Use Cases

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Resources

How To Write a Use Case

Write the steps in a use case in an easy-to-understand narrative:

1. Identify who is going to be using the service/tool.
2. Pick one of those users.
3. Define what that user wants to do by using the service/tool. Each thing the user does with the service/tool becomes a use case.
4. For each use case, decide on the normal course of events when that user is using the service/tool.
5. Describe the basic course in the description for the use case. Describe it in terms of what the user does and what the system does in response that the user should be aware of.

Use Case Example

Use Case Name	IRT Taxonomy Refresh
Region	Global
User [Actor / Persona]	IRT agent
User's Goal	Learn about new changes to contact types

Basic Flow to achieve Goal	The IRT agent is assigned a queue of safety related contacts to resolve each day. They go through each issue trying to understand what the user is reporting and determine how to resolve the issue. In Bliss, an IRT agent will review what the user reports, and what the issue type is. In order to resolve they need to understand the specific issue and look it up using the Knowledge Base in Salesforce. After looking it up they will follow the support logic in order to resolve the issue.
User Story	As an IRT agent, I [want to] understand the updates to the contact types, [so that] I am able to correctly identify and resolve contacts.

Use Case Best Practices

What Use Cases Include	What Use Cases Do NOT Include
• Who is using the service/tool • What the user wants to do • The user's goal • The steps the user takes to accomplish a particular task • How the service/tool should respond to an action	• Implementation-specific language • Details about the user interfaces or screens

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Use Case Template

Use Case Name	
Region	
User [Actor / Persona]	
User's Goal	
Basic Flow to achieve	
User Story	

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Eats Use Case:

Use Case Name	Adding Items to Restaurants on Wok
Region	Global
User [Actor / Persona]	Eats Agent
User's Goal	Adding or editing items for restaurant's menus
Basic Flow to achieve Goal	1- Search for the restaurant on wok 2- Go to the Restaurant Manager, and click on "Menu Maker" 3- Enter the item name, photo, description, price, tax amount* and any modifications. A description is not required, but highly encouraged. In the description, include ingredients and portion size, such as 18-inch pizza or 6 dumplings. 4- If you'd like this item to be sold on its own, select 'Yes' in the field 'Sell item on its own?'. If you'd like to use the item in a modifier group, select 'No'. 5- Assign the item to any and all categories that it should be presented in. 6- Add any necessary modifier groups under 'Customise item'. 7- (Optional) Add the item's calorie count and indicate the item's temperature category. 8- Click the green 'Save' button in the top right-hand corner of your screen to submit your changes.
User Story	As Eats Agent, I want to be able to add, delete or edit restaurant's menu easily, without getting confused with the complicated steps in the process like the (Modifiers case)