5 use cases or user stories

User story 1: As the average user, I would like to see my wait time on when the pizza will be ready for pickup or delivery. So that I prepare and expect my pizza on time.

User story 2: As a busy user, I would like to order the pizza at any point of the day for a specific hour that the business is open. So that I can just pick quickly and resume my day.

User story 3: As a visually impaired user, I would like a high contrast mode. So that I can better view the app and order much more easily.

Use case 1:

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| Use Case Name: Customer Places Order | ID: 1235 | Importance: High level |

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| Primary Actor: Customer | Use Case Type: System Use Case |

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| Stakeholders: Visa, Mastercard, American Express, and Discover |
| Brief Description: A customer places an order for a pizza to their specifications, and this will go to the online cart and they can choose to pay online or in person |
| Trigger: Not accepting card number (too few, too many, incorrect format) Type: External / Temporal |
| Relationships: Customer to checkout to notify business with order |
| Normal Flow of Events:   * Customer places order * Credit or debit card is accepted * Email is accepted * Confirmation on the customers end is shown on screen * Business is notified of the order |
| Subflows: The application accepts the prompted email from the customer |
| Alternate Flows:   * Customer places order * Credit or debit card is declined * Application allows the customer to re enter card number * Card is then accepted * Email is accepted * Confirmation on the customers end is shown on screen * Business is notified of the order |

Use Case 2:

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| Use Case Name:Customer Selects Toppings | ID:1256 | Importance:High Level |

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| Primary Actor:Customer | Use Case Type: System Use Case |

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| Stakeholders: Ingredients |
| Brief Description: The customer will be able to choose from a list of sauces and ingredients and toppings to be able to customize their pizza. |
| Trigger: Certain ingredients are out of stock so order can’t be placed Type: External / Temporal |
| Relationships: Ingredients being selected and added to the price total of the pizza. |
| Normal Flow of Events:   * Customer selects an ingredient * The ingredient price is added to the total * The ingredient is checked to see if it's available * If the ingredient is available the customer continues * The customer select pay and the total price is shown |
| Subflows: The customer is able to login and view previous orders |
| Alternate Flows:   * Customer selects ingredient * Ingredient is not available * Customer can’t select unavailable ingredient * Customer continues on choosing available ingredients * Final price is then shown when the customer selects pay |

Business

* Be available for both Android and IOS
* Have an online ordering system that is an easier way for customers to place orders to get picked up or delivered
* Must have a option to pay online through credit or debit card
* As the orders are being placed it will go to the main database to show the orders as they are being made
* In the main database it will show if the order has been paid or not yet

User

* The toppings form will have a list of toppings that the user can click on to add them to their pizza.
* The checkout form allows the user to be able to enter in credit or debit card and personal information.
* The user will be able to click on the app button to open it on their phone to use the app.
* The cart form will allow users to look at their orders, press on a certain order to change stuff on the pizza, and press the checkout button.

Functional

* Allow users to pay with credit or debit cards
* Allow users to have an option to pay in cash in person
* Allow users to add and delete toppings that they prefer for their pizza
* Allow users to place and order earlier and pick up at a specific time

Non-Functional

* The application will allow users to continue to place pizza orders and it will manage the pizza order traffic that comes in and pushes the estimated time to a longer period
* The application will update as ingredients run out
* As the user updates their pizza order they will be able to see the toppings on a image at the top and how their order is changing
* The application will allow the maximum of five pizzas to be ordered
* The application will allow high contrast mode

Implementation

FURPS+ method

F- Places orders for pizza

U- The customer will be able to open the app and click begin and that is how the process starts. They then can edit the pizza to their specifications and checkout. During the checkout process they will choose to pay immediately online through credit or debit card or they can choose to pay in person with their payment choice. The customer will then add contact information by providing their email. The screen will then show their confirmation and the wait time for their pickup.

R- Pre-ordering will be allowed and the app is constantly available, for setting up orders at any time for pick up during open hours.

P- The longest the process will take after the order is complete will be 30 seconds so the customer should not close the app before they get their confirmation.

S- The customer will be able to edit the pizza to their liking. There will also be confirmation to make sure it was put into email format.