UC-002 Einstein Bros Bagel Mobile App

Goals: Potential customers using the website to place an order, view product information, or check order status.

Actors:

1. Primary Actors: Potential Customer, Unregistered Customer, New Customer

2. Secondary Actor: Inventory System

Pre-Conditions:

    New customers must register with the site to log in. Customers should reach the site through linked advertisements or partnerships, a product webpage, a web search, or the website search function.

Post-Conditions:

    The user is waiting on product information, and order status, or has received order status and moved to payment or follow-up options.

Use-Case Steps:

1. Customer will log in to the site using Customer Account.

2. Customer will select from options on the main menu:

   - Request Product Information

   - Select Payment

   - Place an Order

   - Check Order Status

3. If Request Product Information, the site will load the appropriate secondary site for task completion.

4. If Place an Order is selected, the site shall load the order page for completion. Upon completion and submission of the order page, the customer will be redirected to the main menu.

5. If Check Order Status is selected, the order status will be displayed for the customer with an option to return to the main menu after viewing.

Alternate Paths:

1. Customer has not registered for an account, a link to "Sign up for an account" will be displayed for the customer to register. No parts of the customer order process can be accessed without login.

2. If Check Order Status is selected with no order found, then the customer will be redirected to the Place an Order page.

3. Customer forgot the password. A link to "Forgot Password" will be provided on the login page with instructions. If no username is found by the system, the link will direct to "Register Account" instead.

4. Website cannot validate the password/username due to the validation system not working or loading. Notify the user of the condition and suggest they try at a later time or contact the cashier directly through other means.

5. Website cannot validate username/password, and the user has attempted more than 5 times. Notify and direct the user to contact IT Support for further assistance.

Linked Use-Cases: 200-0001: Order Status Check, 200-0002: Product Information Requests, 200-0003: Event Participation, 001-0010: Order Placement, 003-0025: Inventory Tracking

Summary:

Potential customers are an essential factor for running a retail business, and attracting them ensures we can continue operating. To facilitate this, we must ensure those accessing our website with the goal of requesting product information or registering for our events can quickly access these parts of the website. More importantly, any customer ready to place an order or checking their order status should have as near a direct path as possible to the order page to ensure their continued participation and successful order completion. This use-case

focuses on the interactions needed for a potential customer to log in and access all the features available to them, particularly focusing on placing an order and checking the status of the order through the website.

Any potential customer who arrives at the main website and then navigates to the login page or arrives at the login page via a direct link will be required to log in to the site for full access. If they are a new customer, then the website will provide information (on the same login page) on registering for an account and provide links directly to the registration page. Once registered, the customer would then be able to log in and either:

1. Place an order, or Check the status of an order

2. View Product information

The main menu page shall link and securely share session information with our partner networks that handle product information requests and event registrations. For orders, it will check for an order submission, and if one is found, provide links to check it. If no submission is found, the customer will be provided links to the order page where they can complete the order process. The order page should validate all information being submitted to ensure required fields are correctly filled out before allowing the customer to submit their order, and if successfully submitted, notify the user of the success before returning to the main menu page.