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| USE CASE NAME: | Create an account |
| ID: | UC1 |
| SCENARIO: | Non-member creates an account |
| TRIGGERING EVENT: | Non-member wants to order a pizza and save their information for convenience |
| BRIEF DESCRIPTION: | A person is hungry and would like to create an account to be able to use the delivery site’s services |
| ACTORS: | Non-members |
| ASSUMPTIONS: | They don’t currently have an account and want to order food |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Add an item to the cart, place an order, track delivery |
| STAKEHOLDERS: | Customers, restaurant |
| PRECONDITIONS: | User does not currently have an account |
| POSTCONDITIONS: | User now has an account |
| MAIN COURSE: | 1. Non-member selects “log in” on the home screen 2. App takes the user to a login page, with fields for email, password, address, etc. 3. User enters in their information and clicks “submit” 4. System validates fields and displays success message 5. User is now logged in |
| ALTERNATE COURSE: | 1. Fields do not pass validation and user has to re-enter information 2. If problems are encountered, user can contact the restaurant through phone or email |

Use Case Elaboration

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| USE CASE NAME: | Add an item to the cart |
| ID: | UC2 |
| SCENARIO: | Member adds an item to their shopping cart |
| TRIGGERING EVENT: | Member sees an item that they may want to purchase |
| BRIEF DESCRIPTION: | A customer is interested in a menu item and wants to add it to their cart for saving or purchase |
| ACTORS: | Members |
| ASSUMPTIONS: | The user has an account and is able to view menu items |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Place an order |
| STAKEHOLDERS: | Customers |
| PRECONDITIONS: | User has an account and can view the menu |
| POSTCONDITIONS: | Item should be in the user’s cart |
| MAIN COURSE: | 1. Member can view the menu screen 2. Member selects an item that they want to add to the cart 3. Item information is displayed 4. User inputs preferences, such as toppings, quantity, etc. 5. User selects “add to cart” 6. System displays success message and item is in cart when selected |
| ALTERNATE COURSE: | 1. User decides not to add the item and cancels the item view screen |

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| USE CASE NAME: | Place an order |
| ID: | UC3 |
| SCENARIO: | Member places an order |
| TRIGGERING EVENT: | Member has added sufficient items to their cart |
| BRIEF DESCRIPTION: | The customer has decided they are satisfied with their cart and decide to place an order |
| ACTORS: | Members |
| ASSUMPTIONS: | The user has items in their cart |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Add an item to the cart, track delivery |
| STAKEHOLDERS: | Customers, restaurant |
| PRECONDITIONS: | The user must have one item in their cart and enter payment information |
| POSTCONDITIONS: | An order should be placed to the restaurant and the user should get a confirmation |
| MAIN COURSE: | 1. User navigates to their cart and reviews the items in it 2. User clicks “proceed to checkout” 3. System takes the user to a cart review screen and prompts to enter payment info 4. User enters payment information 5. User clicks “place my order” 6. System displays confirmation screen/success message |
| ALTERNATE COURSE: | 1. User is not satisfied with their cart 2. User edits cart items before proceeding with the order |

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| USE CASE NAME: | Track delivery |
| ID: | UC4 |
| SCENARIO: | Member tracks their delivery |
| TRIGGERING EVENT: | Member places an order successfully |
| BRIEF DESCRIPTION: | A customer has placed an order and wants to track the status of their delivery to see how far along it is |
| ACTORS: | Members, employees, restaurant |
| ASSUMPTIONS: | The user has gone through the process of placing an order |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Place an order |
| STAKEHOLDERS: | Customers, restaurant |
| PRECONDITIONS: | An order has been placed and there’s an employee on the other side to update the delivery status |
| POSTCONDITIONS: | User can view the track delivery page, which updates until pizza has been delivered |
| MAIN COURSE: | 1. After placing an order, the system displays the delivery tracking screen to the user 2. Employee needs to update delivery status on their end |
| ALTERNATE COURSE: | 1. If a user is unsure about something or status is not being updated, they can call the store |

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| USE CASE NAME: | View restaurant menu |
| ID: | UC5 |
| SCENARIO: | User views restaurant menu |
| TRIGGERING EVENT: | User wants to browse restaurant items to find items that they would want to order |
| BRIEF DESCRIPTION: | A person is hungry and wants to browse the menu to see what items are available |
| ACTORS: | Members and non-members |
| ASSUMPTIONS: | The user does not automatically want to order items at this stage |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | View menu, add an item to the cart |
| STAKEHOLDERS: | Users, restaurant |
| PRECONDITIONS: | User is able to access the menu |
| POSTCONDITIONS: | User can view individual items |
| MAIN COURSE: | 1. Navigate to the main page 2. Items should load by default |
| ALTERNATE COURSE: | 1. If items do not load, check connection settings or contact support |

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| USE CASE NAME: | Enter/store payment information |
| ID: | UC6 |
| SCENARIO: | User can enter and store payment information |
| TRIGGERING EVENT: | User wants to proceed with their order and needs to enter payment info |
| BRIEF DESCRIPTION: | User has proceeded to the checkout and wants to enter credit card information to make a purchase with |
| ACTORS: | Member |
| ASSUMPTIONS: | User is a member and is on the checkout screen |
| FREQUENCY OF USE: | Daily; once per user if stored |
| RELATED USE CASES: | Validate payment method, place an order |
| STAKEHOLDERS: | Member, restaurant |
| PRECONDITIONS: | User is on the checkout screen and has not entered valid payment information |
| POSTCONDITIONS: | Card is sent to validation |
| MAIN COURSE: | 1. Proceed all the way to checkout 2. When prompted, enter credit card info into required fields 3. Opt to save or not save payment info |
| ALTERNATE COURSE: | 1. Go to user profile settings 2. Enter in credit card info under “payment info” 3. Save |

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| USE CASE NAME: | Update user profile information |
| ID: | UC7 |
| SCENARIO: | Member updates their user profile information, such as their delivery address |
| TRIGGERING EVENT: | Member finds a reason that their profile information needs to be updated |
| BRIEF DESCRIPTION: | A user notices something on their profile that they wish to update |
| ACTORS: | Member |
| ASSUMPTIONS: | User is a member |
| FREQUENCY OF USE: | Whenever deemed necessary |
| RELATED USE CASES: | Create an account |
| STAKEHOLDERS: | Members |
| PRECONDITIONS: | User accesses the profile section |
| POSTCONDITIONS: | One or more user info fields are updated |
| MAIN COURSE: | 1. As a member, go to the user profile 2. View available fields 3. Enter new information if relevant |
| ALTERNATE COURSE: | 1. User info can still be viewed, but doesn’t need to be updated |

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| USE CASE NAME: | Customize pizza with pizza builder |
| ID: | UC8 |
| SCENARIO: | Member creates a customized pizza |
| TRIGGERING EVENT: | Member decides they want to order a pizza and add specifications, or at least look through the possible options |
| BRIEF DESCRIPTION: | Member proceeds through the pizza builder menu and chooses options |
| ACTORS: | Member |
| ASSUMPTIONS: | User is on the menu screen |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | View menu, add item to cart |
| STAKEHOLDERS: | Members, restaurant |
| PRECONDITIONS: | User is able to view and select the pizza menu item |
| POSTCONDITIONS: | User has created a custom pizza |
| MAIN COURSE: | 1. View the menu 2. Select the pizza item 3. Provide relevant fields for custom pizza 4. Select quantity 5. Add to cart |
| ALTERNATE COURSE: | 1. Cancel pizza builder without adding to cart on any stage |

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| USE CASE NAME: | Validate payment method |
| ID: | UC9 |
| SCENARIO: | Member has entered payment info and retrieves a validation response |
| TRIGGERING EVENT: | User enters payment information |
| BRIEF DESCRIPTION: | A user inputs payment info and gets a response about credit card validity |
| ACTORS: | Member |
| ASSUMPTIONS: | User is on the checkout screen |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Enter/store payment info, place an order |
| STAKEHOLDERS: | Members, restaurant |
| PRECONDITIONS: | User has entered credit card information on the checkout screen |
| POSTCONDITIONS: | Payment info is checked for validity and user receives a response |
| MAIN COURSE: | 1. Proceed to checkout 2. Enter payment information 3. Wait for validation response 4. If valid, proceed |
| ALTERNATE COURSE: | 1. If payment is invalid, enter new payment info |

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| USE CASE NAME: | Review and update cart |
| ID: | UC10 |
| SCENARIO: | Member reviews cart upon checkout |
| TRIGGERING EVENT: | User wants to verify everything is correct before purchasing |
| BRIEF DESCRIPTION: | Upon going to checkout, a user ensures all info is correct (cart items, user info, etc.) |
| ACTORS: | Member |
| ASSUMPTIONS: | User is on the checkout screen |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Place an order |
| STAKEHOLDERS: | Users |
| PRECONDITIONS: | User has proceeded to checkout |
| POSTCONDITIONS: | User info is verified or updated |
| MAIN COURSE: | 1. Proceed to checkout 2. Screen should show user and cart information 3. Verify whether info is correct 4. If yes, proceed |
| ALTERNATE COURSE: | 1. If information is unsatisfactory, cancel checkout |

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| USE CASE NAME: | View orders (restaurant side) |
| ID: | UC11 |
| SCENARIO: | Employee views user orders |
| TRIGGERING EVENT: | One or more users place an order and an employee needs to see them |
| BRIEF DESCRIPTION: | An employee views a list of user orders on the restaurant’s side of the program |
| ACTORS: | Member, employee |
| ASSUMPTIONS: | Employee has access to the program |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Place an order, update tracking information |
| STAKEHOLDERS: | Employees, members |
| PRECONDITIONS: | User orders exist |
| POSTCONDITIONS: | Employee can view all orders |
| MAIN COURSE: | 1. Log into restaurant client side 2. Select orders 3. All user orders should appear |
| ALTERNATE COURSE: | 1. If users’ orders do not appear, check with support |

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| USE CASE NAME: | Update tracking information |
| ID: | UC12 |
| SCENARIO: | Employee can update order statuses |
| TRIGGERING EVENT: | A change has been made in the state of the user’s order |
| BRIEF DESCRIPTION: | The employees have made progress in a customer’s order and need to update the tracking status |
| ACTORS: | Employee |
| ASSUMPTIONS: | Employee can view orders |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | View orders |
| STAKEHOLDERS: | Employees, restaurant, members |
| PRECONDITIONS: | Employee can view orders and the state of the order has changed |
| POSTCONDITIONS: | Tracking status is updated, and the user can view it |
| MAIN COURSE: | 1. View user orders 2. When relevant, update order tracking status to the next status |
| ALTERNATE COURSE: | 1. If final stage, complete the order |