# Use Case # 5: Complete Customer Order

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| GENERAL CHARACTERISTICS | |
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| **Last Update:** | 11/1/2016 |
| **Scope** | Employee Level |
| **Level** | User level |
| **Status** | Complete  Conceptualization |
| **Primary Actor** | Employee or Manager |
| **Secondary Actors** | Database |
| **Stakeholders and Interests** | Customer: Wants fast and accurate order fulfillment.  Restaurant: Wants high order throughput, and high rate of successful order completion. |
| **Preconditions** | Employee or Manager is validated.  Customer has placed an order. |
| **Success Post Condition** | Orders page is open, and system displays information for a selected order. |
| **Failed Post Condition** | System displays failure message. |

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| MAIN SUCCESS SCENARIO (or basic flow) | |
| **Step** | **Action** |
| 1 | Employee opens Orders menu. |
| 2 | System retrieves list of orders from database |
| 3 | System displays list of orders sorted by time order was placed. |
| 4 | Employee selects order from list. |
| 5 | System retrieves order information from database. |
| 6 | System displays information about the order that was selected. |

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| EXTENSIONS or Alternate Flows | |
| **Step** | **Branching Action** |
| *3* | System is unable to get orders |
| 3a. System cannot connect to database.  *3*a1. System displays error message.  3b. System takes too long to connect to database.  *3*b1. System displays error message. |
| *5* | Order information is unavailable. |
| 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.  5c. Customer has deleted order.  *5*c1. System displays error message.  *5*c2. Resume from Step 3. |

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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 order 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** |
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