

# Online food ordering system

## **Epic: Customer Access**

**Epic Name:** Customer Access

**Description:** This epic focuses on providing seamless access for customers to engage with the online food ordering platform. It encompasses user authentication, profile management, and personalized experiences, ensuring that customers can easily navigate the system and manage their preferences.

### **User Story:**

**1. As a New Customer,**

I want to create an account using my email or social media login,  
So that I can access the platform and save my favorite orders for future convenience.

### **Acceptance Criteria:**

- The registration process allows users to sign up using email or social media accounts.
- Users receive a confirmation email after successful registration.
- Users can set up a profile with preferences and dietary restrictions.

**2. As a Returning Customer,**

I want to log in quickly using my credentials,  
So that I can access my account and place orders without hassle.

### **Acceptance Criteria:**

- Users can log in using their email and password or social media accounts.
- The system provides a "Remember Me" option for easy access.
- Users are redirected to their last visited page after logging in.

**3. As a Customer with Multiple Addresses,**

I want to manage my saved delivery addresses,  
So that I can select the most convenient one when placing an order.

### **Acceptance Criteria:**

- Users can add, edit, or delete delivery addresses from their profile.
- The system allows users to set a default delivery address.

- Users can choose from saved addresses during the checkout process.

**4. As a Customer Who Values Privacy,**

I want to manage my account settings and privacy preferences,  
So that I can control the information shared and receive relevant notifications.

**Acceptance Criteria:**

- Users can access and update their privacy settings.
- Users can choose what types of notifications they wish to receive.
- The system ensures compliance with data protection regulations.

**5. As a Customer Seeking Personalization,**

I want to receive recommendations based on my order history,  
So that I can discover new dishes and restaurants that match my tastes.

**Acceptance Criteria:**

- The system analyzes order history to provide personalized recommendations.
- Users can view their order history and easily reorder favorite meals.
- Recommendations are updated regularly based on user behavior.

## **2 Epic: Library Management System**

**Epic Name:** Library Management System

**Description:** This epic focuses on creating a comprehensive library management system that streamlines the processes of cataloging, borrowing, and returning books, as well as managing member accounts. The goal is to enhance the overall user experience for both library staff and patrons.

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**User Stories:**

**1. As a Library Patron,**

I want to search for books by title, author, or genre,  
So that I can easily find the materials I want to borrow.

**Acceptance Criteria:**

- The search functionality allows filtering by title, author, and genre.
- Users can view a list of search results with relevant details (availability, location).
- Users can sort results by relevance, title, or publication date.

**2. As a Library Staff Member,**

I want to add new books to the catalog,  
So that I can keep the library's collection up to date.

**Acceptance Criteria:**

- Staff can input book details such as title, author, genre, and ISBN.
- The system generates a unique ID for each new book.
- Users receive a confirmation message upon successful addition.

**3. As a Library Patron,**

I want to borrow books for a specified period,  
So that I can read them at my convenience.

**Acceptance Criteria:**

- Users can borrow available books and select a loan period (e.g., 2 weeks).
- The system updates the book's status to "checked out" and records the due date.
- Users receive a confirmation of the loan via email or notification.

**4. As a Library Patron,**

I want to renew my borrowed books online,  
So that I can extend my reading time without visiting the library.

**Acceptance Criteria:**

- Users can view a list of their borrowed books and their due dates.
- Users can renew books unless they have holds or overdue status.
- The system updates the due date and sends confirmation of the renewal.

**5. As a Library Staff Member,**

I want to manage overdue books and send reminders to patrons,  
So that I can ensure the timely return of library materials.

### **Acceptance Criteria:**

- The system flags overdue books and generates reminder notifications.
- Staff can send reminders via email or through the user portal.
- The system tracks repeat offenders for follow-up actions.

### **6. As a Library Patron,**

I want to manage my account information,  
So that I can update my contact details and preferences easily.

### **Acceptance Criteria:**

- Users can access and edit their personal information (name, email, phone).
- Users can set preferences for communication (email, text notifications).
- The system confirms changes with a notification.

### **7. As a Library Admin,**

I want to generate reports on library usage,  
So that I can analyze trends and make informed decisions.

### **Acceptance Criteria:**

- The system allows admin users to generate reports on book circulation, overdue books, and new acquisitions.
- Reports can be exported in various formats (CSV, PDF).
- Admins can filter reports by time period or category.

## **3 Epic: Online Vehicle Renting System**

**Epic Name:** Online Vehicle Renting System

**Description:** This epic focuses on developing a comprehensive online vehicle renting system that allows users to easily browse, book, and manage vehicle rentals. The goal is to provide a user-friendly platform for customers while streamlining operations for rental service providers.

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### **User Stories:**

**1. As a User,**

I want to browse available vehicles by type, price, and location,  
So that I can find the best option that meets my needs.

**Acceptance Criteria:**

- The system allows users to filter vehicles by type (car, bike, SUV), price range, and rental location.
- Users can view detailed descriptions and images of each vehicle.
- The system displays availability status for each vehicle.

**2. As a User,**

I want to make a reservation online,  
So that I can secure my vehicle for the desired rental period.

**Acceptance Criteria:**

- Users can select their rental dates and times during the booking process.
- The system confirms the reservation and provides a booking reference.
- Users receive a confirmation email with rental details.

**3. As a User,**

I want to view and manage my bookings,  
So that I can modify or cancel reservations as needed.

**Acceptance Criteria:**

- Users can access their booking history and view current reservations.
- The system allows users to modify rental dates or cancel bookings.
- Users receive notifications of any changes or cancellations.

**4. As a User,**

I want to compare prices and features of different vehicles,  
So that I can make an informed decision about my rental choice.

**Acceptance Criteria:**

- The system provides a comparison tool for users to view multiple vehicles side by side.

- Users can see pricing, features, and availability for each vehicle in the comparison.
- The comparison can be saved for later reference.

**5. As a Vehicle Owner or Rental Agency,**

I want to list my vehicles on the platform,

So that I can reach more customers and manage rentals effectively.

**Acceptance Criteria:**

- The system allows owners to create listings with vehicle details, pricing, and availability.
- Owners can manage their listings and update information as needed.
- The platform verifies vehicle details and ownership before listing.

**6. As a User,**

I want to read reviews and ratings for vehicles and rental agencies,

So that I can choose reliable options for my rental.

**Acceptance Criteria:**

- Users can access reviews and ratings left by previous renters for each vehicle and rental agency.
- The system allows users to leave their own reviews after completing a rental.
- Ratings are displayed prominently on vehicle listings.

**7. As a User,**

I want to receive support and assistance during the booking process,

So that I can resolve any issues or queries quickly.

**Acceptance Criteria:**

- The system offers a customer support chat or helpline accessible during the booking process.
- Users can find FAQs and helpful resources related to rentals.
- Support staff can respond to inquiries in a timely manner.

## **4 .Epic: Hotel Management System**

## **Epic Name:** Hotel Management System

**Description:** This epic focuses on creating a comprehensive hotel management system that streamlines the processes of booking, managing guest information, and handling hotel operations. The goal is to enhance the guest experience while providing hotel staff with efficient tools to manage their services.

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### **User Stories:**

#### **1. As a Guest,**

I want to search for available rooms by date, location, and amenities,  
So that I can find the perfect accommodation for my stay.

### **Acceptance Criteria:**

- The system allows guests to input check-in and check-out dates, along with location preferences.
- Users can filter results based on room type, price, and amenities (e.g., Wi-Fi, breakfast).
- The availability status of rooms is clearly displayed.

#### **2. As a Guest,**

I want to make a reservation online,  
So that I can secure my room for the desired dates.

### **Acceptance Criteria:**

- Guests can complete the booking process by entering their personal and payment information.
- The system confirms the reservation and provides a booking reference number.
- Guests receive a confirmation email with reservation details.

#### **3. As a Hotel Staff Member,**

I want to manage room inventory,  
So that I can update availability and track occupancy rates.

### **Acceptance Criteria:**

- Staff can add, edit, or remove room listings and their details (pricing, amenities).
- The system automatically updates availability based on confirmed bookings.

- Staff can view real-time occupancy rates and generate reports.

**4. As a Guest,**

I want to view and modify my existing reservations,  
So that I can make changes if my plans change.

**Acceptance Criteria:**

- Guests can access their reservation history and current bookings.
- The system allows modifications (e.g., changing dates, upgrading rooms) or cancellations.
- Guests receive notifications confirming any changes made to their reservations.

**5. As a Guest,**

I want to read reviews and ratings for the hotel,  
So that I can make an informed decision before booking.

**Acceptance Criteria:**

- The system displays reviews and ratings left by previous guests.
- Guests can filter reviews by date or rating.
- Guests have the option to leave their own reviews after their stay.

**6. As a Hotel Admin,**

I want to manage guest profiles and preferences,  
So that I can provide personalized services and improve guest satisfaction.

**Acceptance Criteria:**

- Admins can view and edit guest profiles, including preferences and past stays.
- The system can flag returning guests for personalized greetings or special offers.
- Staff can access notes or requests made by guests for improved service.

**7. As a Guest,**

I want to access customer support during my stay,  
So that I can resolve any issues or request assistance quickly.

**Acceptance Criteria:**



- Guests can reach customer support via chat, phone, or in-person at the reception.
- The system provides a FAQ section with common inquiries.
- Staff can respond to guest requests in a timely manner and track resolutions.