionality such as browsing the menu and placing orders is present, it lacks the advanced features, including filtering the menu by dietary preference, voice accessibility, and allergen-based recommendations, which could frustrate users with specific health or accessibility needs. Additionally, not including the option to leave feedback, apply coupons, and directly reorder previous orders might reduce reengagement. The lack of ensuring privacy and asking for consent to use health data can cause customers to have less trust.

The admins lack a feature to generate their sales and waste reports. They also cannot generate a quarterly sales tax report, which can make it more tedious to get the sales information. They also lack an algorithmic transparency log, which can make it difficult

for the admins to check for issues with the system. There is no feature for the health inspector to do a digital audit, which could pose potential issues in the future.

Staff members might face challenges due to the simplification of features and tools at their disposal. Without staff training modules and compliance tracking, there is an increased risk of operational errors and inconsistent quality assurance. Moreover, a lack of detailed statistical reports and automation in inventory management means that staff must manually request resupply orders based on current amounts and update the system inventory after supplier delivery, which could lead to inconsistent resupplies and possibility of required items running out of stock. These gaps could reduce overall productivity and reduce satisfaction with the system.

What changes did you make to the MVP to appease at least some of the stakeholders, and why?

To address key stakeholder concerns while maintaining a lean MVP with a minimal scope, we identified which features were important to keep, merged overlapping use cases into larger use cases, and removed the others. For the customers, we ensured that necessary features like order placing, order tracking, viewing detailed menu and nutritional information were prioritized to ensure user satisfaction. For staff, we retained core inventory and order management functionalities to support smooth operation and reduce errors. For administrators and business stakeholders, we retained control features such as user management and tax configuration. Throughout these decisions, we prioritized features that served the end users, which benefits all stakeholders by ensuring satisfaction and long-term platform growth. For example, shareholders should be appeased by the fact that prioritizing end users means that the stock of the company would go up. This end-user focus should appease business shareholders, CEOs and other senior management of the company, who would recognize the value in establishing a strong foundation before implementing more advanced features. Ultimately, we made these changes to add as much as we can to the final product without doing more than we are able to realistically implement in the final product.

AI Prompt Links and Outputs

Chat Links

- <https://g.co/gemini/share/dd38862cc1f1>
- <https://g.co/gemini/share/f24052be9d9f>
- <https://g.co/gemini/share/b178ae265557>
- <https://g.co/gemini/share/0ebae5a6d9e7>
- <https://chatgpt.com/share/68c831be-7474-8002-9839-fec40c7b7067>

Input/Output Logs

[Example 1]

Input:

Given the stakeholders, the original 30 use cases, and the MVP use cases, can you provide a list of potential negative impacts or disappointments for the stakeholders resulting from the MVP's limited scope?

Output (ChatGPT):

Negative Impacts or Disappointments for Stakeholders

- **Customers:**
 - Lack of dietary filters or personalization could lead to frustration among users with allergies or special diets.
 - Absence of advanced payment options (e.g., subsidies, tipping flexibility) limits convenience and inclusivity.
 - No feedback or loyalty features, which might reduce repeat engagement initially.
- **Staff:**
 - No dedicated training or compliance tracking tools may increase risk or errors.
 - Limited reporting could slow inventory forecasting and operational insights.
- **Administrators:**
 - Reduced analytics and audit capabilities limit oversight and strategic decision-making.
 - Simplified user management without role hierarchies might reduce operational security.
- **Business:**
 - Potentially slower adoption due to limited features compared to competitors.

- Risk of customer churn due to lack of personalization and engagement features.

[Example 2]

Input:

Problem Overview: "You have been provided the WolfCafe starter project which includes three user roles: Admin, Staff, and Customer. You will be integrating CoffeeMaker functionality and updating it to provide order functionality."

Your goal is to generate 5 more use cases for our existing project structure based on the links I've provided in urls.txt. Essentially, see if there's anything we're missing that we could include in our use cases from the content in these urls.

Our existing use cases are provided in use_cases.txt for your reference. Please maintain the same formatting as our existing use cases when generating 5 more.

Output (ChatGPT):

Absolutely! Drawing from the sources you provided, here are several capabilities, features, and health-informed flows that appear to be missing from your current WolfCafe use cases—but could enrich your system, especially if you're aligning with broader industry best practices around nutrition, equity, and digital delivery ecosystems.

1. Use Case 1: System Highlights Healthier Default Options

1.1. Preconditions

1.1.1. The customer is logged into the WolfCafe system as Guest or Account Holder.

1.1.2. The menu contains at least one item marked as a "healthier option."

1.2. Main Flow

1.2.1. The customer views the WolfCafe menu.

1.2.2. The system highlights items flagged as "healthier" with a badge or icon. [1.3.1]

1.2.3. The system automatically places healthier items in recommended or default lists (e.g., "Chef's Picks"). [1.3.2]

1.2.4. The customer selects items and proceeds with checkout as normal. (UC1)

1.3. Subflows

1.3.1. If a nutrition profile is available, the system pulls calories and macronutrient data into the highlight badge.

1.3.2. If a promotional campaign is active, healthier items may appear in the top carousel or banner.

1.4. Alternative Flows

1.4.1. If no healthier options are available, the system does not highlight any items.

1.4.2. If the customer disables "health recommendations" in settings, no highlighting is shown.

2. Use Case 2: Customer Places Subsidy Order (e.g., WIC, EBT)

2.1. Preconditions

2.1.1. The customer is logged into the WolfCafe system as Guest or Account Holder.

2.1.2. The customer has a valid subsidy account linked (e.g., WIC, EBT).

2.2. Main Flow

2.2.1. The customer navigates to the menu.

2.2.2. The system filters eligible items and displays them in a subsidy-compliant menu. [2.3.1]

2.2.3. The customer selects items and adds them to the cart.

2.2.4. At checkout, the customer chooses "Subsidy Payment."

2.2.5. The system validates eligibility and processes payment with the subsidy account. [2.3.2]

2.2.6. The order is placed successfully. (UC1)

2.3. Subflows

2.3.1. The system prevents ineligible items from being added to a subsidy-only order.

2.3.2. If a mixed order is placed, the system splits payment (eligible items with subsidy, remaining with card/cash).

2.4. Alternative Flows

2.4.1. If the subsidy payment fails, the customer is prompted to use another payment method.

2.4.2. If no eligible items are in the cart, the system blocks subsidy checkout.

3. Use Case 3: System Adds Health Warning to High-Calorie Item

3.1. Preconditions

3.1.1. The customer is logged into the WolfCafe system as Guest or Account Holder.

3.1.2. Nutrition data for menu items is stored in the system.

3.2. Main Flow

3.2.1. The customer selects an item that exceeds calorie or nutrient thresholds.

3.2.2. The system displays a warning popup: "This item is high in calories/sugar. Proceed?"
[3.3.1]

3.2.3. The customer acknowledges the warning and adds the item to the cart.

3.3. Subflows

3.3.1. The warning includes links to suggested healthier alternatives.

3.3.2. The system tracks acceptance/decline of warnings for reporting.

3.4. Alternative Flows

3.4.1. If the customer cancels at the warning, the item is not added to the cart.

3.4.2. If nutrition data is missing, the warning is skipped.

4. Use Case 4: Customer Orders via Voice Accessibility Feature

4.1. Preconditions

4.1.1. The customer is logged into the WolfCafe system as Guest or Account Holder.

4.1.2. The customer's device supports microphone input.

4.2. Main Flow

4.2.1. The customer selects "Voice Order" mode.

4.2.2. The system prompts: "What would you like to order?"

4.2.3. The customer states the desired item(s).

- 4.2.4. The system confirms verbally and displays the interpreted cart. [4.3.1]
- 4.2.5. The customer says "Checkout," and the system processes the order. (UC1)
- 4.3. Subflows
 - 4.3.1. If multiple matches are found for a spoken item, the system asks clarifying questions.
 - 4.3.2. System allows voice commands for "remove item," "add sugar," or "change size."
- 4.4. Alternative Flows
 - 4.4.1. If the environment is too noisy, the system suggests switching to text input.
 - 4.4.2. If the voice feature is not supported, system notifies the customer.

5. Use Case 5: Customer Adds Tip After Checkout

5.1. Preconditions

- 5.1.1. The customer is logged into the WolfCafe system as a Guest or Account Holder.
- 5.1.2. The customer has successfully placed and paid for an order.

5.2. Main Flow

- 5.2.1. The customer navigates to "Order History" or receipt page.
- 5.2.2. The customer selects "Add Tip."
- 5.2.3. The system prompts for tip amount and payment method.
- 5.2.4. The tip is processed as a new transaction and linked to the original order. [5.3.1]

5.3. Subflows

- 5.3.1. Staff linked to the order receives notification of the tip.
- 5.3.2. The tip amount is logged in sales and payroll reports.

5.4. Alternative Flows

- 5.4.1. If tip payment fails, the customer is notified and can retry.
- 5.4.2. If tip window has expired (e.g., 48 hours post-order), the system disables the option.

Do you want me to align the ordering of these 5 accessibility use cases with the full structured detail of your existing use cases (in use_cases.txt), so they slot right in with your project document?

[Example 3]

Input:

Based on the project description and list of stakeholders provided in project.txt, can you delineate how the interests of the stakeholders may clash with other stakeholders in the WolfCafe system?

Output (Perplexity AI):

Certainly! Here's an overview of how the interests of the given stakeholders (primary and secondary) can clash with every other stakeholder in the WolfCafe system:

Admin Clashes

With Staff:

- Admins enforce strict user roles and security measures that may limit staff's flexibility or speed in fulfilling orders. Staff want ease and speed; admins focus on control and protection.

With Customers:

- Admins may introduce authentication steps, limited customization, or rules that customers find inconvenient, which can hurt the user experience customers desire.

With Developers:

- Admins require secure, well-controlled systems, which can slow development cycles. Developers may prefer rapid changes and feature additions that admins see as risky.

With Team Managers/TAs:

- Admin policies might conflict with team priorities or project timelines that managers push to meet. Managers may want more flexibility or shortcuts for efficiency.

With Instructors:

- Admins' security and system integrity focus might clash with instructors' educational goals, such as experimentation or code reuse, which could introduce vulnerabilities.

Staff Clashes

With Customers:

- Staff want clear, predictable orders to work efficiently, but customers often request last-minute changes or complex customizations that strain staff capacity.

With Admins:

- Staff need operational freedom but can be restricted by admin-imposed rules around inventory, order modifications, or data access.

With Developers:

- Staff may require adjustments or fixes that developers prioritize differently; frustrations can arise if staff feel their workflow is not supported promptly.

With Team Managers:

- Managers may impose scheduling or workload demands that staff find challenging, causing friction around work conditions.

With Instructors:

- Staff processes may be disrupted if instructors encourage development or testing activities that complicate daily operations.

Customer Clashes

With Staff:

- Customers want fast, flexible service; staff prioritize accuracy and workflow efficiency. This can lead to tension when customer demands slow preparation.

With Admins:

- Customers expect seamless, fast access, while admins enforce security and policy rules that may cause friction or delays.

With Developers:

- Customers want new features and fixes quickly, but developers have resource limits and competing priorities.

With Team Managers:

- Managers set service standards and policies that might limit customer choice or convenience to maintain order and profitability.

With Instructors:

- Customers might experience system instability or incomplete features if instructors enable experimental functions for learning purposes.

Developer Clashes:

- Can clash with admins over system constraints and security requirements.
- May conflict with staff over feature priorities or bug fixes.
- Tension with managers over deadlines vs. quality.
- Limited direct interaction with customers but affected by feedback loops.

Team Manager Clashes:

- Balance demands from admins, developers, staff, customers, and instructors.
- Manage conflicts between rapid feature delivery and system stability.
- Navigate competing stakeholder priorities and resource constraints.

Instructor Clashes:

- Push for innovation and learning opportunities that might conflict with system stability or admin policies.
- Influence priorities that may not align with business or operational goals.