**Textual Description of the Use case**

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| **Request E ticket**  **Description**  User opens the application through his phone or kiosk. User requests for an E ticket. E ticket is generated by the kiosk or through the mobile device. Application requests the user to choose between text or e-mail for sending the E ticket. User selects his choice. E ticket has been sent to the User.  **Browse Food Joints**  **Description**  System is connected to a power source. Display is turned on. System is configured to accept the inputs. User opens the application through his phone and logs in or touches the kiosk screen. User browses the available food joints. User picks a food joint. User selects the menu. User decides to leave. Application returns to home page after few minutes.  **Place Order**  **Description**  User chose the menu from the available list. User adds the items to the cart. Shopping cart gets updated. User is ready to place the order. User precedes the order from the cart. User clicks proceed to checkout. User enters the card details on the kiosk or his mobile device. User clicks the confirm order. User gets the confirmation message. The order is complete and it is sent to the corresponding food joint.  **Prepare Order**  **Description**  Chef has received the user’s order from the food joint system. He starts processing the order. Chef completes the preparation for every item. Employee takes the completed items for packing. User is waiting for the process to be complete. Chef completes every item in the same manner.The wait time will be updated throughout this process as per the user’s status request  **Process Order**  **Description**  Chef completes the preparation of the order. Employee packs the order. Packaging orders is done based on the list associated with each ticket. Employee delivers the order to the customer once the customer arrives. |
| **Maintain information**  **Description**  Administrator maintains the information of the customers and application information. An administrator monitors the information. Administrators can verify/update/modify the information of the application. Administrator can update/ modify the menu details depending upon the latest changes or corrections.  **Place Order through Kiosk**  **Description**  User clicks the kiosk screen. User selects a food joint from the available list displayed on the kiosk. User selects the items from the menu. User adds the items to cart. User clicks his cart. User clicks Proceed to checkout. User can choose to enter his Comet card details. User enters his name, phone, payment method and details as requested. User clicks confirm payment. An E- ticket is sent to the user’s mobile with the order and pick up details.  **Place Order through App**  **Description**  User selects the application from his mobile device. User logs in to the application. User selects the food joint from the available list displayed on the application. User selects a food joint. User selects the items from the menu. User adds the items to cart. User clicks his cart. User clicks Proceed to checkout. User can also add a new payment method in the payment page. User clicks confirm payment. An E- ticket is sent to the user’s mobile with the order and pick up details. The application sends notifications to the User’s phone with app update or order details.  **Login**  **Description**  User clicks the application on his mobile device. User must login to the application.  Administrator can get the details of the user after the login. Administrator syncs the details for user’s ease.  **Make Payment**  **Description**  User places the order. The order is complete. User enters the payment details. User clicks confirm. The details are sent to the payment authorization system to verify the user details. The verification is successful. An acknowledgement is being sent back notifying order successful.  **Cancel Order**  **Description:**  User places the order. User decides to cancel the order. User clicks cancel. Items are removed from the cart. Cart is now empty. |