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| **USE CASE NAME:** | Place Online Order |
| **ID:** | 01 |
| **SCENARIO:** | Customer places an online pizza order |
| **TRIGGERING EVENT:** | Customer wants to purchase a pizza for delivery |
| **BRIEF DESCRIPTION:** | A customer wants to order a pizza and get it delivered |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | The customer is hungry |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Received Placed Order |
| **STAKEHOLDERS:** | Pizza Restaurant |
| **PRECONDITIONS:** | No orders previously made |
| **POSTCONDITIONS:** | Pizza has been ordered and sent to the appropriate store location |
| **MAIN COURSE:** | 1. Customer clicks the order online button 2. Customer chooses an option    1. Delivery    2. Carryout 3. Customer fills out their address information    1. Street, City, State, Zip 4. Customer chooses an option    1. Pre-made Pizza       1. Add to order       2. Choose size       3. Customize          1. Add additional toppings    2. Build your own pizza       1. Choose size       2. Choose toppings       3. Add to order 5. Customer clicks Checkout    1. Add additional items       1. Drinks    2. Summarize customer address    3. Show store location that will deliver    4. Payment method       1. Debit/credit card       2. PayPal |
| **ALTERNATE COURSE:** | 1. Website is down    1. Website owner is notified    2. Owner notifies the tech team 2. Order fails due to technical difficulties    1. Customer is routed to main page to start again |

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| **USE CASE NAME:** | Register |
| **ID:** | 02 |
| **SCENARIO:** | Customer signs-up for an account |
| **TRIGGERING EVENT:** | 1. Customer clicks the Sign-up button to create an account |
| **BRIEF DESCRIPTION:** | 1. Customer has the option to create an account to save their custom made pizzas and save billing and delivery information |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | 1. The customer does not have an account yet |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Place Online Order |
| **STAKEHOLDERS:** | Pizza Restaurant |
| **PRECONDITIONS:** | 1. Customer uses the Pizza website |
| **POSTCONDITIONS:** | 1. Customer account gets created |
| **MAIN COURSE:** | 1. Customer clicks the Sign-Up button 2. Customer decides and enters their credentials    1. Customer new profile is created    2. Customer checks their profile    3. Customer clicks Place Online Order    4. Customer clicks Delivery    5. Customer clicks Build Pizza    6. Customer click saves built pizza into their profile 3. Customer can add a drink to the pizza order |
| **ALTERNATE COURSE:** | 1. Website is down    1. Website owner is notified    2. Owner notifies the tech team |

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| **USE CASE NAME:** | View Store locations |
| **ID:** | 03 |
| **SCENARIO:** | Customer views map of stores |
| **TRIGGERING EVENT:** | Customer wants to find the store within proximity of their location |
| **BRIEF DESCRIPTION:** | Customer decides if they should order pizza for delivery, pickup, or go enjoy pizza onsite. |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | Customer is not familiar with the stores proximity |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Place Order Online |
| **STAKEHOLDERS:** | Customer |
| **PRECONDITIONS:** | Unsure of store proximity |
| **POSTCONDITIONS:** | Customer now makes a decision depending on proximity of store |
| **MAIN COURSE:** | 1. Customer clicks the View Store Locations 2. Customer inputs their address and clicks search 3. A list of stores within proximity of address is displayed    1. An option to order from the specific store is displayed |
| **ALTERNATE COURSE:** | 1. Website is down    1. Website owner is notified    2. Owner notifies the tech team 2. Search fails due to technical difficulties    1. Customer is routed to main page to start again |

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| **USE CASE NAMGE:** | Receive Placed Order |
| **ID:** | 04 |
| **SCENARIO:** | An order is sent to the orders list |
| **TRIGGERING EVENT:** | Employee checks the online order queue |
| **BRIEF DESCRIPTION:** | Employee does their job and takes note of the online orders received. Prioritizes them based on received time and difficulty. Also categorized by delivery or carryout. |
| **ACTORS:** | Employee |
| **ASSUMPTIONS:** | Expected to have orders in queue during opening hours |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Place Online Order |
| **STAKEHOLDERS:** | Pizza Restaurant |
| **PRECONDITIONS:** | No online orders in queue |
| **POSTCONDITIONS:** | Online orders in queue are organized and sent to the kitchen |
| **MAIN COURSE:** | 1. Employee checks the online order queue    1. They decide the difficulty of the pizza    2. They categorize if the pizza is delivery or carryout    3. Sends orders to the kitchen in the order they should be made |
| **ALTERNATE COURSE:** | 1. Website is down    1. Website owner is notified    2. Owner notifies the tech team 2. Order queue fails to refresh due to technical difficulties    1. employe is routed to main page to start again |

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| **USE CASE NAME:** | Choose Delivery or Takeout |
| **ID:** | 05 |
| **SCENARIO:** | Customer decides between a delivery or a takeout |
| **TRIGGERING EVENT:** | Customer wants to place an online order by clicking Place Online Order |
| **BRIEF DESCRIPTION:** | A customer wants to order a pizza |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | The customer is hungry |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Click Place Online Order |
| **STAKEHOLDERS:** | Pizza Restaurant |
| **PRECONDITIONS:** | No orders previously made |
| **POSTCONDITIONS:** | Pizza has been ordered and sent to the appropriate store location |
| **MAIN COURSE:** | 1. At the home page, customer clicks the order Place Online Order button 2. Customer chooses an option    1. Delivery    2. Carryout |
| **ALTERNATE COURSE:** | 1. Website is down    1. Website owner is notified    2. Owner notifies the tech team |

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| **USE CASE NAME:** | Choose a pre-built pizza |
| **ID:** | 06 |
| **SCENARIO:** | Customer decides to select a pre-built pizza |
| **TRIGGERING EVENT:** | Customer chooses Delivery or Takeout and is now given pizza selection options |
| **BRIEF DESCRIPTION:** | A customer is given a choice to select a pre-built pizza or build a custom pizza |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | The customer is hungry |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Choose Delivery or Takeout |
| **STAKEHOLDERS:** | Pizza Restaurant |
| **PRECONDITIONS:** | Delivery or Takeout option selected |
| **POSTCONDITIONS:** | Pizza has been chosen and ready to finalize payment |
| **MAIN COURSE:** | 1. Customer selects a delivery or carryout 2. Customer is presented with an option to select a pre-built pizza or build a custom pizza    1. Customer chooses pre-built pizza    2. Customer is presented with size selection    3. Customer is then presented additional toppings selection 3. Customer can add a drink to the pizza order |
| **ALTERNATE COURSE:** | 1. Website is down    1. Website owner is notified    2. Owner notifies the tech team |

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| **USE CASE NAME:** | Build a Pizza |
| **ID:** | 07 |
| **SCENARIO:** | Customer decides to select a pre-built pizza |
| **TRIGGERING EVENT:** | Customer chooses Delivery or Takeout and is now given pizza selection options |
| **BRIEF DESCRIPTION:** | A customer is given a choice to select a pre-built pizza or build a custom pizza |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | The customer is hungry |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Choose Delivery or Takeout |
| **STAKEHOLDERS:** | Pizza Restaurant |
| **PRECONDITIONS:** | Delivery or Takeout option selected |
| **POSTCONDITIONS:** | Pizza has been chosen and ready to finalize payment |
| **MAIN COURSE:** | 1. Customer selects a delivery or carryout 2. Customer is presented with an option to select a pre-built pizza or build a custom pizza    1. Customer chooses custom build pizza    2. Customer is presented with a size selection    3. Customer is presented with bread crust selection    4. Customer is presented with sauce selection    5. Customer is then presented toppings selection 3. Customer can add a drink to the pizza order |
| **ALTERNATE COURSE:** | 1. Website is down    1. Website owner is notified    2. Owner notifies the tech team |

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| **USE CASE NAME:** | Sign-in |
| **ID:** | 08 |
| **SCENARIO:** | Customer logs into their account |
| **TRIGGERING EVENT:** | Customer chooses to log into their account to check their profile |
| **BRIEF DESCRIPTION:** | A customer logs into their account to preload their customer pizza |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | The customer has an account |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Place Online Order |
| **STAKEHOLDERS:** | Pizza Restaurant |
| **PRECONDITIONS:** | Customer uses the Pizza website |
| **POSTCONDITIONS:** | Customer checks their profile |
| **MAIN COURSE:** | 1. Customer clicks the Login button 2. Customer enters their credentials    1. Customer checks their profile    2. Customer clicks Place Online Order    3. Customer clicks Delivery    4. Customer clicks Build Pizza    5. Customer click load from saved pizza’s 3. Customer can add a drink to the pizza order |
| **ALTERNATE COURSE:** | 1. Website is down    1. Website owner is notified    2. Owner notifies the tech team |

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| **USE CASE NAME:** | View Profile |
| **ID:** | 09 |
| **SCENARIO:** | Customer looks at their profile |
| **TRIGGERING EVENT:** | Customer clicks the View Profile option that replaces the Login/Sign-up option |
| **BRIEF DESCRIPTION:** | Customer wants to take a look at their profile and make changes if necessary |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | Customer already logged into their account and wants to look at their account |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Sign-In |
| **STAKEHOLDERS:** | Customer |
| **PRECONDITIONS:** | Customer already logged into their account |
| **POSTCONDITIONS:** | Customer makes profile changes or proceeds to Place Online Order |
| **MAIN COURSE:** | 1. Customer clicks the View Profile button 2. Customer decides if profile information needs to be updated    1. Customer changes delivery address    2. Customer updates customized pizza’s    3. Customer click saves 3. Customer proceeds to Place Online Order |
| **ALTERNATE COURSE:** | 1. Website is down    1. Website owner is notified    2. Owner notifies the tech team |

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| **USE CASE NAME:** | View Menu |
| **ID:** | 10 |
| **SCENARIO:** | Customer looks at the menu of pizza options and prices |
| **TRIGGERING EVENT:** | Customer clicks the View Menu button to view the available pizza options and prices |
| **BRIEF DESCRIPTION:** | Customer wants to know the types of available pizzas and their prices |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | Customer want to order pizza |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | View Store locations |
| **STAKEHOLDERS:** | Customer |
| **PRECONDITIONS:** | Customer uses the Pizza website |
| **POSTCONDITIONS:** | Customer decides on a pizza they want to order |
| **MAIN COURSE:** | 1. Customer clicks the View Menu button 2. Customer browses the available pizzas    1. Customer can click the shortcut on the pizza they desire and place an order from there    2. Customer is presented size options    3. Customer is presented with additional toppings option    4. Customer is presented with drinks options 3. Customer proceeds to Place Online Order |
| **ALTERNATE COURSE:** | 1. Website is down    1. Website owner is notified    2. Owner notifies the tech team |

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| **USE CASE NAME:** | Send Updates |
| **ID:** | 11 |
| **SCENARIO:** | Employee sends update to Customer on Pizza’s current status |
| **TRIGGERING EVENT:** | Customer places online order. Employee updates Order’s status. Status gets pushed to customer. |
| **BRIEF DESCRIPTION:** | Pizza status gets pushed to Customer via website portal linked to order number |
| **ACTORS:** | Employee |
| **ASSUMPTIONS:** | Customer wants to see their Order status |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Place Online Order |
| **STAKEHOLDERS:** | Employee |
| **PRECONDITIONS:** | Online Order has been placed |
| **POSTCONDITIONS:** | Status update pushed to Customer |
| **MAIN COURSE:** | 1. Employee updates the Order number about the status of the pizza 2. Status of order gets updated 3. Update is pushed to linked order 4. Order updates status 5. Customer checks their order status after a few minutes |
| **ALTERNATE COURSE:** | 1. Website is down    1. Website owner is notified    2. Owner notifies the tech team |

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| **USE CASE NAME:** | Send message to Customer Support |
| **ID:** | 12 |
| **SCENARIO:** | Customer sends a message through the support portal |
| **TRIGGERING EVENT:** | Customer has a question they want to ask so they click the Customer Support button |
| **BRIEF DESCRIPTION:** | Customer clicks the Customer Support button |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | Customer has a question |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Place Online Order |
| **STAKEHOLDERS:** | Employee |
| **PRECONDITIONS:** | Customer uses website |
| **POSTCONDITIONS:** | Message is sent to website inbox |
| **MAIN COURSE:** | 1. Customer clicks the Customer Support Button 2. Customer adds message 3. Customer clicks send 4. Message gets send to website inbox |
| **ALTERNATE COURSE:** | 1. Website is down    1. Website owner is notified    2. Owner notifies the tech team |