

Product Vision Document

1. Vision Statement

The Coffee Order System aims to provide a seamless and efficient ordering experience for customers and streamline the operations of coffee shops. The system will support a variety of products, including coffee, cakes, bread, and other food items. It ensures fast, accurate orders while enhancing customer satisfaction and simplifying staff workflows.

2. Stakeholders

Name	Role	Responsible
Lim Buntheng	Project Authorizer	Overseeing the business needs
Lun Sochamnan	Project Owner	- Defines the project vision, prioritizes requirements, and ensures alignment with business goals
Rous Ponlork Moul Phanneth	Project Manager	- Prepare Product Vision Document - Prepare User Acceptance Testing - Prepare End-to-End Testing - Verify system after deployment - Prepare User Guide/ Prepare Memo
Viney Vean	Technical Advisor	- Overall technical advisor
Viney Vean	Technical Lead	- Oversees system architecture, resolves technical challenges

3. Target Audience

- Coffee shop customers (individuals or groups)
- Coffee shop staff (baristas and managers)
- Coffee shop administrators

4. Key Features

1. **Online Menu:** Displays available coffee, cakes, bread, and food items with descriptions and prices.
2. **Customizable Orders:** Allows customers to personalize coffee and food preferences (e.g., size, toppings).
3. **Order Queue Management:** Optimizes order preparation and tracks completion status.
4. **Integrated Payment Options:** Supports cash, card, and digital wallet payments.
5. **Order History:** Customers can view past orders and reorder easily.
6. **Admin Dashboard:** Tracks sales, inventory, and staff performance.

Process Flow

4.1. Current Process

- Customers visit the coffee shop to view the menu.
- Orders are manually written and processed at the counter.
- Payment is collected in cash or card.
- Staff manually updates inventory after each order.

4.2. New Process

- Customers view the online menu via the Coffee Order System.
- Orders are placed through an app or in-store kiosk.
- Payment is processed digitally.
- The system updates inventory and sends orders directly to the preparation queue.

5. User Stories

User Story #1: Online Ordering

- *As a customer, I want to place my coffee order online so that I can skip the queue.*

Acceptance Criteria

- Customers can browse the online menu and add items to their cart.
- Order customization options are available.
- Payment can be completed online.
- Customers receive a confirmation with an estimated pickup time.

User Story #2: Order Queue Management

As a barista, I want to see a clear queue of orders so that I can prepare them in the correct order.

Acceptance Criteria

- The system displays a prioritized list of incoming orders.
- Order details include item breakdown and customization notes.
- Baristas can mark orders as "in progress" or "completed."

User Story #3: Admin Dashboard

As a manager, I want to track sales and inventory so that I can make informed business decisions.

Acceptance Criteria

- The dashboard shows daily and monthly sales reports.
- Inventory levels are updated in real time.

- Alerts notify when items are running low.

Dashboard Screen

[Insert Screen Here]

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