

**Assignment 2: Daily Standup Simulation - Write a script for a Daily Standup meeting for a development team working on the software feature from Assignment 1. Address a common challenge and incorporate a solution into the communication flow.**

## **Food Ordering System- Team 7**

About us:

The Food Ordering System can be defined as a simple way for customers to purchase food online, without having to go to the restaurants.

Role:

1. Project manager
2. product manager
3. Business analyst
4. customer support team
5. sales and marketing team
6. operations team

- **Current challenges:**

competition

Delivery Impact: handling Freshness , temperature Control , packaging , spoilage

High commission fees for restaurant

Food safety

Quality control

Delivery costs/Hidden Costs and Transparency

## Customer satisfaction

- **Goals:**

- 1.customer satisfaction and retention
- 2.restaurant partner success
- 3.Data privacy
- 4.security
- 5.innovation
- 6.Business growth
- 7.Expansion

## Customer Features:

- User Registration and Login
- Choose Restaurant
- Restaurants Listings and Menus
- Search and Filter
- Food Category - vegetarian , Eggetarian & Non veg
- Cart Feature : add dish , delete , replace , review , items quantity + or -
- Real Time Delivery Tracking
- Ratings & Reviews for delivery person , restaurant ,Dish
- Multiple Secure Payments Gateway
- Discounts & offers
- In-App Support: way for users to contact customer service with questions or issues/Faq's
- Live Chat with Restaurants
- User Profile , Wallet , setting , preference
- Logout option

## Restaurant Features:

- 1.Admin Login
- 2.Add food items to the menu
3. Deletes food items to the menu
4. Update food items to the menu
- 5.Manage Customer Order

### **Non Acceptable Requirements:**

- 1.Biometric Authentication for ordering
- 2.offering unlimited free deliveries
- 3.No payment
- 4.Supporting Delivery to Remote Locations with No Internet Connectivity

### **● Story Task:**

#### **SPRINT 1**

#### **User Story 1: User Registration and Login**

As a user, I want to be able to register and log in to the app so that I can access its features and place orders.

#### **Acceptance Criteria:**

- The app shall provide a registration form with fields for username, email, and password.
- Upon successful registration, the user shall receive a confirmation email.
- The app shall allow users to log in using their registered credentials.
- Invalid login attempts shall trigger appropriate error messages.
- The app shall securely store user credentials and personal information.

- **User Story 2: Choose Restaurant**

As a user, I want to be able to browse and choose from a variety of restaurants available on the app.

**Acceptance Criteria:**

- The app shall present a list of restaurants along with their basic information (e.g., name, cuisine type, ratings).
- Users shall be able to view detailed information about each restaurant, including menus and special offers.
- The app shall allow users to select a restaurant and proceed to view its menu.

- **User Story 3: Real-Time Delivery Tracking**

As a user, I want to be able to track the real-time status of my order to know when it will be delivered.

**Acceptance Criteria:**

- After placing an order, the app shall provide a tracking feature displaying the current status of the order (e.g., preparing, out for delivery, delivered).
- The app shall update the delivery status in real-time, reflecting any changes or delays.
- Users shall receive notifications when there are updates to their order status.

**User Story 4: Ratings & Reviews**

As a user, I want to be able to rate and review delivery partners, restaurants, and dishes to share my experience and help others make informed decisions.

**Acceptance Criteria:**

- Users shall have the option to rate delivery partners, restaurants, and individual dishes on a scale (e.g., stars).
- Users shall be able to leave written reviews along with their ratings.
- The app shall display average ratings for each item (delivery personnel, restaurant, dish) based on user reviews.
- Users shall have the ability to view and filter reviews to aid in decision-making.

**User Story 5: Discounts & Offers**

As a user, I want to be notified of any discounts and offers available on the app to save money on my orders.

**Acceptance Criteria:**

- The app shall display promotional banners or notifications highlighting ongoing discounts and offers.
- Users shall receive notifications about new discounts and offers via email or within the app.
- The app shall provide details of each discount or offer, including any terms and conditions.

**User Story 6: Cart Feature**

As a user, I want to be able to add, delete, replace, and adjust quantities of items in my cart before checking out.

**Acceptance Criteria:**

- Users shall be able to add items to their cart from the restaurant's menu.
- Users shall have the option to delete items from their cart.
- Users shall be able to replace items in their cart with alternatives from the menu.
- Users shall be able to adjust the quantity of each item in their cart using plus and minus buttons.

**User Story 7: Multiple Secure Payments Gateway**

As a user, I want to be able to choose from multiple secure payment gateways to complete my transactions.

**Acceptance Criteria:**

- The app shall support integration with multiple payment gateway providers.
- Users shall have the option to select their preferred payment method during checkout.
- Payment processing shall comply with industry-standard security protocols to ensure the safety of users' financial information.

**User Story 8: User Profile, Wallet, Settings, Preferences**

As a user, I want to be able to manage my profile, view my wallet balance, adjust settings, and set preferences for a personalised experience.

**Acceptance Criteria:**

- The app shall provide a user profile section where users can view and edit their personal information (e.g., name, contact details).
- Users shall have access to a digital wallet within the app, where they can view their balance and transaction history.

- The app shall include settings options for users to customise their experience (e.g., notification preferences, language settings).
- Users shall be able to set preferences for food choices, dietary restrictions, and favourite restaurants to tailor their recommendations and search results.

### **User Story 9: Live Chat with Restaurants**

As a user, I want to be able to communicate directly with restaurant staff via live chat for inquiries or special requests.

#### **Acceptance Criteria:**

- The app shall provide a live chat feature accessible from the restaurant's menu page.
- Users shall be able to initiate and engage in real-time text-based conversations with restaurant staff.
- Restaurant staff shall be notified promptly of incoming chat requests and respond in a timely manner.

### **User Story 10: In-App Support**

As a user, I want to be able to easily contact customer service with questions or issues, or access FAQs for quick assistance.

#### **Acceptance Criteria:**

- The app shall feature an in-app support section where users can submit queries or report issues.
- Users shall receive timely responses from customer service representatives.
- The app shall provide a searchable FAQ section covering common questions and

troubleshooting tips.

### **User Story 11: Logout Option**

As a user, I want to be able to log out of my account securely when I'm done using the app.

#### **Acceptance Criteria:**

1. The app shall include a visible and easily accessible option for users to logout from their accounts.
2. Upon selecting the logout option, the app shall clear the user's session and return them to the login or registration screen.
3. Users shall receive a confirmation prompt before logging out to prevent accidental logouts.

SPRINT 2 :Restaurant Features

EPIC:

### **User Story 1 : Admin login**

As an administrator of the food ordering system, I want to be able to securely log in to the admin panel, so that I can manage orders, update menu items, and perform other administrative tasks efficiently and effectively.

#### **Acceptance Criteria:**

As an administrator, I should be provided with a unique username and password to access the admin panel.

Upon navigating to the admin login page, I should be presented with a simple and intuitive interface that prompts me to enter my login credentials.

The login page should include clear instructions and error messages to guide me in case of any mistakes while entering my username or password.

After entering my username and password correctly, I should be authenticated and granted access to the admin panel.

If my login credentials are incorrect, I should receive an error message indicating that my



username or password is invalid, and I should be given the opportunity to try again.

To enhance security, the system should include measures such as password encryption and session management to protect against unauthorised access.

Once logged in, I should be redirected to the admin dashboard, where I can view a summary of recent orders, access menus for managing orders and menu items, and perform other administrative tasks.

If I forget my password, there should be a "Forgot Password" option available on the login page, allowing me to reset my password securely via email or another verification method.

To prevent unauthorised access, the system should implement features such as account lockout after multiple failed login attempts and automatic session timeout after a period of inactivity.

Overall, the admin login process should be secure, user-friendly, and efficient, allowing me to access the admin panel and perform my duties as an administrator with ease.

## **User Story 2: Add food items to the menu story**

As a restaurant manager, I want to be able to add new food items to the menu, so that I can offer a diverse selection of dishes to my customers and keep the menu fresh and exciting.

### **Acceptance Criteria:**

As a user with the appropriate permissions, I should be able to access the admin panel of the restaurant's online ordering system.

Upon navigating to the menu management section of the admin panel, I should be presented with options to add new food items.

The interface for adding new food items should be intuitive and user-friendly, with fields for entering details such as the item name, description, price, and category.

The system should support the addition of various types of food items, including appetisers, entrees, desserts, and beverages.

For each food item, I should be able to upload one or more images to accompany the item listing, allowing customers to see what the dish looks like.

The system should include validation checks to ensure that all required fields are filled out and that the entered data is formatted correctly.

Once I have entered all the necessary information for a new food item, I should be able to save the item to the menu with a single click.

After adding a new food item, it should appear immediately on the online menu for customers to view and order.

If I make a mistake or need to make changes to a food item after it has been added to the menu, I should be able to edit or delete the item from the admin panel.

Overall, the process of adding food items to the menu should be efficient and straightforward, allowing me to update the menu quickly and easily to meet the changing needs and preferences of our customers.

### User Story 3: Delete Food Items from the Menu

*\*As an admin,\** I want to be able to remove food items from the restaurant's menu that are no longer available or discontinued.

#### ***\*Acceptance Criteria:\****

1. The system shall provide an interface for admins to view and manage existing food items.
2. Admins shall be able to select and delete food items from the menu.
3. Upon deletion, the removed food item shall no longer be displayed on the restaurant's menu for customers.

### User Story 4: Update Food Items on the Menu\*

As an admin, I want to be able to modify existing food items on the restaurant's menu to update prices, descriptions, or other details.

#### **Acceptance Criteria:**

1. The system shall provide an interface for admins to view and edit existing food items.
2. Admins shall be able to modify details such as name, description, price, and category for each food item.
3. Upon submission, the changes to the food item shall be reflected immediately on the restaurant's menu for customers.

### User Story 5: Manage Customer Orders\*

\*As an admin,\* I want to be able to view and manage incoming customer orders to ensure timely preparation and delivery.

\*Acceptance Criteria:\*

1. The system shall provide a dashboard or interface for admins to view incoming customer orders in real-time.
2. Admins shall be able to update the status of each order (e.g., received, preparing, out for delivery, delivered).
3. Admins shall have the ability to communicate with delivery personnel and customers regarding order status and updates.