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| Use Case Name: | Customer - Place Order |
| ID: | UC1 |
| Scenario: | Customer creates an order in the Pizza Order System |
| Triggering Event: | Customer wants to create an order |
| Brief Description: | Customer would like to place an order with the Pizza Order System so they can enjoy food. |
| Actors: | Customer, Employee, IT Support |
| Assumptions: | Customer can create or access account |
| Frequency of Use: | Daily |
| Related Use Cases: | Create Account, Reset Account Password, Login to Account |
| Stakeholders: | Pizza Place |
| Preconditions: | Login to account |
| Postconditions: | Order has been placed |
| Main Course: | 1. Customer visits website 2. Customer selects login, reset password, or create account    1. If login, continue    2. If reset password, proceed to Reset Password use case    3. If create account, proceed to Create Account 3. Customer selects their preferred location based on zip code 4. Custom creates their order from the pizza website 5. Customer is presented with delivery / pickup options to select.    1. If delivery, customer is provided capability to update address and special instructions    2. If pickup, customer is provided the store information 6. Customer is presented with a “submit” button and is provided an ETA for delivery or pickup. 7. Customer is provided with an email with the order details and a note that if they wish to make any changes to the order to contact the store.    1. If customer clicks the order link, proceed to “View Order Status” use case |
| Alternate Course: | 1. Customer is unable to reset their password    1. IT Support is notified and customer is provided a support phone number to call 2. Customer experiences an error while submitting the order    1. IT support is notified    2. Customer is provided the store info to contact them directly to order 3. Customer attempts to place delivery outside of delivery area    1. Customer is directed to select either pickup or a different delivery address |

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| Use Case Name: | Employee - View Order Details |
| ID: | UC2 |
| Scenario: | Employee Views Order Details |
| Triggering Event: | Employee is notified an order has been submitted |
| Brief Description: | An employee is notified that an order has been placed and is provided the ability to view the order, so they can begin making it. |
| Actors: | Employee |
| Assumptions: | Employee can access details of the order |
| Frequency of Use: | Hourly |
| Related Use Cases: | Place Order, Make Order, Update Order Status, Update Order Items |
| Stakeholders: | Employee, Customer |
| Preconditions: | Order is placed by customer successfully |
| Postconditions: | Order is made, Order Status is Updated in the system |
| Main Course: | 1. Employee is notified of an incoming order on a screen 2. Employee views high level info regarding the order, including what type of items were ordered, how many, and delivery or pickup 3. Employee can tap on the order to see additional details, such as pizza toppings, sauce, etc.    1. If employee is making food now, they proceed to “Update Order Status”, then “Make Food”    2. If employee is making the food later (e.g. order for later), they leave the order as-is for now |
| Alternate Course: | 1. Store is out of ingredient or food item requested or there is any other problem with the order.    1. Employee contacts customer and order items are updated, or order status is switched to cancel 2. Customer contacts store and requests to change or cancel order    1. Employee either updates order or cancels order, depending upon the request |

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| Use Case Name: | Employee - Cancel Order |
| ID: | UC3 |
| Scenario: | Employee is unable to fulfill order, so they need to cancel it |
| Triggering Event: | Employee is unable to fulfill order or customer contacts Employee and requests cancellation |
| Brief Description: | Employee has the ability to cancel order, which will subsequently notify the customer |
| Actors: | Customer, Employee |
| Assumptions: | Customer or Employee wishes to cancel order |
| Frequency of Use: | Hourly |
| Related Use Cases: | Update Order Status |
| Stakeholders: | Customer, Employee |
| Preconditions: | Order has been placed by customer, Order has been viewed by employee |
| Postconditions: | Customer is notified, Order status is changed |
| Main Course: | 1. Employee is unable to fulfill order or customer requests cancellation 2. Employee goes to the order details 3. Employee cancels the order 4. This subsequently also changes the order status |
| Alternate Course: | 1. Customer attempts to un-cancel order    1. Customer must place a new order 2. Employee accidentally cancels order    1. Employee must have the capability to create a new order or un-cancel the status |

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| Use Case Name: | Employee - Retrieve Delivery Information |
| ID: | UC4 |
| Scenario: | Order has been made. Now employee has to work on delivery. |
| Triggering Event: | Order complete, status updated. |
| Brief Description: | Once the order has been made, an employee should deliver the order to a customer |
| Actors: | Customer, Employee |
| Assumptions: | This order is marked as delivery and we have the address. |
| Frequency of Use: | Hourly |
| Related Use Cases: | Update Order Status |
| Stakeholders: | Customer, Employee, IT Support |
| Preconditions: | Make order was successful |
| Postconditions: | Order must be delivered (not in chart) |
| Main Course: | 1. Employee pulls up an order that has been made 2. Employee is able to view delivery info, including address and any special instructions. 3. Employee can print out a label to put on the order to denote where it goes. 4. Order is routed to a delivery person and status is updated |
| Alternate Course: | 1. Customer did not provide any address    1. Employee must contact customer to obtain said info 2. Delivery instructions unclear    1. Employee must contact customer to obtain said info 3. Unable to retrieve delivery info due to system outage    1. Contact IT support |

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| Use Case Name: | Customer – Login to Account |
| ID: | UC5 |
| Scenario: | Customer wants to login to account to place order or see history |
| Triggering Event: | Customer hits login button after creating order or before creating order |
| Brief Description: | User needs a way to login so that they can associate order with their account for billing and tracking purposes |
| Actors: | Customer |
| Assumptions: | User already has an account, user has credentials |
| Frequency of Use: | Daily |
| Related Use Cases: | Reset password, create account, place order, view history |
| Stakeholders: | Customer |
| Preconditions: | Create account |
| Postconditions: | Place order, View History |
| Main Course: | 1. Customer creates an order 2. System prompts user to login, as this is required to place the order 3. Customer puts in email address and password to successfully login 4. Customer is presented with additional options then the capability to place order 5. Customer is also presented with the option to see order history |
| Alternate Course: | 1. Customer attempts to login and username or password is not recognized    1. Customer goes through the forgot password flow 2. Customer does not have an account    1. Customer is prompted to create an account and goes through the account creation flow |

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| Use Case Name: | Customer – Create Account |
| ID: | UC6 |
| Scenario: | Customer wants to create an account so they can place an order |
| Triggering Event: | Customer has built an order and is prompted to create an account |
| Brief Description: | The user account contains the ability to place orders and see history |
| Actors: | Customer |
| Assumptions: | Customer has already begun to create an order, customer has an email address |
| Frequency of Use: | Daily |
| Related Use Cases: | Place Order, View History, Reset Password |
| Stakeholders: | Customer |
| Preconditions: | Create Order |
| Postconditions: | Verify Account |
| Main Course: | 1. Customer has built an order and is prompted to create an account or login 2. Customer selects the “create an account” button 3. A web form appears to fill out with the following information:    1. Email address    2. Password    3. Password (2nd time, for verification)    4. Phone number    5. First name    6. Last name    7. Billing Address – Optional    8. Preferred Delivery Address – Optional    9. Payment information – Optional    10. Opt-in to mailing list – Optional 4. Customer hits the submit button and receives an e-mail to verify and login |
| Alternate Course: | 1. Customer enters in a password that is too short or does not fulfill the criteria    1. Customer is prompted to try again and provided the password criteria 2. Customer enters in an email address that already exists    1. Customer is prompted to reset password and is directed to that flow 3. Customer fails to fill out the required fields – email, password, password verification, first name, or last name    1. Customer is prompted to properly fill these out |

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| Use Case Name: | Customer – Verify New Account |
| ID: | UC7 |
| Scenario: | Customer wants to create a new account but must verify their e-mail to complete the process |
| Triggering Event: | Account creation |
| Brief Description: | Customer has successfully gone through the account creation process |
| Actors: | Customer, IT support |
| Assumptions: | Customer successfully hit the submit button for account create and put in their valid e-mail address |
| Frequency of Use: | Daily |
| Related Use Cases: | Place Order, View History, Account login |
| Stakeholders: | Customer |
| Preconditions: | Account Creation |
| Postconditions: | Account Login |
| Main Course: | 1. Customer receives an email in their box to verify their account 2. Customer clicks on this link and it takes them to the website 3. Account is now successfully active |
| Alternate Course: | 1. Customer does not receive the email    1. Email went to the junk mail, in that case they should check there    2. If customer attempts to login without having a verified account, the only option they’ll have is to send another email 2. Customer clicks on the link but the website is down    1. Customer will have to try again later as they will not have the ability to order if the site is busted anyway |

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| Use Case Name: | Customer – Reset Password |
| ID: | UC8 |
| Scenario: | Customer wants to order but they forgot their password OR they attempt to create an account with an existing e-mail in the system |
| Triggering Event: | Login to account, Account Creation |
| Brief Description: | Customer needs to reset their password to login |
| Actors: | Customer, IT support |
| Assumptions: | Customer has an account |
| Frequency of Use: | Daily |
| Related Use Cases: | Place Order, View History, Account login, Create Account |
| Stakeholders: | Customer |
| Preconditions: | Create account |
| Postconditions: | Account login |
| Main Course: | 1. User attempts to login and gets the password wrong 2. User is presented with a button that sends an email to the account 3. User clicks on the link in the email and is taken back to the site to create a new password |
| Alternate Course: | 1. User attempts to reset the password of a non-existent account    1. Customer is not notified on the site and no e-mail is sent 2. User does not receive the email    1. Customer should check their junk mail    2. Customer can attempt to go through the reset password flow again or can contact IT support 3. User has problems when attempting to create a new password    1. Until customer meets the criteria of the passwords they will not have an account they can login into |

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| Use Case Name: | Customer – View Order Status |
| ID: | UC9 |
| Scenario: | Customer wants to check the status of their order |
| Triggering Event: | Order Placed |
| Brief Description: | Check order status from the site |
| Actors: | Customer |
| Assumptions: | Customer is either still at the page after order placing or has their account info |
| Frequency of Use: | Daily |
| Related Use Cases: | Place Order, Account Login |
| Stakeholders: | Customer |
| Preconditions: | Place Order |
| Postconditions: | None |
| Main Course: | 1. Customer is taken to a page that has the order status. Technically customer is already logged in and can refresh the page as needed to see the status update |
| Alternate Course: | 1. Customer has logged out and wants to see the status, so much login back to the site 2. Customer is seeing a blank page on the order status    1. Refresh page or contact IT support 3. Customer is seeing an incorrect status    1. Customer can contact IT support or try refreshing this page. Likely due to the store not updating the status as the updates come from there. 4. Customer cannot login to see status    1. Reset password flow OR customer can call the store |

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| Use Case Name: | Customer – View Order History |
| ID: | UC10 |
| Scenario: | Customer wants to see their order history |
| Triggering Event: | Account login and clicking order history button |
| Brief Description: | Customer can view order history from their profile |
| Actors: | Customer, IT Support |
| Assumptions: | Customer can login to their account and has placed an order before |
| Frequency of Use: | Daily |
| Related Use Cases: | Place Order, Account Login |
| Stakeholders: | Customer, IT Support |
| Preconditions: | Account Login |
| Postconditions: | Order again button (Optional) |
| Main Course: | 1. Customer clicks on the “order history” button 2. Customer is taken to a list that has order contents with dates, prices, and which store made them 3. Customer is also prompted to “order again” and allows them to essentially clone a previous order |
| Alternate Course: | 1. Customer knows they placed an order but it does not appear on the list    1. Customer contacts IT support via help link 2. Customers orders appear on the history but they are incorrect    1. Customer contacts IT support via help link |

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| Use Case Name: | Customer – Order again (clone existing order) |
| ID: | UC11 |
| Scenario: | Customer wants to place the same order again |
| Triggering Event: | Account sees an order in their history they want to repeat |
| Brief Description: | Customer wants to re-order a previous order |
| Actors: | Customer, IT Support |
| Assumptions: | Customer can login to account and see history |
| Frequency of Use: | Daily |
| Related Use Cases: | Place Order, Account Login |
| Stakeholders: | Customer, IT Support |
| Preconditions: | Order History |
| Postconditions: | Place Order |
| Main Course: | 1. Customer’s order from order history is loaded back to the create order view 2. Customer is able to modify the order like any other and can submit it. |
| Alternate Course: | 1. Customer changes their mind before hitting the place order button    1. Order expires in the “cart” after 24 hours |

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| Use Case Name: | Employee – Update Order Status |
| ID: | UC12 |
| Scenario: | Employee updates order status so customer can see it on the site |
| Triggering Event: | Order Created |
| Brief Description: | Employee updates order on the site |
| Actors: | Employee, Customer |
| Assumptions: | Employee is able to access order |
| Frequency of Use: | Daily |
| Related Use Cases: | Place Order, Account Login |
| Stakeholders: | Employee, Customer |
| Preconditions: | View Order Details, Order Placed |
| Postconditions: | None |
| Main Course: | 1. Employee taps on an existing order to view the details 2. Employee can tap on the order and change the status to “in progress” or “ready for pickup”. |
| Alternate Course: | 1. Employee wants to change the order to “canceled”    1. Employee has to go through the cancel order flow, as the process is different and we want to make sure the customer is notified properly 2. Employee cannot access order    1. Employee contacts IT support    2. Employee contacts customer to give them an update over the phone. |