

USE CASE 1	Give feedback	
Goal in Context	Customer wants to give feedback.	
Scope & Level	Customer(User)	
Preconditions	Customer should be logged and have an order.	
Success End Condition	Customer wrote a response.	
Failed End Condition	Customer didn't write a response.	
Primary, Secondary Actors	Service(software)	
Trigger	He/She did not like a coffee.	
DESCRIPTION	Step	Action
	1	User selected an order
	2	User selected a service
	3	User wrote a comment and added an evaluation
	4	User sent a feedback
	5	
	6	
	7	
EXTENSIONS	Step	Branching Action
	4a	User deleted a feedback