Members:
Manpreet S. Brar - 169043920
Samir Bani
Rusanth Pirabakaran - 169035969
Desman Kwan - 169041404
Kerem Erkoc - 200852570
Lucas Matheson- 169026453
Malika Nagpal - 169074451
Nitesh Sharma - 169046584

DESCRIPTION OF THE APPLICATION DOMAIN:

Client Perspective:

1. Account Registration:
2. Menu Management
   a. Adding and removing food items.
   b. Changing prices of food items.
   c. Creating coupons.
3. Receiving customer orders.
   a. View customer order.
   b. Custom user Customizations.
4. Dispatching Customer Orders.
   a. View available drivers.
   b. Assign the driver to order.
   c. View driver ETA .
5. Handle Customer Service.
   a. Receive complaints / user feedback.
   b. Issue Refunds.

Customers perspective:

1) Account Registration
   a) User gets prompted to add their email,name,address and payment type
2) Restaurant browsing
   a) Display menus
   b) Able to view ratings and reviews
3) Order Placement and Payment
   a) Customer selects items customizes orders and adds to cart
   b) Given the option to deliver to location or pickup
   c) Payments options ("food app name") wallet, debit, visa ect.
   d) Recipe generation

GLOSSARY:

Balance	Funds Remaining in the wallet - Adding and retrieving money

Account	Creating and removing an account
	- Having an unique ID per person
	    - Email
	    - Address
	    - Name
	    - payment

Food	- Food options nearby, Adding more food options (client side). - Customization of each food item (adding and removing toppings).
Receipts	Creating and printing a list of past receipts
Order	A request made by a customer for food or beverages, including the selected items and delivery details. - Special Instructions
Menu	Shows a preview of each restaurants menu
refund	Giving money back
Cart	Add and remove items from stores
Tip	Restaurant tips
Delivery	Shows the distance from delivery address to store
ETA delivery	Shows estimated time for delivery
User Location	Location of food destination
Coupons	Depending on
Reviews and Rating	For each restaurant
Pickup	Picking up the order from the restaurant.

Description of the actors that will be included in the use case

CUSTOMER USE CASE:

Creation of Account:

- Customers create an account with a name, email and password with payment type.

Browse Restaurants and Menus:
- Customers can search and filter restaurants based on cuisine, ratings, and offers.
- Menus and Prices are displayed.

Place an order:
- Customers add items to their cart, Customize food orders and can place the order
- Customer can choose between delivery or pick up for the order.
- Delivery estimated time is given to customer

Make a payment:
- Customers can use multiple payment methods
- Receive a payment confirmation

Providing Feedback:
- Customers are given the option to give a review to the restaurant.
- Prompted with an option to also email the recept

CLIENT USE CASE:

- Manage Menu:
  - Add, edit, or remove menu items with updated pricing and availability.
  - Upload photos and descriptions for menu items.
- Accept Orders:
  - View incoming orders and accept or reject them.
  - Provide an estimated preparation time.
- Update Order Status:
  - Update the order status as "Preparing" or "Ready for Pickup."
- Monitor Sales:
  - Access daily, weekly, and monthly sales reports and trends.
  - View customer feedback on orders.

ADMINISTRATOR USE CASE:

Manage User:

- Add, remove and modify user id's and accounts .
- Monitoring restaurant and user activities.
- Tracking restaurants' previous deliveries and user's past orders.

Manage Restaurant:

- Approve new restaurant accounts

<u>Manage Customer Service:</u>

- Handle issues such as refunds, order cancellations.
- Moderate customer reviews and feedback.

- Use-case diagram with descriptions of each use case.

An overall description of all use cases in the system

Customer Use Case

Account Creation:
<u>Actor</u>: Customer
<u>Description</u>: A customer can create an account by providing essential information such as name, email, address, and payment details.
<u>Goal</u>: To enable customers to register, making them eligible for placing orders.

Browse Restaurants and Menus:
<u>Actor</u>: Customer
<u>Description</u>: Customers can search for restaurants based on cuisine type, ratings, and offers. The menu of each restaurant is displayed with item descriptions and prices.
<u>Goal</u>: To enable customers to explore available food options based on preferences.

Place an Order:
<u>Actor</u>: Customer
<u>Description</u>: Customers select food items, customize orders (e.g., toppings), and add them to their cart. They then proceed to choose between delivery or pickup.
<u>Goal</u>: To allow customers to place their food orders for delivery or pickup.

Make a Payment:
<u>Actor</u>: Customer
<u>Description</u>: After placing an order, customers select a payment method from options like credit card, debit card, or wallet balance. A payment confirmation is sent to the customer.
<u>Goal</u>: To complete the order by processing payment.

Provide Feedback:
<u>Actor:</u> Customer

Description: After receiving their order, customers can provide reviews or ratings for the restaurant, along with an option to email the receipt.
Goal: To gather customer feedback on restaurant quality and service

Client (Restaurant) Use Case

Manage Menu:
Actor: Client (Restaurant)
Description: Clients can manage their restaurant menu by adding, removing, or editing food items. They can also update prices and upload photos/descriptions for menu items.
Goal: To ensure that customers see up-to-date menu options with accurate information.

Accept Orders:
Actor: Client (Restaurant)
Description: Clients (restaurant staff) can view incoming orders, decide to accept or reject them, and provide an estimated preparation time.
Goal: To manage incoming orders and provide realistic timelines for order preparation.

Update Order Status:
Actor: Client (Restaurant)
Description: Clients can update the status of an order, marking it as "Preparing" or "Ready for Pickup," so that customers can track the progress.
Goal: To provide clear updates to customers about the order's progress.

Monitor Sales:
Actor: Client (Restaurant)
Description: Clients can generate reports showing daily, weekly, or monthly sales trends, along with customer feedback on orders.
Goal: To help restaurant managers track performance and customer satisfaction.

Administrator Use Case

Manage Users:
Actor: Administrator
Description: Administrators can add, remove, or modify user accounts (both customer and restaurant accounts). They can also monitor user activities such as past orders and restaurant details.
Goal: To ensure proper user management and track user activity.

Manage Restaurant:
Actor: Administrator
Description: Administrators approve new restaurant accounts and monitor restaurant activities, ensuring that only legitimate restaurants are listed on the platform.
Goal: To ensure that restaurants listed in the system meet quality standards.

Manage Customer Service:

Actor: Administrator

Description: Administrators handle issues such as refunds, order cancellations, and reviews moderation. They address customer complaints and ensure smooth customer service.

Goal: To resolve issues efficiently and maintain customer satisfaction.

GUI Design

Purpose

The GUI will be used as a bridge between the functional system and the user in order to be able to provide all the actors, whether customers, clients, or administrators, the possibility of using the application efficiently.

Design principles

User-centered: Easy navigation and smooth processes for all users.
Responsive design: Ensures usability on both mobile and desktop devices.
Aesthetic Simplicity: Enhance the user experience through a less-distracting layout.

Key GUI Features by Actor

Customer:

Account Creation: A registration form including name, email, address, and modes of payment.
Browse Restaurant: There is a search with filters, such as cuisine, rating, and offer. Restaurant cards will contain menu items, ratings, and images.
Shopping cart and Payment: Dynamically updated cart, with delivery or self-pick-up options and an option for various means of paying.
Feedback Interface: Ratings are based on a simple-like system. Review and receipt emailing are options.

Client (Restaurant):

Menu Management: Add, edit, or remove items, including fields for name, description, price, and images.
Order Status Management: It depicts a dashboard on which the status of all coming orders is displayed, such as Preparation and Ready for Pickup.
Sales Report: Graphs depicting sales trends and customer feedback in a nutshell.

Admin:

User and Restaurant Management: It would consist of a dashboard for the approval or rejection of restaurants, account details management, and reporting of different activities carried out by users.
Customer Service Tools: Return management, customer complaints, and review moderation.

Wireframes

Draw rough wireframes or mock-ups of the GUI.

Create screen visualizations using design tools such as HTML, CSS

Include sketches or screenshots of key interfaces: Focus on the most important workflows, such as placing an order, managing menus, and user registration.

Annotate wireframes in order to specify certain design decisions. Examples include "This button navigates to the checkout page.".

Collaborate on Use-Case Diagrams

Offer to include GUI-related annotations in the use-case diagrams.

For example, label steps when GUI screens are appearing, such as "Customer selects items from the menu (GUI: Menu Screen)".