

Use-Cases

Customer Support

Actors:

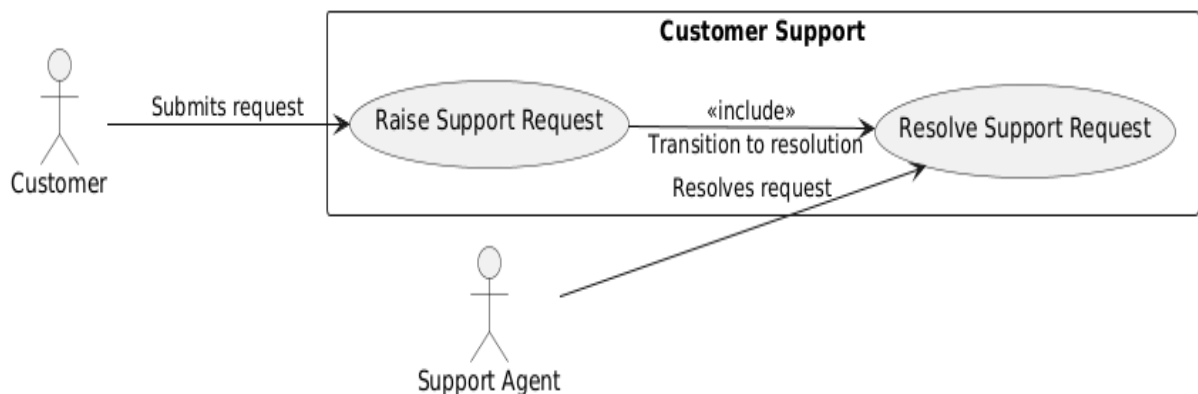
- Customer: Initiates a support request when encountering an issue with an order.
- Support Agent: Reviews and resolves support requests.

Use Cases:

- Raise Support Request: The customer submits a support request.
- Resolve Support Request: The support agent works on and resolves the request.

Relationships:

- The customer “submits” a support request.
- The support agent “addresses” and “resolves” the request.
- An <<include>> relationship is shown between raising and resolving the request, indicating that once a request is raised, there is an inherent transition toward its resolution.



Additional Functionality

Actors:

- Customer: Interacts with the system to browse the menu, place orders, and track orders.
- Support Agent: Although primarily involved in support (detailed in the separate diagram), they also log in and register as needed.
- Admin: Manages website content and user accounts, again via authentication.

Use Cases:

- Login: Available to all actors to access the system.
- Register: Available to all actors to create a new account.
- Browse Menu: For customers to view available food items.
- Place Order: For customers to make food orders.
- Track Order: To track the status of a placed order.
- Manage Website: For admins to perform content and user management tasks.

Relationships:

- Each actor connects to Login and Register.
- Customers additionally engage in browsing, ordering, and tracking orders.
- Admins use the management functions.

