User Requirement Document

Restaurant Automation System

Team : **Friendly Feasts**

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Introduction:

This document outlines the requirements for the Restaurant Automation System , a tool designed to streamline operations in restaurants.The system automates various restaurant tasks, enhancing efficiency and improving the customer experience.

Purpose:

The purpose of this document is to gather the necessary requirements for implementing the Restaurant Automation System. It also focuses on key features, the product vision, scope, and an overall product overview. The system aims to automate key processes such as order management, table reservations, and billing.

Intended Audience:

The intended audience includes restaurant staff and management, who will use the system to improve operational workflows, and customers, who will benefit from faster, more accurate service.

Stakeholders:

Client: Restaurant Owners and Managers

Users: Restaurant staff (waiters, chefs, and management) and customers interacting with the system.

Product Vision

Vision Statement:

The vision is to develop a Restaurant Automation System that is intuitive and easy to use, helping restaurants automate daily operations such as order

processing, inventory management, and billing. This will enable restaurants to provide faster, more accurate service while improving overall efficiency.

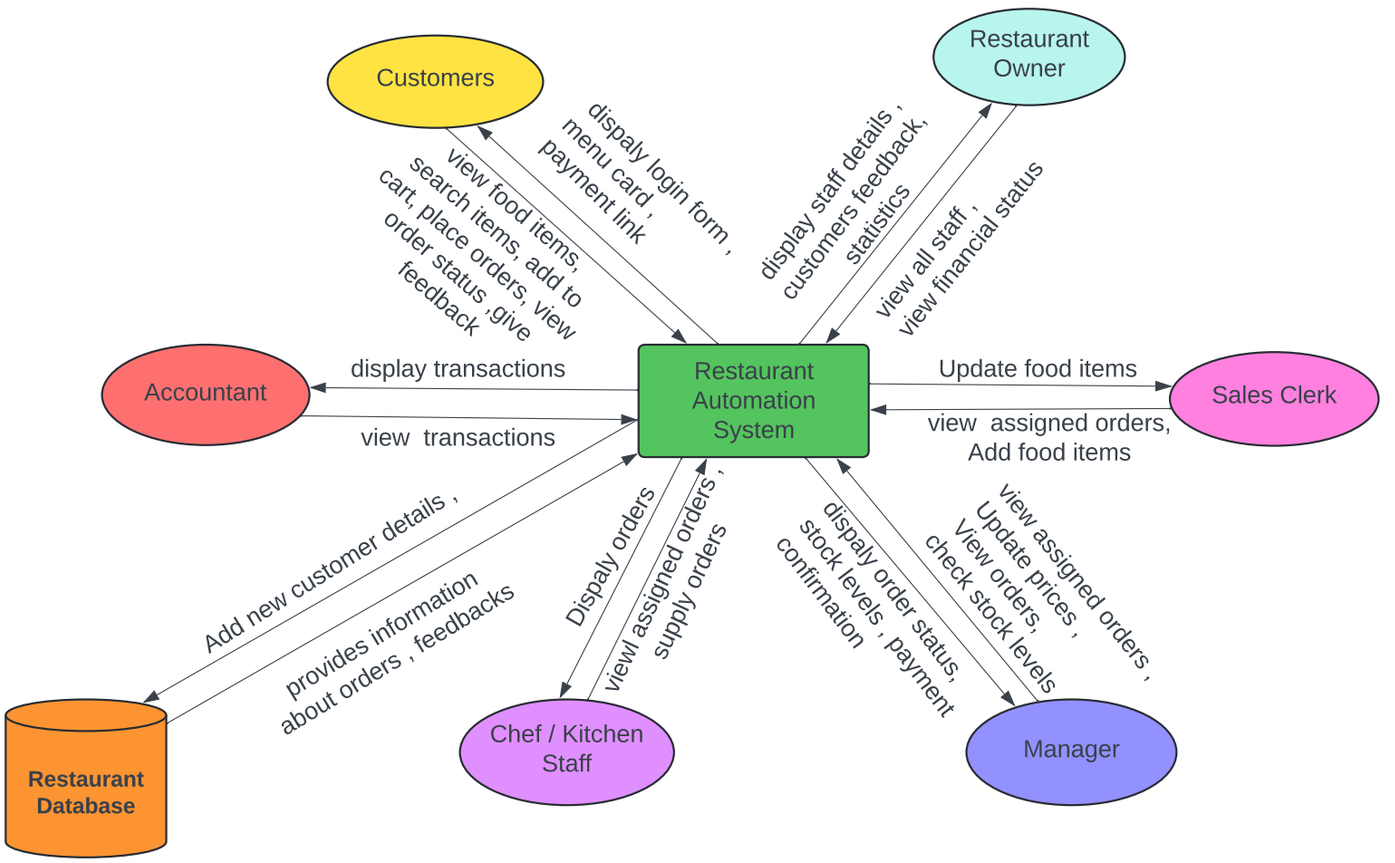
Technologies:

- HTML
- CSS
- JAVASCRIPT
- PHP
- MYSQL
- JSP ,SERVLETS
- JDBC

System in Context:

The Restaurant Automation System is a multi-user platform that streamlines restaurant operations. It takes orders from customers, generates an order ID, and assigns tasks to kitchen staff. The system provides real-time updates on the status of orders to customers, waitstaff, and management. It allows the restaurant staff (chefs, waiters) and administrators to update the status of orders. Additionally, it supports table reservations, manages inventory, and automates billing processes. The system ensures seamless communication between the front-of-house and kitchen staff, enhancing operational efficiency.

Context Diagram



User characteristics:

The users of the Restaurant Automation System (RAS) include restaurant owners/managers, sales clerks/cashiers, inventory/stock managers, kitchen staff,accountants/ bookkeepers, IT support/administrators, and customers.Their technical expertise ranges from basic (kitchen staff) to advanced (IT support). Owners/managers focus on monitoring operations and making strategic decisions, while sales clerks require a fast, simple interface for processing orders. Inventory managers need tools for real-time stock tracking, and accountants focus on financial accuracy. The system must be user-friendly, efficient, and tailored to the specific needs of each role to ensure smooth operations and enhance the overall customer experience.

Constraints:

When designing a restaurent automation system,initial cost for technology, software and hardware mustbe within budget constraints.In simple we can say that budget is main constraint.

System-Wide Requirements(Received):

Actors:

The System interacts with 6 kinds of users.Each user has own functions to access with the system.The functionalities of user are dependent on each other.

Events:

Order Placement : Customers place orders through various interfaces for example digital menus,tablets,mobiles.
Order Transmission : Orders are transmitted to the kitchen staff.
Order Preparation : Kitchen staff prepares the order,tracking its status and updating progress in the system.
Payment Processing : Customers pay for their orders through integrated payment gateways.
Inventory Management : The main goal of this application is to manage inventory efficiently.The system tracks inventory levels and updates as items are used or restocked.

These Actors and Events work together to stream line restaurant operations,enhance customer service and optimise overall efficiency.

The below table provides a set of user visible events that define the functionalities that are in RAS Tool.

	Actor	*Action*	*Object*	Frequency	Arrival Pattern	Response
1.	Customer	opens	Webpage			Got a login page
2.	Customer	register	Registration page			Create a user and redirect to Home page
3.	Customer	login	Login page			Redirect to Home page
4.	Customer	contact	Helpline			Got a form which has the help request details
5.	Customer	view	Menu card			Available items will be displayed
6.	Customer	post	Place order			Order is placed
7.	Customer	check	Order status			Displays order details
8.	Customer	enter	Feedback			Feedback to a particular item is taken
9.	clerk	view	Pending orders			Display pending orders
10.	Clerk	approve	Pending orders			Approve specified pending order
11.	Clerk	send	Payment details			Payment details sent the customer
12.	clerk	enter	Place Order by Id			Order Is Placed
13.	Kitchen Staff	view	Order Details			Order details are viewed to prepare items
14.	Kitchen Staff	Update	Order status			Update order status to the customer
15.	Manager	Login	Login page			Home page with administartion details
16.	Manager	View	Items			View all available items
17.	Manager	Select	New item			A form is opened to create a new item
18.	Manager	Post	Item details			New item is added
19.	Manager	Update	Update menu card			Menu card is updated
20.	Manager	Select	Delete item			Specified item is deleted
21.	Manager	Post	Inventory order			New inventory order is added
22.	Manager	View	Finanacial report			View finnacial income and statistics reports

23.	Manager	Update	Update Inventory order			Inventory order details are updated
24.	Kitchen Staff	Update	Order status			Update order status to the customer
25,	Manager	Login	Login page			Home page with administartion details
26.	Manager	View	Items			View all available items
27.	Manager	Select	New item			A form is opened to create a new item
28.	Manager	post	Item details			New item is added
29.	Manager	Update	Update menu card			Menu card is updated
30.	Manager	Select	Delete Item			Specified item is deleted

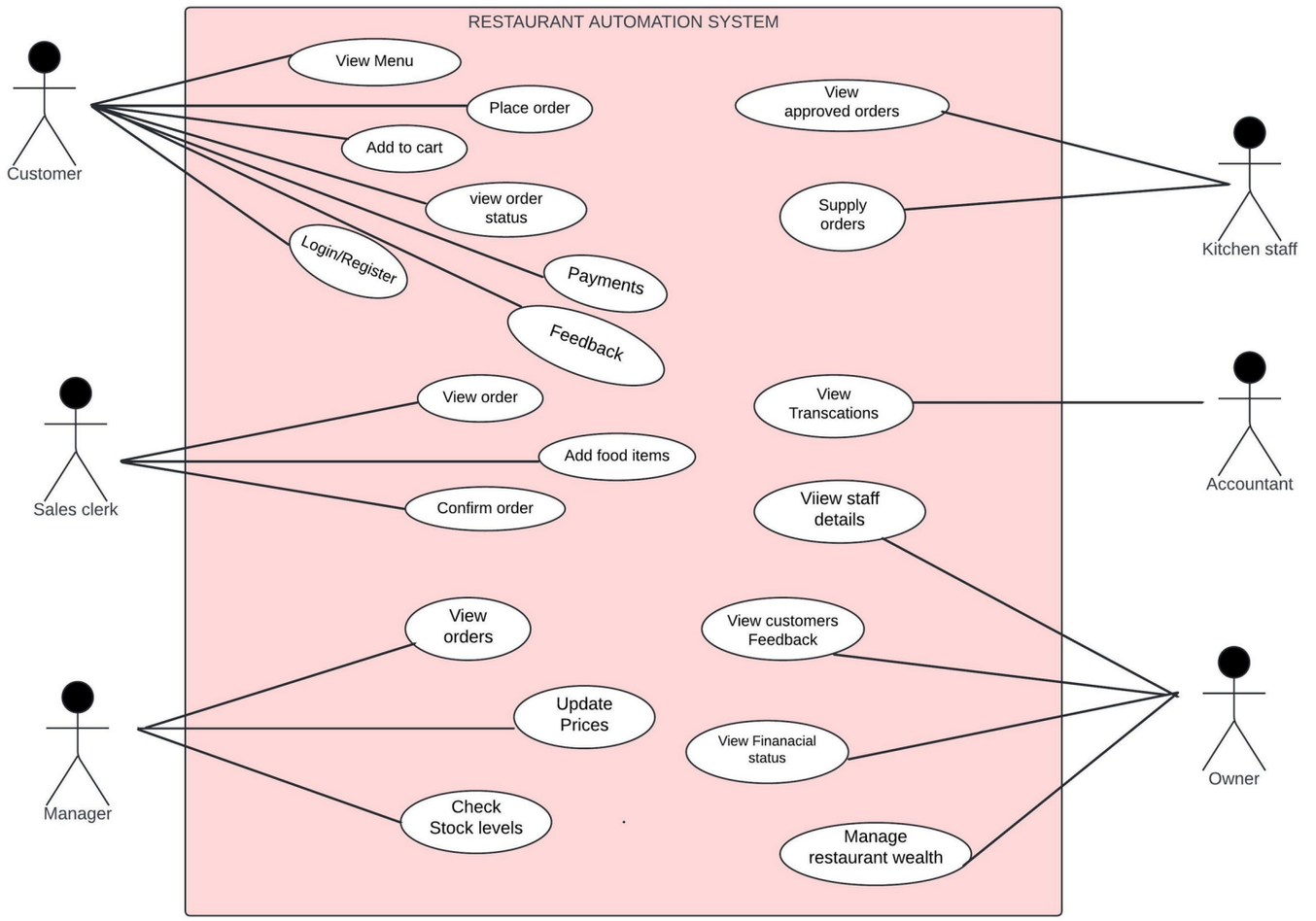
Functional Requirements:

Use case overview:

	Use Case ID:	Use-Case Name:	Priority	Stability	Verifiability
1.	UC-RAS-VO	View Orders	High	Stable	Verifiable
2.	UC-RAS-PO	Place Order	High	Stable	Verifiable
3.	UC-RAS-ATC	Add To Cart	High	Stable	Verifiable
4.	UC-RAS-VOS	View Order Status	High	Stable	Verifiable
5.	UC-RAS-PA	Payments	High	Stable	Verifiable
6.	UC-RAS-FD	Feedback	High	Stable	Verifiable
7.	UC-RAS-LO	Login	High	Stable	Verifiable
8.	UC-RAS-AFI	Add Food Items	High	Stable	Verifiable
9.	UC-RAS-CO	Confirm Order	HIgh	Stable	Verifiable
10.	UC-RAS-VAO	View Approved Orders	High	Stable	Verifiable
11.	UC-RAS-SO	Supply Orders	High	Stable	Verifiable

12.	UC-RAS-AVT	Accountant View Transactions	High	Stable	Verifiable
13.	UC-RAS-MVO	Manager View Order	HIgh	Stable	Verifiable
14.	UC-RAS-MUP	Manager update price	High	Stable	Verifiable
15.	UC-RAS-MCSL	Manager Check Stock Levels	High	Stable	Verifiable
16.	UC-RAS-OVSD	Owner View Staff Details	High	Stable	Verifiable
17.	UC-RAS-OVF	Owner View Financial Status	High	Stable	Verifiable
18.	UC-RAS-OWCF	Owner View Customer Feedback	High	Stable	Verifiable
19.	UAC-RAS-OMRW	Owner Manage Restaurant Wealth	High	Stable	Verifiable

Use Case Diagram: -



Use Case Specifications:

1. UC-RAS-VO: VIEW ORDERS

Use-Case ID:	***UC- RAS-VO***
Use Case Name:	***View Orders***
Description:	*Allows a waiter or manager to view the current status of all orders in the restaurant.*
Pre-conditions	*1.The system is running.* *2.The user is logged in as a waiter or manager.* *3.Orders have been placed in the system*
Success guarantee (post-conditions)	*1.The user has viewed the current status of all orders.* *2.The system remains in a consistent state.*
Frequency of use:	*High (multiple times per shift)*
Main success scenario (or basic flow)	*1.The user selects the "View Orders" option from the main menu.* *2.The system displays a list of all orders, including order number, customer name, table number, order status (e.g., pending, in progress, ready), and estimated wait time.* *3.*The user can filter the list by order status or customer name. *4.The user can view the details of a specific order by selecting it.*
Extensions (or alternate flows)	*1.**No orders found:** If there are no orders in the system, a message is displayed indicating that there are no orders to view.* *2.**System error:** If an error occurs during the process, an error message is displayed and the user is returned to the main menu.*
Frequency of occurrence	*Very High*

2. *UC-RAS-VO:Place order*

Use-Case ID:	***UC- RAS-PO***
Use Case Name:	***Place order***
Description:	*A customer places an order for food or drinks at a restaurant.*
Pre-conditions	*1.Customer is seated at a table.* *2.Restaurant is open for business.* *3.Customer has decided on their order.*
Success guarantee (post-conditions)	*1.Customer's order is placed with the kitchen.* *2.Customer is informed of the estimated wait time.*
Frequency of use:	*High: Occurs frequently throughout the day.*
Main success scenario (or basic flow)	*1.Customer calls the waiter.* *2.Waiter takes the customer's order.* *3.Waiter enters the order into the POS system.* *4.POS system sends the order to the kitchen.* *5.Kitchen prepares the order.* *6.Waiter delivers the order to the customer.*
Extensions (or alternate flows)	***1.Customer changes their order:*** *a.Customer informs the waiter of the change.* *b.Waiter updates the order in the POS system.* *c.Kitchen prepares the revised order.* ***2.Item is out of stock:*** *a.Waiter informs the customer of the item being out of stock.* *b.Customer chooses an alternative item or cancels the order.*
Frequency of occurrence	*High*

3. *UC-RAS-ATC:Add To Cart*

Use-Case ID:	***UC- RAS-ATC***
Use Case Name:	***Add To Cart***
Description:	*This use case represents the process of adding a specific item or quantity of items to a customer's shopping cart in the restaurant automation system.*
Pre-conditions	*1.The customer is logged in to the system.* *2.The customer has selected an item from the menu.* *3.The item is available for purchase.*
Success guarantee (post-conditions)	*1.The selected item(s) and quantity are added to the customer's shopping cart.* *2.The total amount of the cart is updated.*
Frequency of use:	*High (expected to be used frequently by customers during the ordering process)*
Main success scenario (or basic flow)	*1.Customer selects an item from the menu.* *2.Customer specifies the desired quantity.* *3.System validates the item's availability and quantity.* *4.System adds the item(s) and quantity to the customer's shopping cart.*
Extensions (or alternate flows)	***1.Item Out of Stock:*** *a.System informs the customer that the item is out of stock.* *b.Customer may choose to select a different item or proceed with the existing cart.* ***2.Invalid Quantity:*** *a.System informs the customer that the specified quantity is invalid.* *b.Customer may enter a valid quantity or proceed with the existing cart.*
Frequency of occurrence	*High*

4. *UC-RAS-VOS:View Order Status*

Use-Case ID:	***UC- RAS-VOS***
Use Case Name:	***View Order Status***
Description:	*Allows the customer to view the current status of their order.*
Pre-conditions	*1.Customer has placed an order.* *2.Order is in progress.*
Success guarantee (post-conditions)	*1.Customer is informed about the current status of their order.*
Frequency of use:	*High (multiple times per order)*
Main success scenario (or basic flow)	*1.Customer opens the app or website.* *2.Customer selects the "Order Status" option.* *3.System retrieves the customer's order information based on their credentials or order ID.* *4.System displays the current status of the order (e.g., "Order received," "Preparing," "Out for delivery").*
Extensions (or alternate flows)	***1.Order not found:*** *If the system cannot find the order, it displays an error message.* ***2.Order canceled:*** *If the order has been canceled, it displays a message indicating the cancellation.* ***3.Order completed:*** *If the order has been completed, it displays a message indicating completion and provides options for reviews or reordering.*
Frequency of occurrence	*High*

5. UC-RAS-PA:Payments

Use-Case ID:	***UC- RAS-PA***
Use Case Name:	***Payments***
Description:	*This use case represents the process of accepting and processing payments from customers for their orders in the restaurant automation system.*
Pre-conditions	*1.Customer has placed an order.* *2.Order is ready for payment.* *3.Payment options are available.*
Success guarantee (post-conditions)	*1.Payment is successfully processed and recorded.* *2.Order status is updated to "Paid".* *3.Receipt is generated and provided to the customer.*
Frequency of use:	*High (Occurs for every order placed)*
Main success scenario (or basic flow)	*1.Customer selects payment method.* *2.System validates payment method.* *3.Customer enters payment details.* *4.System processes payment.*
Extensions (or alternate flows)	***1.Invalid payment method:*** *If the selected payment method is invalid, the system prompts the customer to choose a valid method.* ***2.Payment authorization failure:*** *If the payment authorization fails, the system prompts the customer to retry or choose a different payment method.* ***3.Payment processing error:*** *If an error occurs during payment processing, the system logs the error and notifies the customer.*
Frequency of occurrence	*High*

6. UC-RAS-FD:Feedback

Use-Case ID:	***UC- RAS-FD***
Use Case Name:	***Feedback***
Description:	*This use case enables customers to provide feedback on their dining experience at the restaurant.*
Pre-conditions	*1.Customer has completed their meal.* *2.Customer has received a bill.*
Success guarantee (post-conditions)	*1.Customer's feedback is recorded in the system.* *2.Customer receives a thank you message.*
Frequency of use:	*High (expected from most customers after dining)*
Main success scenario (or basic flow)	*1.Customer requests to provide feedback.* *2.System presents a feedback form.* *3.Customer fills out the feedback form with ratings and comments.* *4.Customer submits the feedback.*
Extensions (or alternate flows)	***1.Customer cancels feedback submission:*** *a.System returns to the main menu.* ***2.Feedback form submission fails:*** *a.System displays an error message.* *b.Customer can resubmit the feedback.*
Frequency of occurrence	*Low*

7. UC-RAS-LO:Login

Use-Case ID:	***UC- RAS-LO***
Use Case Name:	***Login***
Description:	*This use case represents the process of a user authenticating themselves to access the restaurant automation system.*
Pre-conditions	*1.User has a valid username and password.* *2.Restaurant automation system is operational*
Success guarantee (post-conditions)	*1.User is logged into the system.* *2.User's permissions are granted based on their role.*
Frequency of use:	*High (daily or multiple times per day)*
Main success scenario (or basic flow)	*1.User enters their username and password.* *2.System validates the credentials against the user database.* *3.If credentials are valid, the system grants access and redirects the user to their appropriate dashboard.* *4.If credentials are invalid, the system displays an error message prompting the user to try again.*
Extensions (or alternate flows)	***1.Invalid Credentials:*** *If the entered username or password is incorrect, the system displays an error message and prompts the user to re-enter their credentials.* ***2.System Error:*** *If the system encounters an error during the login process, an error message is displayed, and the user is prompted to try again later.*
Frequency of occurrence	*Low*

8. UC-RAS-AFI:Add Food Items

Use-Case ID:	***UC- RAS-AFI***
Use Case Name:	***Add Food Items***
Description:	*This use case enables a restaurant manager to add new food items to the menu.*
Pre-conditions	*1.The user is logged in as a restaurant manager.* *2.The system updates the menu database accordingly.*
Success guarantee (post-conditions)	*1.The new food item is added to the menu.* *2.The system updates the menu database accordingly.*
Frequency of use:	*High (regularly added as new items are introduced or existing items are modified)*
Main success scenario (or basic flow)	*1.The restaurant manager selects the "Add Food Item" option from the main menu.* *2.The system displays a form for entering food item details.* *3.The restaurant manager clicks the "Add" button.* *4.The system validates the input data.*
Extensions (or alternate flows)	***1.Invalid Input:*** *If the user enters invalid data (e.g., empty fields, incorrect price format), an error message is displayed, and the user is prompted to correct the input.* ***2.Duplicate Item:*** *If the user tries to add a food item with the same name as an existing item, an error message is displayed, and the user is prompted to choose a different name.*
Frequency of occurrence	*Medium*

9. UC-RAS-CO:Confirm Order

Use-Case ID:	***UC- RAS-CO***
Use Case Name:	***Confirm Order***
Description:	*This use case represents the process of adding and confirming an order placed by a customer in a restaurant automation system.*
Pre-conditions	*1.The customer has selected the desired items from the menu.* *2.The customer has provided necessary contact information (e.g., name, phone number).*
Success guarantee (post-conditions)	*1.The order is successfully added to the system.* *2.The customer receives a confirmation message or notification.* *3.The kitchen receives the order details.*
Frequency of use:	*High (multiple times per day)*
Main success scenario (or basic flow)	*1.Customer selects items from the menu.* *2.Customer provides contact information.* *3.Customer confirms the order.* *4.System adds the order to the database.*
Extensions (or alternate flows)	***Customer changes the order:*** *The customer can modify the order before confirming.* ***Payment error:*** *If there is an issue with the payment, the order is not confirmed.* ***System error:*** *In case of a system failure, the order may not be processed correctly.*
Frequency of occurrence	*Medium*

10. UC-RAS-VAP:View Approved Orders

Use-Case ID:	***UC- RAS-VAP***
Use Case Name:	***View Approved Orders***
Description:	*This use case represents the process of handling approved orders in a restaurant automation system. It involves updating order status, notifying the kitchen, and preparing the order for delivery or pickup.*
Pre-conditions	*1.An order has been placed and approved by the customer.* *2.The restaurant is open for business.*
Success guarantee (post-conditions)	*1.The order status is updated to "Approved" in the system.* *2.A notification is sent to the kitchen staff with the order details.* *3.The order is prepared and ready for delivery or pickup.*
Frequency of use:	*High, as this use case is triggered for every approved order.*
Main success scenario (or basic flow)	*1.The system detects an approved order.* *2.The system updates the order status to "Approved" in the database.* *3.The system sends a notification to the kitchen staff with the order details.* *4.The kitchen staff prepares the order.*
Extensions (or alternate flows)	***1.Order Cancellation:*** *If the customer cancels the order before it is prepared, the system updates the order status to "Cancelled" and notifies the kitchen.* ***2.Order Modification:*** *If the customer requests modifications to the order, the system updates the order accordingly and notifies the kitchen.* ***3.Out-of-Stock Items:*** *If any items in the order are out of stock, the system notifies the customer and allows them to replace or remove the items.*
Frequency of occurrence	*Low*

11. UC-RAS-SO:Supply Orders

Use-Case ID:	***UC- RAS-SO***
Use Case Name:	***Supply Orders***
Description:	*This use case represents the process of handling incoming supply orders for the restaurant. It involves receiving, verifying, and processing orders from suppliers.*
Pre-conditions	*1.The system is running and has access to necessary supplier information and inventory data.* *2.The restaurant has established relationships with suppliers.*
Success guarantee (post-conditions)	*1.The supply order is recorded in the system.* *2.Inventory levels are updated based on the received items.* *3.Supplier invoices are generated (if applicable).*
Frequency of use:	*High(Daily or multiple times per week, depending on the frequency of deliveries)*
Main success scenario (or basic flow)	***1.Receive Order:*** *a.A new supply order is received from a supplier, either electronically or physically.* ***2.Verify Order:*** *a.The system verifies the order against the purchase order or invoice.* *b.Checks for any discrepancies or missing items.*
Extensions (or alternate flows)	***1.Discrepancies:*** *a.If there are discrepancies between the ordered and received items, the system flags the order for further investigation.* *b.The purchasing manager or supplier representative is contacted to resolve the issue.* ***2.Stock Shortages:*** *a.If the received quantity is insufficient to meet current demand, the system may trigger a reorder process or notify the kitchen staff to adjust their production plans.*
Frequency of occurrence	*High*

12. UC-RAS-AVT:Accountant View Transaction

Use-Case ID:	***UC- RAS-AVT***
Use Case Name:	***Accountant View Transaction***
Description:	*Accountant views and monitors all financial transactions in the system.*
Pre-conditions	*Accountant must be logged into the system with valid credentials.*
Success guarantee (post-conditions)	*The accountant successfully views the transaction records and generates reports.*
Frequency of use:	*Daily or as needed for financial audits and reviews.*
Main success scenario (or basic flow)	*1. Accountant logs into the system.* *2. Accountant navigates to the "View Transactions" section.* *3. System displays all transaction records (sales, expenses, refunds, etc.).* *4. Accountant filters and sorts data as needed.* *5. Accountant exports or prints transaction data for reporting.*
Extensions (or alternate flows)	*- If the system encounters a network issue, the accountant is notified and prompted to retry later.* *- If no transactions are found for the given filters, the system displays a "No Records Found" message.*
Frequency of occurrence	Typically, this occurs multiple times a day, especially during shift changes or end-of-day financial reviews.

13. UC-RAS-MVO:Manager View Order

Use-Case ID:	***UC- RAS-MVO***
Use Case Name:	***Manager View Order***
Description:	*Manager views and monitors customer orders in real-time within the system.*
Pre-conditions	*Manager must be logged into the system with proper credentials.*
Success guarantee (post-conditions)	*The manager successfully views all active, completed, or pending orders.*
Frequency of use:	*Multiple times during daily operations, especially during peak hours.*
Main success scenario (or basic flow)	*1. Manager logs into the system.* *2. Manager navigates to the "View Orders" section.* *3. System displays a list of active, completed, or pending orders.* *4. Manager filters or sorts orders based on status, time, or other criteria.* *5. Manager reviews order details.*
Extensions (or alternate flows)	*- If there are no orders, the system displays "No Orders Found."* *- If the system is down, the manager is notified of the error and retries later.*
Frequency of occurrence	*Frequently throughout the day, especially during service hours and shift transitions.*

14. UC-RAS-MUP:Manager Update Price

Use-Case ID:	***UC- RAS-MUP***
Use Case Name:	***Manager Update Price***
Description:	*Manager updates the menu item prices in the restaurant system.*
Pre-conditions	*Manager must be logged in with valid credentials and have access to pricing settings.*
Success guarantee (post-conditions)	*The menu prices are updated in the system, reflecting in all future orders.*
Frequency of use:	*Occasional; typically during price adjustments, promotions, or seasonal changes.*
Main success scenario (or basic flow)	*1. Manager logs into the system.* *2. Manager navigates to the "Update Prices" section.* *3. System displays the list of current menu items with their prices.* *4. Manager selects an item to update the price.* *5. Manager saves the updated price.*
Extensions (or alternate flows)	*- If the manager enters an invalid price, the system prompts an error and requests correction.* *- If the system is down, the manager is notified and prompted to try again later.*
Frequency of occurrence	*Typically occurs during menu updates or special pricing events (e.g., monthly or quarterly).*

15. UC-RAS-MCSL:Manager Check Stock Levels

Use-Case ID:	***UC- RAS-MCSL***
Use Case Name:	***Manager Check Stock Levels***
Description:	*Manager checks the inventory stock levels of ingredients and items in the system.*
Pre-conditions	*Manager must be logged into the system with appropriate inventory access rights.*
Success guarantee (post-conditions)	*The manager successfully views current stock levels and identifies low-stock items.*
Frequency of use:	*Daily or during inventory audits, and when preparing for busy service periods.*
Main success scenario (or basic flow)	*1. Manager logs into the system.* *2. Manager navigates to the "Check Stock Levels" section.* *3. System displays a list of ingredients/items and their current stock levels.* *4. Manager reviews stock and identifies items that need to be reordered.* *5. Manager takes necessary actions based on stock levels (e.g., placing orders).*
Extensions (or alternate flows)	*- If the stock levels are unavailable due to system issues, the manager is notified and advised to check again later.* *- If no low-stock items are found, the system displays "Stock Levels Adequate."*
Frequency of occurrence	*Frequently, especially before peak hours or at the end of shifts, to ensure stock sufficiency.*

16. UC-RAS-OVSD:Owner View Staff Details

Use-Case ID:	***UC- RAS-OVSD***
Use Case Name:	***Owner View Staff Details***
Description:	*Owner views detailed information about the staff, including roles, shifts, and contact information.*
Pre-conditions	*Owner must be logged into the system with administrative access.*
Success guarantee (post-conditions)	*The owner successfully views staff details and can generate reports if needed.*
Frequency of use:	*Occasionally, during reviews, meetings, or staff management tasks.*
Main success scenario (or basic flow)	*1. Owner logs into the system.* *2. Owner navigates to the "View Staff Details" section.* *3. System displays a list of all staff members with relevant details (name, role, shifts, etc.).* *4. Owner selects a staff member to view more detailed information.* *5. Owner reviews the staff details and may print or export data if necessary.*
Extensions (or alternate flows)	*- If no staff records are found, the system displays "No Staff Data Available."* *- If the system is down, the owner is notified and prompted to retry later.*
Frequency of occurrence	*Occasionally, when managing or reviewing staff, typically on a monthly or quarterly basis.*

17. UC-RAS-OVFS:Owner View Financial Status

Use-Case ID:	***UC- RAS-OVFS***
Use Case Name:	***Owner View Financial Status***
Description:	*Owner views the financial status of the restaurant, including sales, expenses, profits, and overall financial health.*
Pre-conditions	*Owner must be logged into the system with access to financial reports and data.*
Success guarantee (post-conditions)	*The owner successfully views detailed financial data and may generate reports for further analysis.*
Frequency of use:	*Regularly, especially at the end of the day, week, or month, or during financial audits.*
Main success scenario (or basic flow)	*1. Owner logs into the system.* *2. Navigates to the "View Financial Status" section.* *3. System displays financial data (sales, expenses, profits, etc.).* *4. Owner filters or selects specific financial data to view.* *5. Owner reviews the financial status and may generate or export reports.*
Extensions (or alternate flows)	*- If the financial data is unavailable, the system displays "No Financial Data Available."* *- If the system is down, the owner is notified and prompted to retry later.*
Frequency of occurrence	*Frequently, typically at the end of a business day, week, or month for financial assessment and decision-making.*

18. UC-RAS-OVCF:Owner View Customer Feedback

Use-Case ID:	***UC- RAS-OVCF***
Use Case Name:	***Owner View Customer Feedback***
Description:	*Owner views detailed information about the staff, including roles, shifts, and contact information.*
Pre-conditions	*Owner must be logged into the system with administrative access.*
Success guarantee (post-conditions)	*The owner successfully views staff details and can generate reports if needed.*
Frequency of use:	*Occasionally, during reviews, meetings, or staff management tasks.*
Main success scenario (or basic flow)	*1. Owner logs into the system.* *2. Owner navigates to the "View Staff Details" section.* *3. System displays a list of all staff members with relevant details (name, role, shifts, etc.).* *4. Owner selects a staff member to view more detailed information.* *5. Owner reviews the staff details and may print or export data if necessary.*
Extensions (or alternate flows)	*- If no staff records are found, the system displays "No Staff Data Available."* *- If the system is down, the owner is notified and prompted to retry later.*
Frequency of occurrence	*Occasionally, when managing or reviewing staff, typically on a monthly or quarterly basis.*

19. UC-RAS-OMRS:Owner Manage Restaurant Wealth

Use-Case ID:	***UC- RAS-OMRS***
Use Case Name:	***Owner Manage Restaurant Wealth***
Description:	*Owner manages the overall wealth of the restaurant, including assets, liabilities, profits, and reinvestment strategies.*
Pre-conditions	*Owner must be logged into the system with administrative rights to financial management modules.*
Success guarantee (post-conditions)	*The owner successfully manages restaurant wealth, updates financial plans, and reviews asset allocation.*
Frequency of use:	*Occasionally, during financial reviews, audits, or strategic planning.*
Main success scenario (or basic flow)	*1. Owner logs into the system.* *2. Navigates to the "Manage Restaurant Wealth" section.* *3. System displays current assets, liabilities, and financial health data.* *4. Owner updates wealth management strategies (e.g., reinvestment, expense reduction).* *5. System reflects changes in financial planning and wealth allocation.*
Extensions (or alternate flows)	*- If financial data is incomplete, the system notifies the owner and requests further information.* *- If the system is down, the owner is prompted to retry later.*
Frequency of occurrence	*Typically occurs quarterly or annually, during financial reviews and strategic planning sessions.*

Non-Functional Requirements:

Reliability:

User should get appropriate information about his complaint.

Usability:

This tool should has user friendly GUI. User can use it effectively.

Availability:

Using should get information 24x7. User can access at any time with this tool.

Accessibility:

This tool support multi user accessing. Any user can access the system from different places to use the tool.

Performance:

User should have fast access to get the information from the help center. User should retrieve the information from help center
database very quickly.

Security:

As it is a web based application it should be more secure in order to save help centers confidential data from hackers.

Platform Compatibility:

This tool has to work on any kind of operating system without modifying it.