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Umm Al Qura University College of Engineering and
Computers in Al-Qunfudhah
Department of Computer Scienc

Software Documentation and Technical Writing

”Application : Mrsool ”

Name	Task
Jana	Chapter1-Chapter3-Latex-GitHub
Salha	Chapter2-Chapter3-Latex

PREPARED BY:

Jana Jaber Alzealai 44410490

Salha omar Alshaeri 444009228

Contents

1	Chapter	3
1.1	Abstract	4
1.2	Introduction	4
1.3	Similar Applications:	7
1.4	Our model:	7
1.5	Conclusion:	7
2	Chapter analysis	9
2.1	Introduction	10
2.2	Functional Requirements for the Mrsool App	10
2.3	Non-Functional Requirements for the Mr- sool App	11
2.4	Conclusion:	11
3	Chapter design	13
3.1	Introduction	14
3.2	User Interfaces	14
3.3	Apicture similar to the activity diagram of our program:	19
3.4	Database	19
3.5	Server	20
3.6	Programming Languages	21
3.7	Conclusion	22
3.8	References	23

1 Chapter

1.1 Abstract

the document discusses the Mrsool application as an innovative platform for providing delivery services, as it meets all users' needs through an easy-to-use interface and precise functional requirements. It focuses on the importance of identifying functional and non-functional requirements to ensure the quality and safety of the application, in addition to focusing on designing user interfaces and activity diagrams that facilitate understanding user interactions with the system. It also explains that the Mrsool application is not just a food delivery application, but rather a comprehensive one that combines technology and excellent service, making it the ideal and reliable choice for consumers in the Saudi market.

1.2 Introduction

In the era of information and communication technology, delivery services and e-commerce have become integral parts of our daily lives. One of the services that has achieved remarkable success in the Arab market is Mrsool. Founded in 2015, Mrsool aims to facilitate delivery operations between stores and consumers, providing an innovative platform that allows individuals and businesses to send and receive orders with ease. Mrsool connects users with drivers for efficient and reliable delivery solutions, launched to meet the growing demand for convenient logistics services. The app serves individuals and businesses, providing a seamless way to send and receive parcels, with 40 of users learning about Mrsool from friends.

The Mrsool app features an easy-to-use interface that allows users to create delivery requests effortlessly. Approximately 48 of users appreciate the app for its ease of use, real-time order tracking, and the ability to choose from various payment options. The app prioritizes customer satisfaction by enabling users to rate their experiences and provide feedback on services. Furthermore, Mrsool enhances driver efficiency by offering a powerful platform that improves route planning and order management, ensuring timely deliveries and enhancing the overall experience for both users and drivers.

In a fast-paced world that demands speed and efficiency, Mrsool stands out as a trusted partner for all delivery needs, combining technology and exceptional service to provide a comprehensive logistics solution. Whether it's a personal product or a business package, Mrsool is committed to delivering excellence every step of the way, with 28 of users rating their experience as excellent or good.

The "Mrsool" app aims to enhance the delivery experience and meet user needs through various objectives, including providing reliable delivery solutions, improving user experience with a user-friendly interface, enhancing operational efficiency by streamlining order management and route planning, and diversifying payment options to facilitate the payment process. The app also focuses on enhancing communication between users and drivers to resolve any issues that may arise during the delivery process, offering continuous customer support, and expanding its service range to new areas while increasing the number of drivers to meet growing demand.

The "Mrsool" app is a comprehensive delivery service platform that offers a range of functions and services tailored to the needs of both users and drivers. Users can submit delivery requests, track their orders in real time, and choose from various payment methods, including cash and credit cards. The app allows users to rate drivers and services, update their account information, and contact the support team for inquiries. Additionally, users receive instant notifications regarding order updates, while drivers can register and manage their schedules efficiently.

The "Mrsool" app simplifies delivery operations, making it easy and convenient for users to send and receive packages, saving time and effort. It provides flexible options for users to select the type of service they need, whether express or standard delivery. With a robust tracking system, the app enhances security, enabling users to know the whereabouts of their orders at any time. The user-friendly interface and status notifications improve the overall user experience, and the platform supports drivers in managing orders efficiently, increasing their productivity and job opportunities. By facilitating multiple payment options and enhancing communication between users and drivers, Mrsool creates a seamless delivery experience for all

1.3 Similar Applications:

There are similar applications to the one we discussed, such as Jahez, Mr.mandoob, and Talabat.

Applications	Advantages	Disadvantages
Talabat	Wide Range of Services	Variable Delivery Times
Jahez	Support for large orders	Prices may be high
Mr.mandoob	Focus on fast delivery	Limited in some areas

1.4 Our model:

The Mrsool application offers delivery services across a variety of categories, including food, groceries, pharmaceuticals, and other essentials. The app features an easy-to-use interface, making it simple for users to navigate and place orders quickly. It also allows users to track their deliveries in real-time, providing updates on the status and estimated arrival time. The app supports multiple payment methods, such as credit cards, debit cards, and cash on delivery, offering flexibility for users. Additionally, users can customize their orders by adding special instructions or preferences as needed. After receiving their orders, they can rate their experience and provide feedback, contributing to the improvement of service quality.

1.5 Conclusion:

In summary, Mrsool is a delivery app that is both flexible and easy to use, meeting a variety of requirements. It is a practical option for consumers looking for on-demand delivery solutions because of its user-friendly design, real-

time tracking, and variety of service categories. Furthermore, features like tailored suggestions, adaptable payment methods, and strong customer service improve the whole experience. In addition to making ordering different things easier, Mrsool encourages client loyalty with awards and promotions. Mrsool's dedication to innovation and user pleasure places it well in a competitive market, making it a useful tool for anyone wishing to streamline their delivery needs as the demand for efficient delivery services grows.

2 Chapter analysis

2.1 Introduction

At this point, we shall discuss the One of the fundamental parts of the software development process is defining the requirements for the program, which dictate its goals and functionality. There are two primary categories of requirements: non-functional requirements and functional requirements

2.2 Functional Requirements for the Mrsool App

To develop the Mrsool app, there are several functional requirements that must be considered, including:

1. User Registration: - Users should be able to create an account using their email or phone number.
2. Order Tracking: - Users must be able to track the status of their orders in real-time.
3. Payment Services: - The app should offer various payment options, such as credit cards and digital wallets.
4. Notifications: - Users should receive notifications when their order status is updated.
5. Service Rating: - Users should be able to rate the service after completing their order.
6. Customer Support: - The app should include a chat option for users to communicate with customer support.

2.3 Non-Functional Requirements for the Mrsool App

The non-functional requirements for the Mrsool application include several important aspects to ensure the quality of the application and the user experience. Below are some of these requirements:

1. Performance: - The app should respond within 2 seconds for most operations.
2. Security: - All user data must be encrypted and protected against breaches.
3. Usability: - The user interface should be simple and easy to navigate for all age groups.
4. Responsiveness: - The app should be responsive across various screen sizes (phones, tablets, etc.).
5. Multi-Language Support: - The app should support multiple languages to cater to different user needs.
6. Compatibility: - The app should work across different operating systems, such as iOS and Android.

2.4 Conclusion:

In conclusion, defining the functional and non-functional requirements for the "Mrsool" application is a fundamental step in its development process. By understanding these requirements, the development team can ensure the design of an application that meets user needs and operates efficiently, thereby enhancing customer satisfaction and increasing the application's success in the market. Striking a balance between functional and non-functional requirements will contribute to delivering an

exceptional user experience that positions "Mrsool " at the forefront of competition.

3 Chapter design

3.1 Introduction

We will go over how to sketch activity diagrams and user interfaces in this stage. These are two crucial components of application and software design. Drawings will make it easier to comprehend requirements and enhance user experience by allowing us to imagine how users will interact with the system.

3.2 User Interfaces

1- On the main page, there is the Mrsool logo at the top, along with an option to select the language. Additionally, there is a login option where users can enter their phone number if they are new.

2-In this image, the profile section is displayed prominently. At the top, the username and a star rating system are visible. There is also an account balance option that shows the current balance, prominently displayed as "0 SAR." Additionally, there is an order count feature that indicates the number of orders placed. The "Saved Addresses" option allows users to manage their saved addresses, while the "User Notes" section is dedicated to displaying personal notes. There is also a "Cash-back Card" option for retrieving funds in case a service is unavailable or if any issues arise with an order. The "Coupons" section is included, along with a customer support feature for accessing help. The "Subscription Offers" section provides information about available subscription deals, and finally, the "Settings" option is available for general app settings.

3-The image displays the interface of the Mrsool app,

characterized by a colorful and user-friendly design. At the top, users are greeted with "Good Evening" along with their name. A prominent search bar is available, allowing users to quickly find what they need. The main sections include options for delivery services, food and beverages, supermarket shopping, and gift cards, all organized for easy navigation. At the bottom, there is a banner promoting special offers for 5 Riyals, accompanied by appealing images of food items. Overall, the design is colorful and attractive, with clear icons that facilitate user interaction, making the app both appealing and practical.

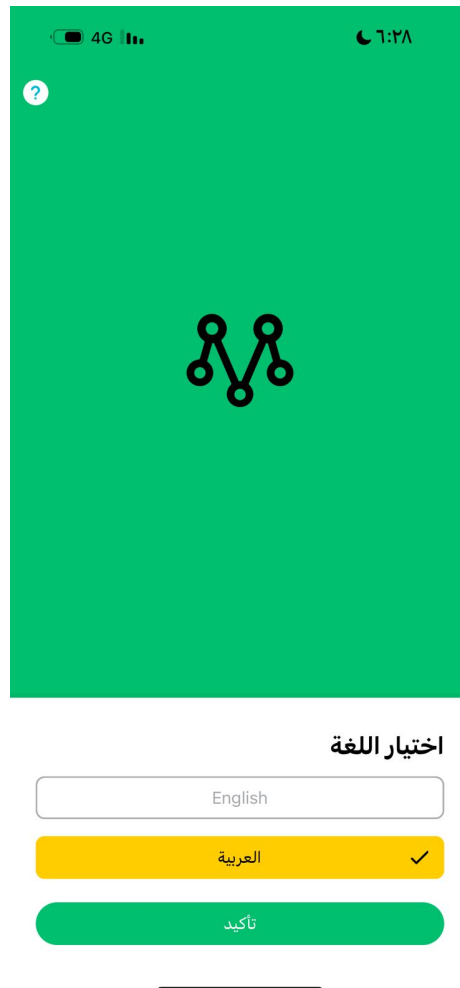


Figure 1: Enter Caption

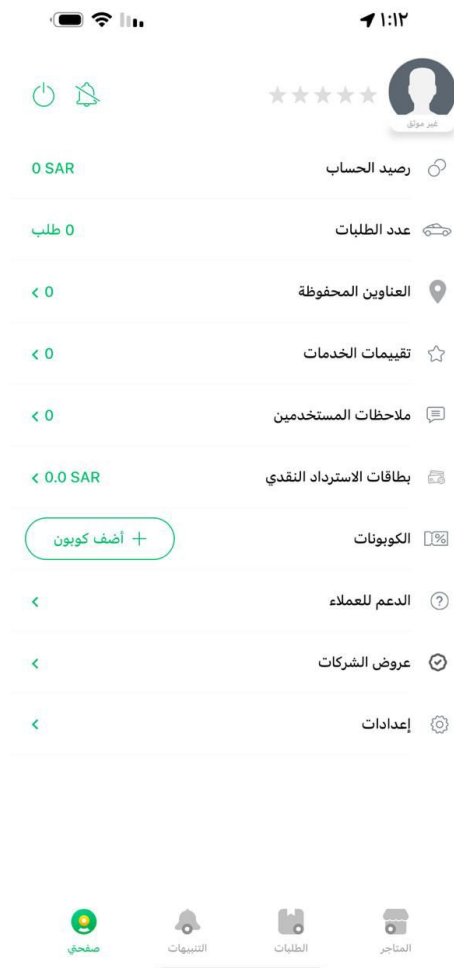


Figure 2: Enter Caption



Figure 3: Enter Caption

3.3 Apicture similar to the activity diagram of our program:

The activity begins at the starting point. The user starts by logging in; if they are already registered, they can log in. If not, they will need to create a new account. If the user chooses to create a new account, they must enter the required details. After logging in, they will reach the main page where they can start exploring available food options. The user begins browsing products and selecting what suits them. They can also choose a specific category such as appetizers, fast food, desserts, etc., to make it easier to find food. After selecting a product, they can add it to their shopping cart. In the shopping cart, they can review the items present; if the cart is empty, the user can continue shopping. If the user is ready to place an order, they can proceed to the payment stage. In the payment stage, they enter payment information such as credit card details, Apple Pay, or cash on delivery to complete the transaction. After the user completes the payment process, they will receive an order confirmation that includes the order details and the expected delivery time.

3.4 Database

Mrsool typically utilizes advanced databases for storing and managing data. Common options include:

1. 1. MySQL:
2. - A relational database.

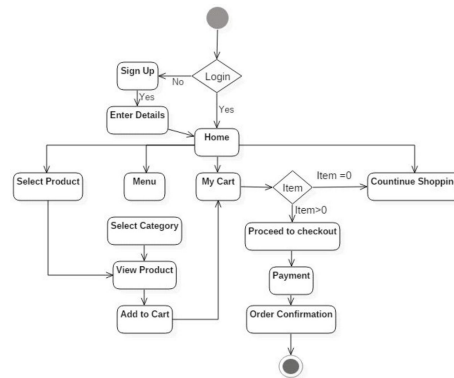


Figure 4: Enter Caption

3. - Ideal for storing structured data such as customer information, orders, and riders.
4. 2. Firebase:
5. - A NoSQL database.
6. - Provides real-time data storage, making it suitable for applications that need instant data updates.
7. 3. MongoDB:
8. - A NoSQL database.
9. - Used for storing unstructured data and offers flexibility in handling data.

3.5 Server

The Mrsool application relies on several server options, including:

1. 1. Node.js
2. - Used to create APIs that handle user requests.

- 3. - Allows for handling a large number of concurrent requests due to its non-blocking nature.
- 4. 2. Express.js:
 - 5. - A framework built on Node.js.
 - 6. - Used to quickly and efficiently build APIs.
- 7. 3. AWS (Amazon Web Services):
 - 8. - Provides reliable and scalable hosting.
 - 9. - Services like EC2 can be used to host servers, and S3 for file storage.

3.6 Programming Languages

Mrsool may use several programming languages, including:

- 1. 1. Java/Kotlin:
 - 2. - Used for developing Android applications.
 - 3. - Offers strong performance and interaction with user interfaces.
- 4. 2. Swift:
 - 5. - Used for developing iOS applications.
 - 6. - Provides a smooth user experience and fast interaction.
- 7. 3. JavaScript (with Node.js):
 - 8. - Used for developing server-side APIs.

- 9. - Enables interaction with databases and request management.
- 10. 4. HTML/CSS:
- 11. - Used for developing user interfaces in web applications.

Example of Simple Code to Confirm an Order Using Java:

```
java
public class Order
private String customerName;
private String orderLocation;
private Date orderDate;
public Order(String customerName, String orderLocation, Date orderDate)
this.customerName = customerName;
this.orderLocation = orderLocation;
this.orderDate = orderDate;
public void confirmOrder() // Logic to confirm the order
```

3.7 Conclusion

We went over the significance of creating activity diagrams and user interfaces in application design at the conclusion of this step. We were able to see how users engage with the system and how its operations move by using drawings.

3.8 References

Talabat.

jahez

mr-mandoob

GitHub

OCEANX. (2019).Ocean X Management and Financial Consulting Company