C - Customer (Mario Loescher)
R - Requirements Engineer (Danil Afanasev)

C: Hi!
R: Hi!
C: Thanks for meeting me, Daniel.
R: Thank you.
C: OK, so your questions are…
R: Food Delivery System. We need to clarify your needs.
C: OK!

1. R: As we understand there should be two kinds of users: the customer and the one who updates dishes.
C: So, what's the question here?
R: Should there be one admin who is responsible for updating dishes in all cafes or every cafe has its login?
C: I would strongly prefer to have more than one administrator account (for future projects)
R: In this case it's possible for one admin to manage different canteens.
C: Yes. Idea is to have one "main" administrator who creates canteens [profiles]. The main "admin" can assign roles. For example, the "main" admin assigns a role to another admin to be the manager of all canteens in Innopolis. And somebody else will be the manager of some canteens in Kazan. But we want to stay flexible here.

2. R: Could the customer schedule multiple orders at once?
C: One order - one meal.
R: If we make it possible to schedule for the whole week, should we provide a feature of copying all orders from one day or all orders from a previous week?
C: We can do, but put it as a lower priority. It's not important, but it's nice to have.

3. R: How is the order processed once a customer makes this order?
C: You mean to the canteen itself?
R: Yes.
C: At the canteen we will have managers.

4. R: Could we use any technology, like web, different frameworks, or you have specific preferences?
C: No, we have no system at the moment, so you are free to choose whatever you want. We just suppose it to work in the end.

5. R: Are there any limitations like maximum amount of orders per user per day?
C: Well, three orders a day. You can't order more than one lunch. Because we have to integrate it with Innopolis system…
R: Maybe a customer wants pizza at night.

C: But the canteens are closed.

R: There was not only canteens, there was also cafes planned. I guess the user should be able to order more than three dishes. The question is how many, 20, 50?

C: The main problem here is we have to integrate the system. You can get a discount as a student, and you have your meal plan. We can't really do more than three dishes, at least discounted. You have to make sure you only get three dishes with discount, and everything else you have to pay the full price. Other than that, it will be really great to have this feature.

6. R: A customer orders a pick up. What if a customer doesn't show up? How do we process this situation?

   C: The dish will stay there as long as nobody takes it. If it's standing too long there, we might remove it. That's actually what canteen is doing.

   If you've missed your time, then you've missed it. So, be prepared or order a delivery to your home. Or ask somebody else to get it for you.

   For you it's just the order is in there, the order have been done in a canteen. We don't mind anything more.

7. R: In the first document there is mentioned a few features. And I want to know which ones are the most important, do we need to implement 100% all of them. Delivery, picking up and updatable menu.

   C: For the software there is no difference in process. But we only want to implement a time frame window when you will receive your food. Because if everyone selects an order at 6 o'clock, they will complain because food comes at 6:35. We have to keep some time frame.

   R: Some kind of a queue.

   C: Yeah. You will get your food between 6:00 and 6:15 for instance. But it would also be good if time frame is editable. Maybe it's not 15 minutes, but maybe a half of an hour, depending on how many orders we have.

8. R: Do we implement a payment feature?

   C: There has to be a payment system.

   R: I see difficulties here because…

   C: Because we have the meal plan already?

   R: Who gets the money?

   C: I get the money!

   R: Well, I doubt, because everything we do now… Innopolis University owns this software.

   C: Yeah, and then I assign it to Innopolis of course.

   R: To implement a payment feature we need a lawyers team, which we don't have.

   C: Why do you need a lawyers team for payments system?

   R: How to process money, how to make everything legal…

   C: If you have doubt, we can move this down in priority. We'll have the most important payment system, it's cash. It's probably the easiest way to implement this. And if we

have time later on we can still create it. But I doubt we need a lawyer. It's not that important as long as it's in Innopolis. Just keep in mind the software has to be maintainable, so we can add it in the future, if we want.

9. R: Do we provide templates? Templates for orders, templates for admin with dishes.
   C: So, you can select something having a preconfigured menu?
   R: Yeah.
   C: Yes, it's actually stated in requirements, which is written so far.

10. R: Should customers be able to leave comments about a particular canteen? And grade it. Like, with stars.
   C: Yeah, I can imagine. I didn't think about this possibility. It's nice to have this feature, but please put it down in priority.
   I think, we have to discuss the priorities later on.
   R: The same goes for particular dishes?
   C: No, not for the dishes itself.
   R: We shouldn't grade dishes. 5 stars, 3 stars?
   C: OK, we could actually take this grades. You can grade the food itself and calculate the grade for a canteen.
   R: Nice!
   C: So, you only grade food that you've got. And the canteen is graded automatically. But the problem here is now: do you have to order before [to be able to grade]? Because a lot of people are just going over there and just eat. They don't order [in our app]. So, it's a nice feature, but how do we work with these people? We can't just let people vote as often as they want. Maybe once a day per smartphone or whatever. If people hate one of the canteens, they just vote it down all the time.
   So, it's a nice feature, but it's not that important, especially because we have this trouble. I guess, I have to think about it with my team.

11. R: One more question related to this topic. Should a user be able to write a complaint to a cafe administrator?
   C: Yes, why not?

12. R: And in this case the admin has an ability to write a response to the customer.
   C: Yeah.

13. R: Should we somehow manage in our application the number of prepared items of a dish? When it's out, we do not let a user order this dish anymore.
   C: That's impossible for us.
   R: Counting will be difficult. Maybe just a button, like "It's over. Don't order this anymore"?
   C: Yeah, but people have already ordered it. If it's out in a canteen and somebody has already ordered it, we have to make sure in the canteen that the order is completed, and…

R: So, we will not think about it.

C: No. It's too much of a hassle here. But it's a good point: what do we do if food is out if it's been ordered. But still we just have orders, it should work for a manager.

14. R: Do we need Russian localization?

    C: Russian and English. But English is the most important.

15. R: Do we plan our system to be extendible in the future: for more cities, for more universities?

    C: Yeah, we've already discussed it.

    R: Yes.

16. R: Anything else you wanted to add?

    C: No. I have no ideas left.

    R: Thank you very much.

    C: You're welcome. Thank you.