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| **USE CASE NAME:** | Order Received |
| **ID:** | UC1 |
| **SCENARIO:** | Order is placed and received by employee |
| **TRIGGERING EVENT:** | Customer wants to purchase a pizza for pick up |
| **BRIEF DESCRIPTION:** | A customer is coming home from work and wants to stop by the pizza shop to pick up a pizza |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | The customer is in a rush and wants something quick to eat |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Received Placed Order, Pizza Picked up |
| **STAKEHOLDERS:** | Pizza Shop |
| **PRECONDITIONS:** | No orders previously made |
| **POSTCONDITIONS:** | Customer picks up pizza |
| **MAIN COURSE:** | 1. Customer calls the shop to place an order for pick up 2. Customer chooses an option    1. Delivery    2. Carryout 3. Customer chooses an option    1. Specials       1. Customer asks if there are any specials for the day    2. Pre-made Pizza       1. Add to order       2. Choose size       3. Customize          1. Add additional toppings    3. Build your own pizza       1. Choose size       2. Choose sauce type       3. Choose crust type       4. Choose topping(s) 4. Customer comes in to pick up pizza    1. Add additional items       1. Drinks    2. Payment method       1. Pay with a debit/credit card       2. Pay with cash       3. No payment necessary, paid over the phone 5. Employee prepares the order |
| **ALTERNATE COURSE:** | 1. Customer never comes in to pick up pizza. 2. The order is incorrect    1. A the correct order is being made.    2. Customer does not want to wait and cancels order. 3. Customer does not have his wallet and cannot pay. 4. Shop ran out of the toppings requested. Customer cancels order |
| **USE CASE NAME:** | Prepare Pizza |
| **ID:** | UC2 |
| **SCENARIO:** | Order is placed and provided to the kitchen to prepare |
| **TRIGGERING EVENT:** | Customer places and online order |
| **BRIEF DESCRIPTION:** |  |
| **ACTORS:** | Customer, Chef, Cashier |
| **ASSUMPTIONS:** | The customer placed the order to be finished by a certain time |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Received Placed Order, Pizza Delivered, Order Pick up |
| **STAKEHOLDERS:** | Pizza Shop |
| **PRECONDITIONS:** | No orders previously made |
| **POSTCONDITIONS:** | Pizza has been prepared in the necessary time frame |
| **MAIN COURSE:** | 1. Customer goes on website and orders order online 2. Customer chooses delivery and fills out their information 3. Customer choose pickup    1. Wants the order ready by a certain time 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 sauce type       3. Choose crust type       4. Choose topping(s)    3. Specials       1. Choose the special for the day 5. Chef prepares order based off the ticket he received.    1. Chef uses all the necessary ingredients to complete order    2. Order is complete within the time frame requested 6. Customer arrives to pick up order    1. Add additional items       1. Drinks    2. Payment method       1. Pay with a debit/credit card       2. Pay with cash |
| **ALTERNATE COURSE:** | 1. Website is down    1. Customer is encouraged to call the shop    2. Tech team is notified 2. Chef prepares wrong order    1. Customer refuses to take order and asks for refund    2. Customer waits for the new order 3. Order not prepared in the time timeframe requested.    1. Customer waits for order to be completed    2. Customer asks for refund. |
| **USE CASE NAME:** | Delivery Process |
| **ID:** | UC3 |
| **SCENARIO:** | Delivery driver pizza to potential customer |
| **TRIGGERING EVENT:** | Driver gets notification that he has a delivery |
| **BRIEF DESCRIPTION:** | Customer places order for delivery which causes a delivery driver notification |
| **ACTORS:** | Customer, delivery drive, customer |
| **ASSUMPTIONS:** | The customer and his friends are hungry |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Placed Orders, Payment |
| **STAKEHOLDERS:** | Pizza Shop |
| **PRECONDITIONS:** | No orders previously made |
| **POSTCONDITIONS:** | Driver delivered orders |
| **MAIN COURSE:** | 1. Customer goes on website and orders order online 2. Customer choose order to be delivered 3. Customer fills out their information    1. Street, City, State, Zip    2. provides phone number 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 sauce type       3. Choose crust type       4. Choose topping(s)    3. Specials       1. Choose the special for the day 5. Customer Checkouts    1. Add additional items       1. Drinks    2. Summarize customer address    3. Show store location that will deliver    4. Payment method       1. Pay with a debit/credit card       2. Pay with PayPal 6. Delivery driver receives notification of delivery.    1. Picks up orders and delivers based on priority |
| **ALTERNATE COURSE:** | 1. Website is down    1. Customer is encouraged to call the shop place order. 2. Driver does not deliver order to customer.    1. Driver gets lost and/or delivers to wrong address    2. Driver gets into an accident 3. Customer does not answer door |
| **USE CASE NAME:** | Refund payment |
| **ID:** | UC4 |
| **SCENARIO:** | Customer is not satisfied with their order |
| **TRIGGERING EVENT:** | Pizza is cold when the customer receives it |
| **BRIEF DESCRIPTION:** | Customer wants a refunded due being unsatisfied with order |
| **ACTORS:** | Customer, Cashier, Manager |
| **ASSUMPTIONS:** | Customer is upset with order |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Receive order, prepare order |
| **STAKEHOLDERS:** | Pizza Shop, Customer |
| **PRECONDITIONS:** | No orders previously made |
| **POSTCONDITIONS:** | Customer receives a refund for order |
| **MAIN COURSE:** | 1. Customer calls in to complain about order that was delivered    1. Pizza was cold upon delivery    2. The wrong order was delivered to customer    3. The pizza was overcooked. 2. Customer is unsatisfied with order when picking up    1. Order is wrong    2. The order is taking too long to finish    3. There is a something in the food. (i.e. hair)    4. Cashier is rude to the customer 3. Manager offers full refund    1. Payment is reversed and will be processed to card in 3-5 days.    2. Cash payment returned 4. Manager offers full refund and a credit for the future. |
| **ALTERNATE COURSE:** | 1. Customer is unsatisfied with food but eats in anyway    1. Provides a bad review |
| **USE CASE NAME:** | Online Order |
| **ID:** | UC5 |
| **SCENARIO:** | Customer intentions to place an order online |
| **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 and his friends are hungry |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Received Placed Order, Pizza Delivered |
| **STAKEHOLDERS:** | Pizza Shop |
| **PRECONDITIONS:** | No orders previously made |
| **POSTCONDITIONS:** | Pizza has been ordered and delivered to desired address |
| **MAIN COURSE:** | 1. Customer goes on website and orders order online 2. Customer chooses an option    1. Delivery    2. Carryout 3. Customer fills out their information    1. Street, City, State, Zip    2. provides phone number 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 sauce type       3. Choose crust type       4. Choose topping(s)    3. Specials       1. Choose the special for the day 5. Customer Checkouts    1. Add additional items       1. Drinks    2. Summarize customer address    3. Show store location that will deliver    4. Payment method       1. Pay with a debit/credit card       2. Pay with PayPal |
| **ALTERNATE COURSE:** | 1. Website is nonfunctional    1. Customer is encouraged to call the shop 2. Customer card is invalid 3. The options that are provided are not suffice for the customer |
| **USE CASE NAME:** | Register for Store Rewards Program |
| **ID:** | UC6 |
| **SCENARIO:** | Customer signs up for rewards account |
| **TRIGGERING EVENT:** | Customer wants to have their information saved in the database |
| **BRIEF DESCRIPTION:** | Customer is a regular and wants to enjoy the benefits of the reward program |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | The customer has never signed up for the program before |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Place Online Order |
| **STAKEHOLDERS:** | Pizza Shop, Customer |
| **PRECONDITIONS:** | Customer placed an order online as a guest |
| **POSTCONDITIONS:** | Customer is now a rewards member |
| **MAIN COURSE:** | 1. Customer goes on website to place an online order 2. Customer decides to sign up for account by clicking Sign up 3. Customer builds profile for account    1. Login in information (username and password)    2. Address    3. Email    4. Credit card information(optional)    5. Saves profile 4. Customer proceeds to place order    1. Delivery    2. Carryout 5. Customer chooses a pizza 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 sauce type       3. Choose crust type       4. Choose topping(s)    3. Specials       1. Choose the special for the day 6. Customer Checkouts    1. Add additional items       1. Drinks    2. Payment method       1. Pay with a debit/credit card       2. Pay with PayPal |
| **ALTERNATE COURSE:** | 1. Website is nonfunctional    1. Customer is encouraged to call the shop to place order    2. Customer unable to fill out information for account. 2. Halfway through filling out information, customer decides against account |
| **USE CASE NAME:** | Dine-In Option |
| **ID:** | UC7 |
| **SCENARIO:** | Customer comes into the store to sit down and eat. |
| **TRIGGERING EVENT:** | It is Friday and the customer eats pizza on Friday |
| **BRIEF DESCRIPTION:** | Customer is having pizza night out with family, decide to eat at the shop |
| **ACTORS:** | Customer, Cashier |
| **ASSUMPTIONS:** | The customer and family are hungry and come to this shop regularly |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Received Placed Order |
| **STAKEHOLDERS:** | Pizza Shop |
| **PRECONDITIONS:** | No orders previously made |
| **POSTCONDITIONS:** | Customer eating with family at the shop |
| **MAIN COURSE:** | 1. Customer comes into the store to place an order.    1. Customer and family dine-in 2. 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 sauce type       3. Choose crust type       4. Choose topping(s)    3. Specials       1. Choose the special for the day 3. Customer Checkouts    1. Add additional items       1. Drinks    2. Payment method       1. Pay with a debit/credit card       2. Pay with cash 4. Leaves Tip 5. Customer picks a table and sits down.    1. Family eats and finishes food |
| **ALTERNATE COURSE:** | 1. The store is closed 2. The Cashier is rude and the family decides not to dine at the shop. 3. Customer is unsatisfied with the food, asks for a refund. 4. There are not seats available to sit down and eat, family decides for take out. |
| **USE CASE NAME:** | Customer does not remember password for Rewards account |
| **ID:** | UC8 |
| **SCENARIO:** | Customer wants to order online but does not remember password for account |
| **TRIGGERING EVENT:** | Website is saying that the password is incorrect |
| **BRIEF DESCRIPTION:** | Customer does not want to order a pizza without using account, but he does not remember password |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | The customer just signed up and forgot the password already |
| **FREQUENCY OF USE:** | Not Frequent |
| **RELATED USE CASES:** | Customer |
| **STAKEHOLDERS:** | Pizza Shop |
| **PRECONDITIONS:** | Customer cannot log into account |
| **POSTCONDITIONS:** | Customer reset password and completed his order. |
| **MAIN COURSE:** | 1. Customer goes on website and orders order online. 2. Customer goes through the online ordering process and is ready to check out and is asked to login into their account. 3. Customer attempts multiple times, but the password is incorrect. 4. There is an option to for a person that forgets password. 5. Customer goes through the forget password process.    1. Customer enters email address for verification    2. Email address has a temporary password    3. Customer enters temporary password and makes a new one. 6. Customer is now logged into account. 7. Customer goes through the online ordering process again and completes order. |
| **ALTERNATE COURSE:** | 1. Customer does not remember email address.    1. Customer calls the IT support phone number for additional help. 2. Customer decides to place order as guest instead of going through the resetting of password process. 3. Customer gets fed up with the process, exits out, and does not order anything. |
| **USE CASE NAME:** | Customize Pizza Process |
| **ID:** | UC9 |
| **SCENARIO:** | Customer wants to create their own pizza |
| **TRIGGERING EVENT:** | Customer does not want to choose any of the pre-built options |
| **BRIEF DESCRIPTION:** | Customer wants to try something new and build their own pizza |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | The customer is hungry and does not want the pre-built options |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Received Placed Order |
| **STAKEHOLDERS:** | Pizza Shop |
| **PRECONDITIONS:** | Customer has never created their own pizza |
| **POSTCONDITIONS:** | Customer creates customize pizza |
| **MAIN COURSE:** | 1. Customer goes on website and orders order online 2. Customer chooses an option    1. Delivery    2. Carryout 3. Customer fills out their information for delivery    1. Street, City, State, Zip    2. provides phone number 4. Customer chooses to build own pizza    1. Build your own pizza       1. Choose size       2. Choose sauce type       3. Choose crust type       4. Choose topping(s) 5. Customer Checkouts    1. Add additional items       1. Drinks    2. Payment method       1. Pay with a debit/credit card       2. Pay with PayPal |
| **ALTERNATE COURSE:** | 1. Website is nonfunctional    1. Customer is encouraged to call the shop 2. Customer decides not to customize pizza and chooses pre-built pizza instead 3. The price is too much for the customer, decides a different option. |
| **USE CASE NAME:** | Make adjustments to order |
| **ID:** | UC10 |
| **SCENARIO:** | Customer places an order, but wants to alter it |
| **TRIGGERING EVENT:** | Customer realized they placed the wrong order. |
| **BRIEF DESCRIPTION:** | Customer calls in to state they placed the wrong order and wants to change it |
| **ACTORS:** | Customer, Cashier |
| **ASSUMPTIONS:** | The customer made an honest mistake |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Received Placed Order |
| **STAKEHOLDERS:** | Pizza Shop, Customer |
| **PRECONDITIONS:** | Customer places order without knowing it was wrong |
| **POSTCONDITIONS:** | The change has been made to the order |
| **MAIN COURSE:** | 1. Customer goes on website and orders order online 2. Customer goes through the ordering process and makes a payment. 3. Customer realizes they placed the wrong order and calls into the shop.    1. Customer requests to cancel order place new order.    2. Cashier cancels order and takes new order over the phone. 4. Customer has the option of giving the card information over the phone. 5. Customer has the option to pay with cash for delivery. 6. Customer has option to pay with card at the shop for pickup    1. Customer asks to add to order. 7. Customer has the option to add the remaining balance to card on file for the original order.    1. Customer request to take off an item. 8. Customer has option to receive refund to the card on file for the original order. |
| **ALTERNATE COURSE:** | 1. Customer decides to keep order as it is. |
| **USE CASE NAME:** | Specials Process |
| **ID:** | UC11 |
| **SCENARIO:** | Customer inquiries about the current specials going on |
| **TRIGGERING EVENT:** | Customer is online wanting to purchase a large amount of food. |
| **BRIEF DESCRIPTION:** | Customer is having a party and wants to know about any specials |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | The customer and his friends are hungry |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Received Placed Order, Pizza Delivered |
| **STAKEHOLDERS:** | Pizza Shop |
| **PRECONDITIONS:** | No orders previously made |
| **POSTCONDITIONS:** | Order is made with the special option |
| **MAIN COURSE:** | 1. Customer goes on website and orders order online 2. Customer chooses an option    1. Delivery    2. Carryout 3. Customer chooses the special option 4. There are multiple options to choose from    1. The special of the day    2. Special that includes a drink    3. Party of 10 or more special    4. Size of pie special 5. Customer chooses option for the party of 10 or more    1. Drinks comes with special 6. Customer pays for the order    * 1. Pay with a debit/credit card      2. Pay with PayPal |
| **ALTERNATE COURSE:** | 1. Website is nonfunctional    1. Customer is encouraged to call the shop 2. Customer does not have enough money to place order. 3. Customer decides the special is not worth it so places another order. |
| **USE CASE NAME:** | Choose a pre-built pizza |
| **ID:** | UC12 |
| **SCENARIO:** | Customer intentions to place an order for carry out |
| **TRIGGERING EVENT:** | Customer decides to choose a pre-built pizza |
| **BRIEF DESCRIPTION:** | Customer wants to eat his favorite pizza. |
| **ACTORS:** | Customer |
| **ASSUMPTIONS:** | The customer is hungry |
| **FREQUENCY OF USE:** | Daily |
| **RELATED USE CASES:** | Received Placed Order |
| **STAKEHOLDERS:** | Pizza Shop |
| **PRECONDITIONS:** | No orders previously made |
| **POSTCONDITIONS:** | Customer receives his favorite pizza |
| **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. Customer decides to try something different after seeing the menu. |