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Iqueue Project

RASD

Software Engineering for Automation (2022-2023)

Giacomelli Gianluca, 10615105 Professors: Rossi Matteo Giovanni

Gottardini Andrea, Codice persona Lestingi Livia

Veronese Niccolò Enrico, 10620278

Summary

[1 Introduction 3](#_Toc131624440)

[1.1 Purpose 3](#_Toc131624441)

[1.2 Scope 4](#_Toc131624442)

[1.3 Definitions, Acronyms, Abbreviations 5](#_Toc131624443)

[1.4 Reference Documents 5](#_Toc131624444)

[1.5 Document Structure 5](#_Toc131624445)

[2 Overall description 6](#_Toc131624446)

[2.1 Product perspective 6](#_Toc131624447)

[2.2 Product functions 6](#_Toc131624448)

[2.2.1 Data collection 6](#_Toc131624449)

[2.2.2 Data analysis 6](#_Toc131624450)

[2.2.3 QR code reading and generating 7](#_Toc131624451)

[2.2.4 Special offer inseriment 7](#_Toc131624452)

[**2.3** **User characteristics** 7](#_Toc131624453)

[2.4 Assumptions, dependencies and constraints 7](#_Toc131624454)

[3 Specific requirements 8](#_Toc131624455)

[3.1 External Interface Requirements 8](#_Toc131624456)

[3.1.1 User interfaces 8](#_Toc131624457)

[3.1.2 Hardware interfaces 8](#_Toc131624458)

[3.1.3 Software interfaces 8](#_Toc131624459)

[3.1.4 Communication interfaces 8](#_Toc131624460)

[3.2 Functional Requirements 8](#_Toc131624461)

[3.2.1 Requirements 8](#_Toc131624462)

[3.3 Performance Requirements 9](#_Toc131624463)

[3.4 Design Constraints 9](#_Toc131624464)

[3.5 Software Systems Attributes 9](#_Toc131624465)

# Introduction

A RASD is a document that aims to present all the requirements of the system to be developed, explaining the domain in which it has to operate and what the application will do in a detailed way. In addition, it identifies with whom the system interacts with a particular focus on the involved stakeholders. A RASD should work as a baseline for the following tasks in software development, in particular in project planning, software evaluation and change control. This document has a wide audience, and hence it has to be written as clearly as possible.

The RASD has been identified considering all the information previously described in the Feasibility study.

## Purpose

The main goal of the application Iqueue is to give the customers of small-medium size shops an efficient way to track the queue and the waiting time of those shops so that they can decide when to go to the stores, optimizing in this way their precious time. An additional feature of this app is that shop owners can easily keep track of the daily and even hourly number of customers and, at the same time, they have a useful instrument to advertise their activity and to create a lock-in effect in the clients. Therefore, Iqueue must be an application that can allow both the customers and the owners to register, with different options, and which can relate to a GPS environment such as Google Maps. Consequently, the goals of this project are

Table : List of goals

|  |  |
| --- | --- |
| G1 | **Customers** can view the current queue status for the shop and estimated wait times. |
| G2 | **Customers** can book time slots in advance to visit the shop, reducing wait times. |
| G3 | **Customers** can receive notifications and alerts about their queue status and estimated wait times. |
| G4 | **Customers** can get discounts or other benefits by using the Iqueue app to visit shops. |
| G5 | **Customers** can provide feedback and ratings for the shops, helping other users make informed decisions. |
| G6 | **Customers** can easily search and discover new shops based on their preferences and location. |
| G7 | **Shop owners** can efficiently manage and organize the incoming flow of customers, improving their overall customer experience. |
| G8 | **Shop owners** can better forecast and plan their inventory and staffing needs based on the expected footfall of customers. |
| G9 | **Shop owners** can access analytics and insights on their business performance and customer behaviour, helping them make informed decisions. |
| G10 | **Shop owners** can improve their brand awareness and visibility by being featured on the app and leveraging the app’s marketing capabilities. |
| G11 | **Shop owners** can offer personalized promotions or deals to customers through the app. |
| G12 | **Shop owners** can build customer loyalty by offering a seamless and convenient experience through the app. |

## Scope

Iqueue is a software system that has to work in a World where the following phenomena occur:

Table 2: List of World phenomena

|  |  |
| --- | --- |
| WP1 | A **customer** enters a shop |
| WP2 | A **customer** joins a queue at a shop |
| WP3 | A **shop experiences** high demand and long queues during peak hours |
| WP4 | A **shop experiences** low foot traffic and sales during off-peak hours |
| WP5 | A **shop owner** adjusts pricing or sales strategies to attract more customers |
| WP6 | A **shop owner** restocks inventory based on sales data and demand forecasts |
| WP7 | A **customer** provides feedback to a shop owner about their experience |
| WP8 | A **shop owner** updates their store layout or design to improve customer flow and experience |
| WP9 | A **shop owner** launches a marketing campaign to increase brand awareness and attract new customers |
| WP10 | A **shop owner** hires or trains new staff members to improve customer service and efficiency. |

The shared phenomena, which are the intersection between the World phenomena W and the Machine phenomena, are: VERIFICARE CERCANDO DI SCOMPORRE UN’OPERAZIONE IN TUTTE LE MINI ATTIVITA’ NECESSARIE PER ESSA

Table 3: List of shared phenomena

|  |  |
| --- | --- |
| SP1 | A customer registers an account on the app |
| SP2 | A customer views nearby shops on the app based on their current location |
| SP3 | A customer selects a shop on the app to visit |
| SP4 | The app shows the estimated waiting time for the selected shop |
| SP5 | A customer books a time slot in advance on the app to visit the shop |
| SP6 | The app sends a notification to the customer when their turn in the queue is approaching |
| SP7 | A customer enters the shop and checks-in on the app |
| SP8 | The app updates the estimated waiting time based on the customer's check-in |
| SP9 | A customer cancels their booking on the app |
| SP10 | A customer provides feedback and ratings for the shop on the app |
| SP11 | The app shows recommended shops to the customer based on their previous visits and ratings |
| SP12 | A customer redeems rewards and offers on the app when making a purchase |
| SP13 | The app allows customers to track their rewards and loyalty points |
| SP14 | A customer views the shop's menu or product catalog on the app |
| SP15 | The app allows customers to place orders for pickup or delivery from the shop |
| SP16 | A customer pays for their order using the app |
| SP17 | The app shows the customer's purchase history and receipts |
| SP18 | The app suggests new shops or products to the customer based on their preferences and activity on the app |
| SP19 | A customer contacts the shop directly through the app for inquiries or support |
| SP20 | The app provides live chat or messaging support to the customer for assistance |
| SP21 | The app allows customers to create and save shopping lists or wish lists. |
| SP22 | The app provides a map or directions to guide the customer to the shop. |
| SP23 | The app shows the shop's hours of operation, contact information, and other details |
| SP24 | The app allows customers to report issues or problems with the shop or their experience |
| SP25 | A customer shares their experience or purchase on social media through the app |
| SP26 | The app allows customers to connect and follow their favorite shops or brands for updates and promotions |
| SP27 | The app provides personalized recommendations to the customer based on their browsing and shopping history |
| SP28 | A customer earns badges or achievements on the app for frequent visits or purchases |
| SP29 | The app offers exclusive discounts or promotions to customers who refer their friends to use the app |
| SP30 | The app allows customers to easily switch between different languages or currencies based on their preferences. |

## Definitions, Acronyms, Abbreviations

The World is the portion of the real world affected by the machine. Michael Jackson. 1995. The world and the machine.

Aggiungere qualcosa????

## Reference Documents

* *IEEE 29148-2018* Requirements engineering, the IEEE specification document that “provides details for the construct of well-formed textual requirements, to include characteristics and attributes, in the context of system and software engineering”;
* Course slides

## Document Structure

This document complies with the SRS standard structure as it is defined in the *IEEE 29148-2018* Requirements engineering, section 9.6. Nevertheless, the order of the contents has been slightly changed in order to facilitate the readers in the reading of this specific RASD. Therefore, the document is divided into 3 main parts:

1. the first part (to which this section belongs) provides an introduction to the system to-be, Iqueue, making clear which are the goals it is required to achieve and in which context it is going to operate;
2. the second part provides a more detailed description of the functions that Iqueue has to implement relating them to the main concepts of the system and the user needs; it also provides the main assumptions under which Iqueue will work properly;
3. the third part contains the complete requirements of the system, from both the functional and the non-functional points of view;

It should be remarked that the structure of this document does not follow a logic or temporal order, but whoever is interested in the reading can jump from one section to another, because the purpose of it is to be a reference document.

# Overall description

## Product perspective

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## Product functions

In this section, a list of the most important requirements of the system is provided; notice that they are just briefly described since they will be analyzed in-depth in chapter 3.

## Data collection

Iqueue must be able to manage different kinds of data coming from different sources:

1. The he customers who will book their presence in the shop through the application. At each customer will correspond a QR code and thus a value in the waiting list. In this way, the application will be able to detect the number of people in the queue for the shop.
2. The shop owners will insert into the system standard kind of information about the shop they own, but also other kinds of information like, for example, the types of sold products and eventually new products ready to be launched in the market.
3. The ticket system: every time a new customer enters the shop without having the application, he must take a ticket (or scan a QR code) which will be read by the application. In this way, Iqueue will be able to keep track also of the people on the waiting list without the application.

## Data analysis

The raw data collected by DREAM must be processed before being delivered to the end user. Therefore, starting with the big volume of information “ingested”, various kinds of analytics are performed to provide a more aggregate version of the data:

1. Associate the value coming from the booking of a certain shop to the correct number of people in the queue in front of the corresponding shop with the application.
2. Associate the value coming from the ticket system (or QR code scan) to a number of people in the queue in front of the corresponding shop without the application.
3. Associate the information from the shop owner to the corresponding class of shops (bakery, minimarket, clothes, ..)

## QR code reading and generating

The application must be able to read the QR code for the customer with Iqueue so that he can access special offers from the shop. In addition to that, Iqueue generates a QR code (or it uses a ticket system) so that it can track the people without the app in the shop. This QR code must be created so that it contains the information of the previous and the next number of people without the app in the queue.

## Special offer inseriment

Iqueue, in order to be economically advantageous also for the shop owners, must have a section in which the owner can insert special offers for the shop so that he/she can advertise the activity. This function will be fundamental also for the customers who will be encouraged to download our application to have this kind of promotion.

## User characteristics

With regards to the possible actors of Iqueue, two different main user classes can be identified:

1. Customers: they access the system in order to see what are the shops with the lowest number of people in the queue, so that they can save time. In addition, having the Iqueue allow them to see special offers in terms of discounts or fidelity products.
2. Shop owners: they access the system in order to keep track of the number of people who enter the shop, depending also on the time. Another feature they can have is to provide special offers to the customers to advertise their activity and to create a lock-in effect in the clients.

## Assumptions, dependencies and constraints

Table 4: List of domain assumptions

|  |  |
| --- | --- |
| D1 | The customers with the application own at least one mobile phone with a screen and an internet connection. |
| D2 | The customers without the application own at least one mobile phone with internet connection and camera. |
| D3 | The shop owners own at least one mobile phone with an internet connection and camera. |
| D4 | The QR code reading works correctly. |
| D5 | The QR code generating/ticket system works correctly so it gives precise information about the number of people without Iqueue who are waiting. |
| D6 | All the data the shop owner insert is correct. |
| D7 |  |
| D7 |  |

# Specific requirements

## External Interface Requirements

## User interfaces

Iqueue is provided to the users, namely customers and shop owners, as an application, accessible from store applications (Play Store or App Store). Therefore, Iqueue is not given with a CLI, Command Line Interface but only with a GUI Graphical User Interface.

## Hardware interfaces

Since Iqueue is to be implemented as an app, every user can access it through the device he prefers, that is personal computers, smartphones, tablets . . . and the only requirement for the app is to be responsive (make the website scale properly to different devices’ sizes). Every device of this kind suffices to achieve the goals.

## Software interfaces

The following software interfaces are required to make Iqueue work properly:

1. Every user’s device must have an application store (Play Store or App Store) installed on it through which the user can access the app; no other software requirements are requested for these kinds of devices;
2. Iqueue requires also an interface to a GPS system such as Google Maps or Maps so that it can link the queue for a specific shop with its position.

## Communication interfaces

For what concerns the communication interfaces, Iqueue uses the HTTP protocol at the application layer (layer 7 of the ISO OSI stack) to exchange information, access GPS systems (e.g. Google Maps) and manage QR code communications.

## Functional Requirements

Iqueue allows its users to perform many tasks and can interact with different systems. The main system requirements are provided along with a summary of the possible situations in which Iqueue is involved and used. In this paragraph, a first list of all the requirements of the system is given. Then, it abstracts from details and specificities showing the corresponding use cases.

## Requirements

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Table : List of requirements

|  |  |
| --- | --- |
| R1 | Iqueue must allow the customers to see the number of people in the queue at a specific shop |
| R2 | Iqueue shall allow the shop owners to insert the data of their activity |
| R3 | Iqueue shall allow the shop owners to insert special offers for their shop |
| R4 | Iqueue must read the QR code of the clients with the app |
| R5 | The app shall allow customers to track their rewards |
| R6 | Iqueue must allow a customer to book a time slot on the app to visit the shop |
| R7 | The app provides a map or directions to guide the customer to the shop. Sicuri?? Non è meglio farlo da Maps ?? |
| R8 | A customer earns discount codes, badges or achievements on the app for frequent visits or purchases |
| R9 | The app must show the shop's hours of operation, contact information, and other details |
| R10 | The app shall allow customers to create and save shopping lists or wish lists. |
| R11 | The app shall show the customer's purchase history and receipts |
| R12 | The app shall allow customers to easily switch between different languages or currencies based on their preferences. |
| R13 | The app shall allow the shop owner to promote its activity by means of Iqueue advertising channels |
| R14 | The app will be able to divide the registered facilities into categories |
| R15 | The app will suggest to the clients some shops |
| R16 | The app will allow shop owners to keep track of the purchased items |
| R17 | The app will permit the shop owner to insert their products/services |
| R18 | The app will enable shop owners to insert the price of their products/services |
| R19 | The app will enable shop owners to modify the price of their products/services |
| R20 | Iqueue must be able to generate the client QR code |
| R21 | Iqueue must show the available time slots of a shop |
| R22 | Iqueue must permit a customer to delete his booked time slot |
| R23 | Iqueue must permit a customer to vary his booked time slot |
| R24 | The app will show the registered shops on the map |
| R25 | Iqueue shall allow the shop owners to modify the data of their activity |
| R26 | Iqueue shall permit the shop owners to delate the data of their activity |
| R27 | Iqueue shall allow the shop owners to modify special offers for their shop |
| R28 | Iqueue shall allow the shop owners to delete special offers for their shop |
| R29 | Iqueue shall allow the shop owners to time special offers for their shop |
| R30 | The app must be able to track customer rewards and loyalty points |
| R31 | Iqueue must allow costumer registration |
| R32 | Iqueue must allow shop owner registration |
| R33 | Iqueue must allow log-in as customer |
| R34 | Iqueue must allow log-in as shop owner |
| R35 | Iqueue must allow log-out |
| R36 | The app will enable shop owners to remove their products/services |
| R37 | The app will enable shop owners to count their available products/services |
| R38 | Iqueue will be able to realize to queue counting by means of the QR codes |
| R39 | Iqueue will allow the shop owner to manually increment or decrement the queue counter |
| R40 | When a customer books a slot, Iqueue his reservation into the respective shop list |
| R41 | Iqueue shall allow a ranking amongst the proposed shops to the customer |
| R42 | Iqueue shall allow the customer to select the category of the shops he is interested to visit |
| R43 | Iqueue shall allow the customer to select a specific shop |
| R44 | Iqueue shall allow the customer to select a specific shop product/service |
| R45 | Iqueue shall allow the customer to buy a product/service in advance |
| R46 | Iqueue will permit the customer to insert coupon to acquire a product |
| R47 | The app notifies the user when a new shop opens |
| R48 | The app shall allow users to register their credit cards |
| R49 | The app shall allow the customer to pay a product/service directly with his credit card on the app or later at the shop |
| R50 | The app shall allow the shop owner to buy advertisement |
| R51 | The app notifies the user when a product/service returns available CI SAREBBE IL CONCETTO DI PREFERRED SHOPS |
| R52 | The app notifies the user when a new product/service is available |
| R53 | The app show the user of the interested queue variation |

SE FACCIAMO COMPRARE I PRODOTTI, DOBBIAMO FARE TUTTA LA PARTE DI INTERFACCIAMENTO CON SISTEMA BANCARI (ES. QUANDO SI COMPRA ABBONAMENTO ATM) OPPURE DICIAMO SEMPRE CHE LE COMPRANO AL NEGOZIO. CI PRENDIAMO UNA PERCENTUALE SULLE VENDITE.

## Performance Requirements

## Design Constraints

## Software Systems Attributes