Software Requirements Specification

for

Kitchen Zealot

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Date	Version	Description	Author
11/2/2019	1.0.0	Initial version of the online restaurant system	Abtahi Chowdhury Abusaleh Masud Safwan Shahid Arman Uddin Farhan Zaman

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3.2 Supplementary Requirements

1. Introduction

1.1 Purpose

The Software Requirements Specification serves to describe and provide an overview of all the components and features of our software system. The goal of this document is to outline all the aspects of our online restaurant system including the features available to the different types of users, and how they can utilize these features.

1.2 Scope

Our system allows users to purchase different consumable products, and have it delivered to their residence as fast as possible. We aim to create a user friendly product that makes it easy for customers to order food and employees to manage their responsibilities. The system boasts different views complemented by different functionalities for user type. Customers can order food and give ratings; managers can manage employees and customers; delivery people can bid on orders and rate customers; cooks can modify the menu and manage supplies; salespeople can order requested supplies.

1.3 Definitions, Acronyms, and Abbreviations

Term	Description
Guest	A person who does not have an account and is accessing the system. Can order food and become a registered customer.
Customer	A person who does have an account and is accessing the system. Can order food, rate menu items, and rate delivery people.
Cook	A person who has an account and is employed as a chef in the restaurant. Can change menu items, request supplies, and rate salespeople.
Salesperson	A person who has an account and is employed as a salesperson in the restaurant. Can order supplies.

Delivery Person	A person who has an account and is employed as a delivery person in the restaurant. Can bid on delivering orders and rate customers.
Manager	A person who has an account and is employed as a manager in the restaurant. Can approve visitors to customers, view order history, view all ratings, start delivery bidding process per order, pay employees, hire/fire employees, and remove warnings.

1.4 References

- Professor Jie Wei Software Requirements
  http://www-cs.ccny.cuny.edu/~csjie/322/f19/proj_req_f19.docx
- Professor Jie Wei Software Requirement Specification Template
  http://www-cs.ccny.cuny.edu/~csjie/322/spec_sample.pdf

1.5 Overview

Section 2:

This section of the report will cover the use case model survey of the system used by Kitchen Zealot. This will include all actors and features of the system, as well as what features are available to which users. The following part of this section will highlight any technical assumptions made to further enhance the system as a whole.

Section 3:

This section will highlight the specific requirements and features of the system, allowing our designers, programmers, and testers to better understand it. This section also provides supporting requirements needed for the system.

2. Overall Description

2.1 Use-Case Model Survey
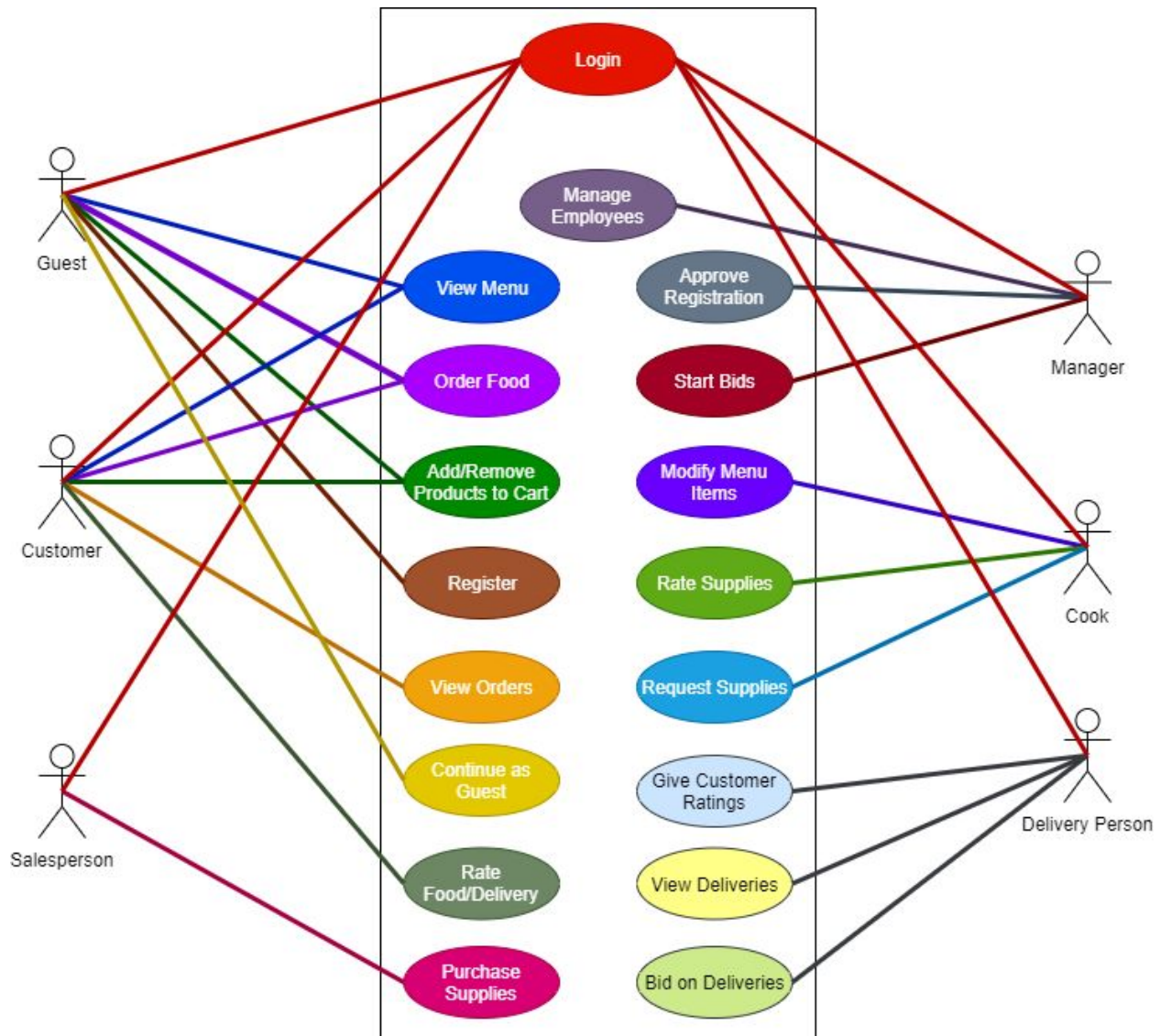
2.2 Assumptions and Dependencies

- Customers can't change their name/email/phone number or use different credentials to register
- Employees are not customers--they can't order food
- There is always one manager in the system
- There are always at least two delivery people to bid

- There is always at least one cook
- There is always at least one salesperson
- If users have an account they will not login as guest
- There is only one store location
- Only users within our vicinity

3. Specific Requirements

3.1 Use Case Requirements

3.1.1 View Menu

Description: Customers and guests can view the menu by clicking the menu link on the homepage

3.1.2 Login

Description: Users already in the system can log in
Step-by-Step:
1. When on the homepage any user can click the login button in the navigation bar to be redirected to the login page.
2. Existing users can enter their credentials and when they click the login button they will be automatically categorized and redirected to the appropriate page
   a. i.e. Managers will see the manager homepage, customers will see the customer homepage etc.

3.1.3 Continue as Guest

Description: Any user that does not have an account can continue as a guest to place an order
Step-By-Step:
1. Any user can click the login button on the homepage to get redirected to the login page
2. On the login page users can click the "Continue as Guest" button, which will ask for their phone number
3. Once the guest has inputted their phone number they can order food just as any other customer, but will need to provide other information to place any order

3.1.4 Register

Description: Guest Users can register to be a customer, which needs approval from the manager

Step-By-Step:

1. On the homepage any user can click the login button in the navigation bar to be redirected to the login page
2. The user can now click on the register button and they will be redirected to a page where they will be asked to fill out some required information
3. The registration request needs to be approved by the manager, before the guest can officially become a user

3.1.5 Add/Remove Products to Cart

Description: Customers/Guests can add or remove products to their cart

Step-By-Step:

1. Customers access the order page by clicking the order button on the navigation bar
2. The Customer can then click add to cart for any product they wish to add and can click remove to remove any product in their cart
3. Products that have been added show up on the right side of the page
4. The total is displayed on the bottom

3.1.6 Order Food

Description: Customers/Guests can order the food in their cart. Discounts may apply

Step-By-Step:

1. Once the customer has added items to their cart they can proceed to ordering
2. The total price of the order is displayed on the bottom of the order page under the list of products in the cart
3. Customers can then click the order button and get redirected to an order detail page
4. The Customer can now provide any missing information such as address, if not previously provided
5. Finally the customer will click the order button and the order is sent to the manager

3.1.7 View All Placed Orders

Description: Customers can view all the orders they have placed

Step-By-Step:
1. On the customer homepage the customer can click on the "My Orders" button which will redirect them to a page with all their placed orders
2. The customer can click on any order for more details

3.1.8 Rate Food/Delivery

Description: Customers can rate the food they received and the person who delivered the food.
Step-By-Step:
1. On the customer homepage the customer can click on the "My Orders" button which will redirect them to a page with all their placed orders
2. The customer can click on any order for more details and from there they can choose the ratings they wish to give for the food and delivery

3.1.9 Bid on Deliveries

Description: Delivery people can bid on orders placed by customers
Step-By-Step:
1. Delivery person can access the pending bid page via a button on the post-login page
2. Delivery person can choose from a list of pending bids and place bids on that selected order

3.1.10 Give Customer Ratings

Description: Delivery people can give ratings to customers after delivering the order to them
Step-By-Step:
1. Upon completing the delivery, the delivery person can give the customer a rating from 1 to 5
2. If the rating is 3 or below, then the delivery person is required to write a comment alongside the rating

3.1.11 View Delivered Orders

Description: Delivery people can view all the orders that they have previously delivered
Step-By-Step:
1. On the homepage delivery people can click a button in the navigation bar which will redirect them to a page that lists all their delivered orders

2. They can then click on any individual order to obtain more details such as the rating they received

3.1.12 Modify Menu items

Description: Cooks can change the contents of the menu
Step-By-Step:
1. Cooks have a "Menu" button on the navigation bar which, when clicked will redirect them to the list of menu items
2. The Cook can then remove an item by clicking the "Remove" button next to the desired menu item
3. The Cook can add items by clicking the "Add" button and entering the item details
4. The Cook can also modify item details such as price by clicking the "Edit" button

3.1.13 Request Supplies

Description: Cooks can order more supplies
Step-By-Step:
1. Cooks can click the "Supplies" button which will redirect them to a list of store supplies
2. From here the cook can order more supplies by clicking the order button and specifying the details

3.1.14 Rate Supplies

Description: Cooks can rate supplies
Step-By-Step:
1. Cooks can click on the "Orders" button to see all the supplies they have ordered
2. They can click each order for more details and rate the supplies from there

3.1.15 Purchase Supplies

Description: Salespeople can purchase the supplies ordered by cooks
Step-By-Step:
1. A salesperson can click on the "Requested" button to see supplies requested by the cooks
2. The salesperson can then click on the "Order" button, which will redirect them to a page where they can order the desired supplies

3.1.16 Start Bids

Description: Managers can put customers' orders up for bidding
Step-By-Step:
1. Managers can click the "Pending Orders" button to see the list of orders that have not been completed
2. The manager can then click each order and put it up for bidding

3.1.17 Manage employees

Description: Managers can view/modify the employees that work under them
Step-By-Step:
1. Managers can click a "Employees" button to see a list of all their employees
2. They click then click on each individual employee for more details
3. From the employee details page they can manage their employees by changing the pay, firing them, erasing warnings, etc.

3.1.18 Approve Registration

1. Managers can click the "Pending Registration" button to see a list of all the guests that want to become official customers
2. The Manager can click on each individual request to approve/deny the request

3.2 Supplementary Requirements

3.2.1 Customer Ratings

Description: The position of a customer will change based on their average ratings
1. Customers will automatically be promoted to VIP if they have more than three orders with an average rating > four.
2. Customers that have more than three orders with average rating between one and two will be demoted to guest
3. Customers with an average rating of one will be put on the blacklist and will never be eligible to become a registered user

3.2.2 Customer Benefits

Description: Different types of customers will receive different benefits
1. Guests receive no benefits
2. Registered Customers will receive discounted prices
3. VIP Customers will get discounted prices and free menu items

3.2.3 Delivery Ratings

Description: A delivery person who receives an average rating of less than two for the last three orders will be given a warning. A delivery person with more than three warnings will be fired.

3.2.4 Food Ratings

Description: A menu item with an average rating of less than two for
44 the last three orders will be dropped.

3.2.5 Cook Ratings

Description: The cook whose food was dropped twice will be warned. A cook who has been warned three times will be fired.

3.2.6 Salesperson Ratings

Description: A salesperson who received three straight 5's will receive a 10% raise. If the supplies ordered by a salesperson received three complaints they will receive a warning and a 10% commision reduction. A salesperson with three warnings will be laid off.

3.2.7 Bidding Rules

Description: The bid with the lowest asking price will be chosen

3.2.8 Relevant/Popular Orders

Description: The restaurant will list the three most popular food items for guests and the three most often ordered food item for registered users.

3.2.8 Relevant/Popular Orders

Description: A voice - order based feature