Use Case Survey

The purpose of this document is to layout the scope of the LiquorRush mobile application that allows customers to order alcohol and have it deliver to them. All customers must be 21 years of age or older in order to register for an account and the account will be validate upon account creation.

Actor Summaries

Customer

Once the customer registered and their account has been validated upon account creation. They can login to place orders and pay for the alcohol within the application and have the alcohol delivered to their registered address. They value:

- Speed
    - Customers can place orders and have the alcohol delivered within one hour or chose a time frame when to deliver.
    - Customers can quickly reorder the same alcohol that was previously ordered.
- Ease of Use
    - Customers can search or select the type of liquor they prefer and the application will list all the liquor belonging in that category.
    - Customers will be able to pay for their order using Android Pay or Apple Pay.
- Security
    - All customers credential will be encrypted and customers can use Android Pay or Apple Pay to securely pay for their orders.
- Safety
    - Customer can order and have alcohol deliver to their home without having to risk driving intoxicated to get more alcohol.

Delivery Clerk

The Delivery Person uses the application to see the customer's order information and deliver to address. Once the Delivery Person is at the customer's address, the Delivery person can verify the customer's physical ID with the order information.

- Speed
    - The Delivery Clerk can quickly search the customer's information and use that to verify the customer's physical ID.
- Ease of Use
    - The Delivery Clerk can search by order number or by customer's name to quickly pull up the order information to complete the delivery.

- o   The Delivery Clerk can mark the order as delivered and complete the customer's orders once the customer's physical ID is verified.
- Security
  - o   The Delivery Clerk can only see customer's order information needed to complete the order.
  - o   The Delivery Clerk will login into their own account created for them with the specific role by the admin.

Fulfillment Clerk

The Fulfillment Clerk uses the application to fulfill and track the orders that come in. The application will place the order in a queue and the Fulfillment Clerk will mark the orders as ready to be for delivery once fulfillment is completed.

- Speed
  - o   The application will load up the order information in the order that it comes in.
  - o   The Fulfillment Clerk can quickly mark the order as ready for delivery once the order is filled.
- Ease of Use
  - o   The Fulfillment Clerk can easily see all the relevant order information one by one as the orders comes in.
- Security
  - o   The Fulfillment Clerk will only be able to see the information that is required to fulfill the order.
  - o   The Fulfillment Clerk will login into their own account created for them with the specific role by the admin.

Use Case Summaries

Account Registration

The goal of this use case is to allow customer to register and create an account. When the customer register for LIquorRush, the application will validate their credentials that they are 21 years of age or older. Once the customer's information has been validated, the customer account will be created and the customer can login and start using our service right away.

Customer's Order

This use case deals with the customer's orders. The customer can browse our catalog of liquors by searching or by selecting the type of liquor from a drop down menu. The customer can also see their last transaction and quickly reorder the same thing. Once the customer adds the items they wanted into the shopping cart, the customer can choose if they want it rush delivery or have a schedule delivery. After

the customer is satisfy with their choice, the customer can use Android or Apply Pay to pay for their orders. The payment will remain pending until their order are delivered and ID verified.
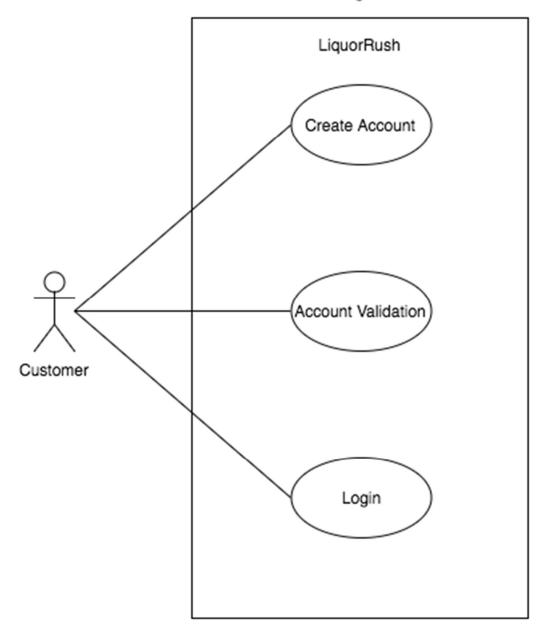
Orders Fulfillment

This use case deals with fulfilling the orders that comes through. The orders will be place in a queue as they come in. The Fulfillment Clerk can login into the application into their role created for them by the admin. The Fulfillment Clerk can see the order detail as they come in a pack the items for delivery. Once that it is completed, the Fulfillment Clerk can quickly mark the order is ready for delivery notify the Delivery Clerk that they have an order to deliver.
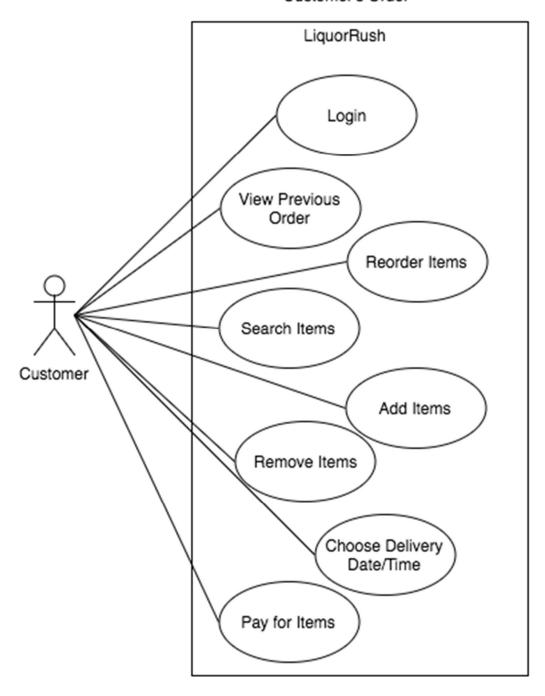
Liquor Delivery

The goal of this use case is to allow the Delivery Clerk to complete the order delivery and validate the customer's ID and complete the transaction. The Delivery Clerk can login to their account role created for them by the admin. Once the order is mark for delivery, the Delivery Clerk will pick up the order and delivery it to the customer's address. When the Delivery Clerk reach his/her destination, the Delivery Clerk can quickly pull up the order information and validate that with the customer's physical ID. Once the Delivery Clerk verify the ID, he/she can quickly mark the order as delivered and complete the transaction.
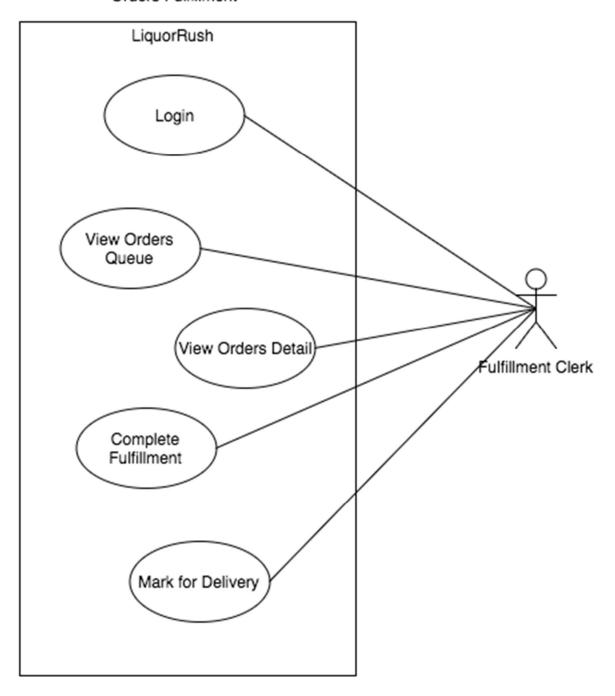
Use Case Diagrams

Account Registration

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Customer's Order

ICS 499 – Capstone   Use Case Survey

Orders Fulfillment

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Liquor Delivery

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