# Manager

## Feature Process Flow / Use Case Model

## Provide information about the restaurant

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| **Use Case ID:** | 1.1.11 | | | |
| **Use Case Name:** | Provide information about the restaurant | | | |
| **Created By:** | Chase Schulte | | **Last Updated By:** | Alisa Roehr |
| **Date Created:** | 2018-09-09 | | **Last Revision Date:** | 2018-11-07 |
| **Actors:** | | Customer  Manager | | |
| **Description:** | | Manager provides helpful information about the restaurant | | |
| **Trigger:** | | The Customer calls the Manager number | | |
| **Preconditions:** | | 1. Customer must have a means of contacting Manager via phone number 2. Customer must want information about the restaurant 3. The Assumptions are true. | | |
| **Postconditions:** | | 1. Customer is enriched with info about the restaurant | | |
| **Normal Flow:** | | 1. Customer calls 2. Manager Picks up 3. Customer asks about the restaurant 4. Manager explains the restaurant 5. Customer hangs up | | |
| **Alternative Flows:** | | 4a. In step 3 of the normal flow, if Manager is unable to explain something about the restaurant.   1. Manager will redirect the call to another employee who is more knowledgeable in the problem 2. Use Case Continues from step 2 | | |
| **Exceptions:** | | 2-4a In step 2-4, if the Customer drops the call   1. Customer calls back 2. Customer is redirected to employee they were recently talking too 3. Use Case Continues from step 2   2a. If Manager is unable to pickup   1. Customer will be left suspended in step 1 until a line is free 2. Normal flow will continue | | |
| **Includes:** | | steps 1-2 and 4 are required in all flows pertaining to Manager | | |
| **Frequency of Use:** | | 80-100 times per Employee per day | | |
| **Special Requirements:** | | Phone lines must be running | | |
| **Assumptions:** | | Both Customer and Manager speak the same language  Both Customer and Manager  User is logged in. User has permissions. | | |
| **Notes and Issues:** | | 1. How many calls will Manager be able to take | | |