CSC 510 Project 1c1

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Group 5

Use Case 1: Place a Food Order via App (MVP Ordering Flow)

(Based on UC18, simplified to focus on validating customer ordering experience)

Preconditions

- User has an active account with a stored payment method.
- Partner restaurants are registered with at least one menu item.

Main Flow

1. User opens the app and browses restaurants.
2. User selects a meal and adds it to cart.
3. User checks out.
4. App processes payment and confirms order.

Subflows

- [S1] Reorder: User selects a past order from order history for faster checkout.

Alternative Flows

- [E1] Payment Failure → User prompted to retry or change payment.
- [E2] Restaurant Unavailable → App suggests an alternative.

Use Case 2: Track an Ongoing Delivery (MVP Transparency Feature)

(Based on UC19, kept lean to test if customers value real-time visibility)

Preconditions

- User has placed an order and it has been accepted by a restaurant.
- Courier is assigned to the order.

Main Flow

1. User opens the “Track Order” page.
2. System shows live status updates (preparing → out for delivery).
3. Courier’s GPS is displayed on a map.
4. Push notifications alert when courier is nearby.

Subflows

- [S1] Live ETA Adjustment: ETA recalculates when courier reroutes.

Alternative Flows

- [E1] Courier Delay → ETA updated dynamically.
- [E2] Courier Canceled → Order reassigned automatically.

Use Case 3: AI-Driven Meal Recommendation with Context Awareness (MVP Personalization Test)

(Based on UC20, trimmed down to test personalization with minimal complexity)

Preconditions

- User has an active account with at least one past order.
- AI recommendation engine is connected to order history.

Main Flow

1. User opens the WolfCafe app home screen.
2. System displays a simple “Recommended for You” section using past orders.
3. User selects a recommended meal and places an order.

Subflows

- [S1] Recommendations fallback to trending local items if no past history.

Alternative Flows

- [E1] Recommendation engine fails → Show popular items instead.

Use Case 4: User Registration & Login

(New use case)

Preconditions

- User has downloaded the app or accessed the web portal.

Main Flow

1. User selects “Sign Up” or “Log In”.
2. For sign up: enters basic details (name, email/phone, password).
3. System validates input and creates an account.
4. For login: user enters credentials.
5. System authenticates and redirects to home page.

Subflows

- [S1] User chooses social login (Google/Apple).
- [S2] System requests optional profile details (address, payment info).

Alternative Flows

- [E1] Wrong password → system prompts retry/reset
- [E2] Email already exists → system prompts to log in

Use Case 5: Payment Processing

(Based on UC18)

Preconditions

- User has added items to cart.
- Valid payment method exists.

Main Flow

- User selects payment method (card, wallet, COD)
- System validates payment info
- Payment gateway processes transaction
- System confirms payment success and order placement

Subflows

- [S1] Save card for future use
- [S2] Split payment across two methods
- [S3] Cash on Delivery (COD) option available
- [S4] One supported wallet integration (e.g., PayPal, Apple Pay)

Alternative Flows

- [E1] Payment declined → retry or switch method
- [E2] Timeout → system retries once, then notifies user

Use Case 6: Register Delivery Driver & Accept Orders

(Based on UC31)

Preconditions

- User has app and chooses “Register as Driver”.

Main Flow

1. Driver enters personal & vehicle details.
2. System verifies identity.
3. Driver profile activated.
4. Driver toggles “Go Online” to receive orders.
5. System shows estimated payout per order before accepting
6. Driver accepts order assignment.

Subflows

- [S1] Driver sets delivery radius preference.
- [S2] Driver goes offline when unavailable.

Alternative Flows

- [E1] Verification fails → driver retries later.

Use Case 7: Compare Food Delivery Platforms

(Based on UC22)

Preconditions

- User has app and is logged in

Main Flow

1. User compares platforms through search filters (delivery time, fees, offers, prices)
2. System suggests best platform based on preferences
3. User selects desired option and proceeds to place an order

Subflows

- [S1] Auto-Recommendation: System remembers user's past preferences and adjusts suggestions

Alternative Flows

- [E1] Platform Offline → System excludes unavailable platforms

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Use Case 8: Order placed via Electronic Table Interface (ETI)

(Based on UC28)

Preconditions

- Customer is seated at table equipped with ETI device
- System is active and connected to secure network

Main Flow

1. Customer selects "View Menu"
2. System retrieves and displays current menu
3. Customer adds one or more items to cart
4. Customer reviews and confirms order submission/payment
5. System sends order wirelessly to kitchen staff's device and updates user interface with updated wait time

Subflows

- [S1] Customer requests order modifications before submitting
- [S2] Customer adds additional items after initial submission → System updates order dynamically and relays updates to kitchen
- [S3] Customer opts for kitchen staff to wait

Alternative Flows

- [E1] Selected item is no longer available/sold out → Kitchen staff provides customer new options

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Use Case 9: Customer Feedback/Rating

(New Use Case)

Preconditions

- Customer has successfully completed an order (paid and delivered)

Main Flow

1. System prompts customer with a “Rate your order” modal
2. Customer selects a star rating (1-5)
3. Customer optionally enters a short text comment
4. System stores feedback and thanks customer

Subflows

- [S1] Customer dismisses modal
- [S2] Customer was not logged in (Guest) → System stores anonymous feedback

Alternative Flows

- [E1] Submission failure (server error) → System displays error message and prompts user to try again later

Use Case 10: Dynamic Dietary-Preference Menu Curation

(Based on UC10, trimmed to MVP scope)

Preconditions

- User has a logged-in WolfCafe account.
- User profile includes at least one dietary tag (e.g., vegan, keto, gluten-free).
- Partner restaurants have tagged menu items.

Main Flow

1. User opens the WolfCafe app home screen.
2. System filters restaurants and menu items based on dietary tags.
3. User selects a restaurant and browses filtered items.
4. User places an order.

Subflows

- [S1] Missing Tag: If a menu item lacks a dietary tag, the restaurant is prompted to add it later.

Alternative Flows

- [E1] Incomplete User Profile → Prompt user to add missing dietary info.
- [E2] API Failure → Show fallback menu without filtering.

Use Case 11: Eco-Packaging Confirmation

(Based on UC12, simplified for MVP)

Preconditions

- Partner restaurants have at least one certified eco-packaging option.
- Packaging types are tagged in the system.

Main Flow

1. User selects an eco-packaging option during checkout.
2. System logs the packaging choice.
3. Order proceeds as usual.

Subflows

- [S1] Packaging Return Incentive: User receives a discount for returning packaging.

Alternative Flows

- [E1] Packaging unavailable → Prompt user to switch to standard packaging.

Use Case 12: Loyalty-Tiered Subscription Service

(Based on UC17, MVP scope with a single starter tier)

Preconditions

- User has a WolfCafe account with at least 500 WolfPoints or a payment method.
- Subscription feature is active.

Main Flow

1. User views the subscription landing page.
2. System displays the Bronze tier with benefits (e.g., free delivery).
3. User pays via stored wallet or card.
4. Subscription is activated.

Subflows

- [S1] Auto-Upgrade Prompt: When points exceed threshold, system suggests upgrading tier.

Alternative Flows

- [E1] Payment declined → Prompt user to retry or change method.

Reflection document

How did we decide what to exclude?

1. The main filter that was applied was:

   Does this feature directly validate the core customer problem — "I want to order food and reliably get it delivered"?

   If the answer was **no**, it was excluded from MVP.

2. Core Value vs. Supporting Value

   Core Value = ordering, paying, receiving food.

   Supporting Value = analytics, compliance, eco-packaging, AI personalization. These are *enhancers* but don't test if people want to use the service at all.

3. Stakeholder Necessity

   For MVP, you need customers, restaurants, and drivers in the loop. So only UCs that support at least one of those stakeholders' essential jobs were kept.

4. Use cases like tax compliance (UC7, UC33) require huge backend effort but teach you almost nothing about whether customers/restaurants will use your platform. So these were excluded in the MVP.

Negative impacts of excluding other use cases

- **For Customers**:
    - No advanced personalization (UC10, UC20) → customers get a generic experience
    - No eco/sustainability options (UC12, UC25, UC30) → lose eco-conscious segment early on
    - No loyalty programs (UC17) → retention may suffer
    - Electronic Table Interface may feel impersonal (UC28) → removes human interaction
- **For Restaurants**:
    - No analytics (UC1, UC2) → less insight into customer behavior
    - No ad/promotion tools (UC24) → reduced incentive to market heavily on your app
    - Reputation (new UC9) → Low ratings out of context or caused by factors out of a restaurants control may be damaging
- **For Delivery Drivers**:
    - No route optimization (UC27) → inefficiencies in multi-order runs
    - Performance/job security (new UC9) → Low ratings for issues beyond drivers control could affect performance metrics and future job assignments
- **For Regulators & Long-term Scaling**:
    - No compliance/tax features (UC5–UC9, UC33–UC34) → could limit expansion into multiple states or enterprise contracts.

Changes made to MVP (to appease stakeholders):

1. **Basic Personalization (order-history recommendations)** → appeases Product/Marketing by showing "AI" with minimal effort.
2. **Simple Delivery Tracking (GPS + status updates)** → appeases Operations & Customers by building trust.
3. **Reorder Shortcut** → appeases Growth/Marketing with quick repeat-purchase feature.
4. **Eco-Packaging Data Logging (no dashboard yet)** → appeases CSR/Marketing by showing sustainability commitment.

5. **COD**, **more payment options**→ appeases customers, more trust & convenience.
6. **Earnings visibility for drivers**→ fewer intrusive GPS demands → fairness.
7. **Increased options for social interaction** → Customers may opt for the use of an electronic table interface or kitchen staff to wait on them

Prompt history
ChatGPT-https://chatgpt.com/share/68c720e1-d570-8003-87f8-b6c5a9569b1a
Claude- https://claude.ai/share/c05ac75e-39d9-4b0c-9854-564110d3c3bc
Prompt history:
ChatGPT - https://chatgpt.com/share/68c74abd-c97c-8000-a8d2-bdd86cf16d66
Gemini - https://g.co/gemini/share/ec4fa6ec711e
Prompt history:
ChatGPT
Gemini
Prompt history:
ChatGPT - https://chatgpt.com/share/68c78185-0484-8007-95b2-f022819ef442
Gemini - https://g.co/gemini/share/fdf07b74139e