# Use Case # 2: Add Review to Menu Item

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| GENERAL CHARACTERISTICS | |
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| **Last Update:** | 11/1/2016 |
| **Scope** | Customer level |
| **Level** | User level |
| **Status** | Complete Conceptualization |
| **Primary Actor** | Customer |
| **Secondary Actors** | Database |
| **Stakeholders and Interests** | Restaurant: wants feedback on service to ensure continued patronage.  Manager: want to ensure customers are satisfied with their experience.  Customer: wants orders to be prepared the way that they prefer. |
| **Preconditions** | User is logged in |
| **Success Post Condition** | Customer’s review is added to the database and system displays success message. |
| **Failed Post Condition** | System displays failure message. |

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| MAIN SUCCESS SCENARIO (or basic flow) | |
| **Step** | **Action** |
| 1 | Customer opens Menu page. |
| 2 | System retrieves the list of menu items from the database. |
| 3 | System displays the list of menu items. |
| 4 | Customer selects a menu item. |
| 5 | System retrieves menu item from database. |
| 6 | System displays menu item information. |
| 7 | Customer opens review page. |
| 8 | System opens review prompt for customer to add review. |
| 9 | Customer adds review. |
| 10 | System adds review to the database. |
| 11 | System displays success message. |

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| EXTENSIONS or Alternate Flows | |
| **Step** | **Branching Action** |
| *2* | System is unable to retrieve menu data. |
| 2a. System cannot connect to database.  *2*a1. System displays error message.  2b. System takes too long to connect to database.  *2*b1. System displays error message. |
| *5* | System is unable to retrieve menu item data. |
| 5a. System cannot connect to database.  *5*a1. System displays error message.  5b. System takes too long to connect to database.  *5*b1. System displays error message. |
| *10* | System is unable to add review to menu item. |
| 10a. System cannot connect to database.  10a1. System displays error message.  10b. System takes too long to connect to database.  10b1. System displays error message.  10c. Customer leaves review prompt blank.  10c1. System displays error message. |

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| SPECIAL REQUIREMENTS | |
| **Req Num** | **Requirement** |
| *1* | UI should be appropriate size to use with a touchscreen. |
| *2* | System should be able to retrieve menu information in less than 30 seconds 90% of the time. |
| *3* | System should be able to run for 12 hours without fail at least 90% of the time. |

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| TECHNOLOGY AND DATA VARIATIONS LIST | |
| **Var Num** | **Variation** |
| *1* | System should be easily used on multiple different systems using web pages. |

***FREQUENCY OF OCCURRENCE***: Could be nearly continuous.

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| OTHER ISSUES | |
| **Issue Num** | **Issue** |
| *1* | Is there a system to censor inappropriate reviews? |