

## List of Stakeholders

- **Customer:** Placing orders, making payments, tracking their order status
- **Staff:** Prepares food/drinks, fulfills orders, manages handoff of orders to customers/delivery partners
- **Admin:** Oversees staff, monitors sales, manages menus/items, handles promotions, and manages inventory
- **Delivery Partners:** picking up food orders and delivering them to customers on time
- **Suppliers/Vendors:** Provide ingredients, packaging, and beverages
- **IT Support:** Ensure uptime, maintain servers, handle bugs, and manage security
- **Payment Processors/Banks:** Handle credit card payments, refunds, and financial security
- **Investors/Business Owners:** Care about profitability, growth, customer satisfaction, and analytics dashboards.
- **Software Engineers / Application Developers:** Responsible for building (implementing features) and maintaining (bug fixes, performance improvements, scaling up to handle more demand) the food delivery application
- **Product Manager / Owner:** Defines the necessary features and priorities for the application, along with a development roadmap

# Stakeholder Biases

- **Customer vs. Investors/Business Owners**
  - Customer Bias: Wants lower prices, discounts, and lower delivery fees.
  - Investor Bias: Wants higher profit margins and revenue growth.
  - Conflict: Discounts reduce profitability, creating tension between affordability and ROI.
- **Staff vs. Admin**
  - Staff Bias: Prefers simple workflows and manageable workloads.
  - Admin Bias: Wants detailed tracking, data entry, and reporting.
  - Conflict: Extra data entry or reporting tasks slow down staff during busy shifts.
- **Delivery Partners vs. Customers**
  - Delivery Partner Bias: Want efficient routes, clear pickups, and timely compensation.
  - Customer Bias: Expects fast delivery even during peak times.
  - Conflict: Customers may blame delivery delays on staff, while delivery partners argue it's due to unrealistic time expectations.
- **IT Support vs. Marketing/Admin**
  - IT Bias: Wants system stability, fewer updates, and minimal risk.
  - Marketing/Admin Bias: Pushes for rapid rollout of new features (loyalty programs, promos, etc.).
  - Conflict: Marketing's push for "shiny features" can compromise IT's stability priorities.
- **Suppliers/Vendors vs. Customers**
  - Supplier Bias: Prefer selling high-margin or bulk products.
  - Customer Bias: May want niche/custom items (e.g., lactose-free milk, specific syrups).
  - Conflict: Suppliers push cost-efficiency, while customers expect variety and personalization.

# Prompt Crafting

Zero-shot and careful prompting are two different techniques for prompting an LLM. Zero-shot prompting provides the LLM with no context or examples for a task. This method is an efficient method for acquiring widely known information in a general or simplistic way. Because no examples or context is given, the LLM must rely on generalized modeling or training that is not specific to the current task. This method is appropriate for situations such as developing an initial list of stakeholders and analyzing stakeholder biases because the process is widely known and does not require specific formatting.

Unlike zero-shot, careful prompting describes the process of providing an LLM with detailed instructions and context for the task. While this method requires additional work upfront, the results are more precise and tailored to the user's specifications. Careful prompting helps remove ambiguity that exists with more specialized tasks. For example, when developing use cases -a process that requires a specific format and degree of detail - careful prompting is a more appropriate choice.

# Use Cases

## UC1: User Login

### 1. Preconditions

- The user has a registered account in WolfCafe.

### 2. Main Flow

- The user navigates to the login page.
- The user enters their username and password.
- The system verifies credentials and grants access.

### 3. Subflows

- [S1] The user selects "Remember Me" to stay logged in.

### 4. Alternative Flows

- [E1] Invalid username/password → error message.
- [E2] Account locked after multiple failed attempts.

## UC2: Register Account

### 1. Preconditions

- The user is not logged in.
- The user does not have an account.

### 2. Main Flow

- The user selects "Register".
- The user enters details (name, email, role = customer/staff).
- The system creates an account and confirms registration.

### 3. Subflows

- [S1] Email verification is sent for confirmation.
- [S2] The user enables Two Factor authentication.

### 4. Alternative Flows

- [E1] Email already exists → error message.
- [E2] Password does not meet requirements → error message.

### **UC3: Add Item to Menu (Admin)**

#### **1. Preconditions**

- Admin is logged in.

#### **2. Main Flow**

- Admin navigates to “Manage Items”.
- Admin enters item details (name, price, category).
- The item is added to the system menu.

#### **3. Subflows**

- [S1] Admin uploads an image for the item.

#### **4. Alternative Flows**

- [E1] Item name already exists → error shown.

### **UC4: View Menu (Customer)**

#### **1. Preconditions**

- The customer is logged in.

#### **2. Main Flow**

- The customer navigates to “Menu”.
- The system displays all available items with price.

#### **3. Subflows**

- [S1] The customer applies filters (e.g., drink/food).

#### **4. Alternative Flows**

- [E1] No items available → “Menu Empty” message.

### **UC5: Place Order**

#### **1. Preconditions**

- The customer is logged in.
- Menu contains at least one available item.

## **2. Main Flow**

- The customer selects items and quantity.
- The customer proceeds to checkout.
- The customer selects the payment method and confirms the order.
- The system creates an order and assigns it to staff.

## **3. Subflows**

- [S1] Customer applies a coupon.
- [S2] Customer selects pickup time.
- [S3] Customer saves payment method.

## **4. Alternative Flows**

- [E1] Item out of stock → error shown.
- [E2] Payment declined → order canceled.

## **UC6: Fulfill Order (Staff)**

### **1. Preconditions**

- Staff is logged in.
- An order is pending.

### **2. Main Flow**

- Staff views pending orders.  
Staff prepares items.
- Staff marks order as fulfilled.

### **3. Subflows**

- [S1] Staff adds preparation notes.

### **4. Alternative Flows**

- [E1] Staff cannot complete order due to missing ingredient → order marked failed.

## **UC7: Manage Inventory (Admin/Staff)**

### **1. Preconditions**

- Admin or staff logged in.

### **2. Main Flow**

- The user navigates to “Inventory”.
- The user adds or updates ingredient stock levels.

### **3. Subflows**

- [S1] System generates low-stock alerts.

### **4. Alternative Flows**

- [E1] User enters invalid quantity → error message.

## **UC8: Track Order Status (Customer)**

### **1. Preconditions**

- The customer is logged in.
- The customer has placed at least one order.

### **2. Main Flow**

- Customer navigates to “My Orders”.
- The system displays a list of recent and active orders.
- Customer selects an active order.
- The system shows current status (e.g., pending, in progress, ready, fulfilled).

### **3. Subflows**

- [S1] The customer receives live updates as order status changes.

### **4. Alternative Flows**

- [E1] No active orders → system displays “No orders found.”

## **UC9: Customize Item on Menu (Customer)**

### **1. Preconditions**

- The customer is logged in.
- At least one customizable item exists on the menu.

## **2. Main Flow**

- The customer selects an item from the menu.
- System displays available customization options (e.g., size, add-ons, remove ingredients).
- The customer chooses preferences.
- The customized item is added to the cart.

## **3. Subflows**

- [S1] The customer saves a favorite customization for future use.

## **4. Alternative Flows**

- [E1] Customization option unavailable → system notifies customer.

## **UC10: Apply Coupon/Promo Code**

### **1. Preconditions**

- The customer is logged in.
- The customer has items in the cart.

### **2. Main Flow**

- Customer proceeds to checkout.
- The customer enters a coupon or promo code.
- The system validates the code and applies the discount.

### **3. Subflows**

- [S1] Multiple coupons may be combined if the system supports stacking.

### **4. Alternative Flows**

- [E1] Invalid coupon → error message displayed.
- [E2] Expired coupon → error message displayed.
- [E3] Coupon not applicable to selected items → system rejects code.