**Use Case ~ Tekstudios Web Café.**

**Project Name: Tek Café.**

**Project ID: 247**

**Executive Sponsor: Craig Barkley**

**Project Manager: Craig Barkley**

**Business Analyst: Craig Barkley**

Date: November 4, 2018

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Revision History

| **Version** | **Date** | **Revision Description** |
| --- | --- | --- |
| .01 | Oct 1. | Approved Use Case |
| .02 | Oct 5 | Approved Use Case |
| 1 | Dec 1 | Approved Use Case |
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# Approvals

We have carefully assessed the Use Cases for this project. This document has been completed in accordance with the requirements of the System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

\_\_\_\_X\_\_ the document is accepted.

\_\_\_\_\_\_ the document is accepted pending the changes noted.

\_\_\_\_\_\_ the document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.

(\*=Required \*\*= Submit for Review Approval Not Required)

X

Executive Sponsor\*\* DATE

X

Project Sponsor\* DATE

X

Quality Assurance Manager / Team Lead\* DATE

X

Business Analyst Manager / Team Lead\* DATE

Craig Barkley December 1, 2018

Project Manager DATE

# Use Case List

|  |  |  |
| --- | --- | --- |
| **Use Case ID** | **Primary Actor** | **Use Cases** |
| 1 | Client | Client needs a web site and cup of coffee |
| 2 | Customer | Customer wants a cup of coffee and Internet Access. |
| 3 | Manager | Management of Developers |

# Feature Name (Client Gets A Web Site)

## Feature Process Flow / Use Case Model

## Use Case(s)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | 1 | | | |
| **Use Case Name:** | Client buys a Website | | | |
| **Created By:** | Craig Barkley | | **Last Updated By:** | 12/01/2018 |
| **Date Created:** | October 7, 2018 | | **Last Revision Date:** | 11/20/2018 |
| **Actors:** | | A Web Site Client, Secondary Actors are Web Site Developer Barista. | | |
| **Description:** | | Client can buy cup of coffee and a Web Site. | | |
| **Trigger:** | | The Client has an external business event or system that they need to market through a website. And may be thirsty for coffee. | | |
| **Preconditions:** | | 1. Client has access to Internet to View products online or. 2. Client has ability to be at the physical location of the Web Café. 3. Client is just wanting to surf the net and drink coffee. 4. Client needs web site. 5. Client needs help building a website. | | |
| **Postconditions:** | | 1. Client receives coffee 2. Client has purchased a website. 3. Client has purchased website and has been assigned a developer 4. Client has surfed the web and received coffee. | | |
| **Normal Flow:** | | 1. Client enters Web Café. 2. Client orders coffee or begins discussion with barista/Developer. 3. Barista Developer place drink order. 4. Barista Developer enters generalized web site categories. 5. Barista Discusses Web Site while making Double Shot Macchiato. 6. Client receives coffee drink. 7. Client selects Website Product. 8. Client selects Developer Assistance for project. 9. Client is assigned a developer. 10. Client meets with Developer or Schedules an Appointment. 11. Client is given the Guide to Web Café Galaxy. (workbook for client to go through, includes Web Café perks, like free coffee.) 12. Client is given Web Café Technology Tour. | | |
| **Alternative Flows:**  **[Alternative Flow 1 – Not in Network]** | | Patrons will be either customers or clients. If they are a Web Café customer they will be purchasing coffee and using the internet and hard ware devices. For a Client they will be purchasing a Website with the option for working with a real developer and drinking massive amounts of coffee.  4a. In step 4 of the normal flow, if the customer is not purchasing a site   1. System will prompt Barista to accept no Web Site. 2. Barista accepts 3. Use Case resumes on step 5 and ends on step 6.   8a. In step 8 of the normal flow, if the customer does not need a developer.   1. System will prompt Barista to accept no developer. 2. Barista Accepts 3. Use Case resumes on step 11 | | |
| **Exceptions:** | | Clients may not be able to complete setup for the Internet Products that are in their account. Or they may want a developer assigned to them without affording the developer origination fee or may be waiting for a specific developer.  9a. In step 9 of the normal flow, if the customer has an above exception   1. Transaction is paused until Client can return or complete online. 2. Customer is placed in Developer Wish List. 3. Customer enters Credit Card Information with a net30 Charge for origination fee. 4. Use Case resumes on step 12 of normal flow. | | |
| **Includes:** | | Use Case 2 the Web Café Customer, Use Case 3 Developer Administration | | |
| **Frequency of Use:** | | [How often will this Use Case be executed. This information is primarily useful for designers. e.g. enter values such as 50 per hour, 200 per day, once a week, once a year, on demand etc.] Each time a patron comes into the bar this use case will be exercised. Forecast for sales volumes is based on 50 – 100 customers a day. Forecasted percentages for Clients is 20 – 30 %. | | |
| **Special Requirements:** | | Special requirements include that each developer has taken and passed the barista training course. Another requirement is that every barista that is not on the developer list is engaged in an accredited developer program. Enabling them to do client discovery while making coffee. | | |
| **Assumptions:** | | Are that being patrons will be at all technology levels as users, from novice to advanced. If you need a WordPress site and need someone to build it for you, we can. If you are looking to get advice on finishing a project, connect with a developer and pay a consulting fee. Or maybe you are a full stack developer that needs never ending coffee and a place to download massive dependency packages. Or maybe you just want coffee, its good. | | |
| **Notes and Issues:** | | 1. Web Café is an Internet Café that offers hot websites and beverages. As well as managing developers and their assigned clients and projects. Developers are also able to manage projects that they take on through the Web Café that extend outside the Café location. For instance, if the t technologist is an installer of internet products and work mainly at Client location will need to have business relevant information managed through here. | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case ID:** | 2 | | | |
| **Use Case Name:** | Customer buys Coffee and Internet Access. | | | |
| **Created By:** | Craig Barkley | | **Last Updated By:** | 12/01/2018 |
| **Date Created:** | Oct 7, 2018 | | **Last Revision Date:** | 11/20/2018 |
| **Actors:** | | A Coffee Customer, Secondary Actors are Web Site Developer Barista. | | |
| **Description:** | | Client can buy cup of coffee. | | |
| **Trigger:** | | Customer is wanting to get a cup of coffee. | | |
| **Preconditions:** | | 1. Customer has ability to be at the physical location of the Web Café.  2. Customer is just wanting to surf the net and drink coffee.  3. Customer needs access to internet. | | |
| **Postconditions:** | | 1. Customer receives coffee  2. Customer has surfed the web. | | |
| **Normal Flow:** | | 1. Customer enters Web Café.  2. Customer orders coffee.  3. Barista Developer place drink order.  4. Barista Discusses Web Site Projects while making Double Shot Macchiato.  5. Customer receives coffee drink | | |
| **Alternative Flows:** | | Patrons that are customers who through the course of getting coffee decide to become a client. To become a Client, they will continue to speak with barista as they return to the POS system randomly located through the Café and begin the Use Case 1 again.  4a. In step 4 of the normal flow, if the customer decides to purchase a site   1. System will prompt Barista to finish transaction or to accept add on product. 2. If add on product is selected, 3. Customer receives coffee drink. 4. Client selects Website Product. 5. Client selects Developer Assistance for project. 6. Client is assigned a developer. 7. Client meets with Developer or Schedules an Appointment. 8. Client is given the Guide to Web Café Galaxy. (workbook for client to go through, includes Web Café perks, like free coffee.) 9. Client is given Web Café Technology Tour. | | |
| **Exceptions:** | | Clients may not be able to complete setup for the Internet Products that are in their account. Or they may want a developer assigned to them without affording the developer origination fee or may be waiting for a specific developer.  9a. In step 9 of the normal flow, if the customer has an above exception   1. Transaction is paused until Client can return or complete online. 2. Customer is placed in Developer Wish List. 3. Customer enters Credit Card Information with a net30 Charge for origination fee. 4. Use Case resumes on step 12 of normal flow. | | |
| **Includes:** | | Use Case 1 the Web Café Customer, Use Case 3 Developer Administration | | |
| **Frequency of Use:** | | Each customer that comes through the door is a potential client. | | |
| **Special Requirements:** | | Another requirement is that every barista that is not on the developer list is engaged in an accredited developer program. Enabling them to do client discovery while making coffee. | | |
| **Assumptions:** | | Are that being patrons will be at all technology levels as users, from novice to advanced. If you need a WordPress site and need someone to build it for you, we can. If you are looking to get advice on finishing a project, connect with a developer and pay a consulting fee. Or maybe you are a full stack developer that needs never ending coffee and a place to download massive dependency packages. Or maybe you just want coffee, its good. | | |
| **Notes and Issues:** | | Each customer interaction should be client driven. | | |

# Feature Name (Repeat for multiple features)

## Feature Process Flow / Use Case Model

## Use Case(s)

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| --- | --- | --- | --- | --- |
| **Use Case ID:** | 3 | | | |
| **Use Case Name:** | Forecast Technology projects | | | |
| **Created By:** | Craig Barkley | | **Created By:** | Craig Barkley |
| **Date Created:** | Oct 7, 2018 | | **Date Created:** | Oct 7, 2018 |
| **Actors:** | | Technology Manager | | |
| **Description:** | | Manage has a way to manage technology installations that are happening outside the Web Café. The Café will manage not only developers that work as baristas selling websites, but also be able to manage technology issues for customers and clients that are external from the Web Café location. | | |
| **Trigger:** | | 1. Manager needs to view list of on-going projects to forecast potential sales and possible opportunities for cost savings.  2. Manager needs a way to see what technicians are attached to what projects and be able to run scenarios on completing the work in progress. | | |
| **Preconditions:** | | 1. Manager is conducting management duties by viewing current work in progress and allowing the decision support system to run variable scenarios while being able to reset the list back to its current version. | | |
| **Postconditions:** | | 1. Manager has new knowledge on how to best manage current and future projects.  2. Manager has returned to Main Screen. | | |
| **Normal Flow:** | | 1. Manager selects a project.  2. System Alerts for confirmation.  3. System adds project to new text box.  4. Manager can select to finish project  5. Or Manager can select another project  6. Manager Selects project scenarios  7. Manager views results.  8. Manager resets the DDS window  9. Manager returns to Home Screen. | | |
| **Alternative Flows:** | | Managers will have to periodically refresh scenarios to see the latest real time data from the database.  7a. In step 7of the normal flow, if the manager has not reset the scenarios for more then a couple of hours they should.  1. Manage will select to reset scenario’s and begin forecasting again.  2. Use Case returns on step 3. | | |
| **Exceptions:** | | If the database is down Managers will not be able to populate data in order to run scenarios to forecast potential earnings on completing projects.  1a. In step 1 of the normal flow, if the customer has an above exception  1. Manager will return to home screen | | |
| **Includes:** | | Use Case 1 and Use Case 2 | | |
| **Frequency of Use:** | | Periodically throughout the week. | | |
| **Special Requirements:** | | Manager needs to understand financial forecasting methods. | | |
| **Assumptions:** | | That the manager is allocating resources to be used most efficiently. | | |
| **Notes and Issues:** | | Forecasting should include coffee websites and hard ware installs. | | |