

# INTERNET TECHNOLOGY



## FOODICHE CLOUD KITCHENS ENHANCING FOOD DELIVERY EXPERIENCE FOR CUSTOMERS

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## Project Overview

**Introduction:** Foodichee is a food delivery company aiming to provide high-quality food directly to customers' doorstep, regardless of location. Our company offers a subscription-based service for customers who prefer regular food deliveries. Still, we also extend our services to non-subscribers who wish to order food on a one-time basis. This project overview will outline Foodichee's services, including its subscription model, menu plans, and delivery process, catering to subscribers and non-subscribers.

**Subscription Model:** Foodichee offers flexible subscription plans for customers who prefer regular and convenient food deliveries. The subscription options range from one week, allowing customers to choose a subscription period that suits their needs. Subscribers can enjoy exclusive benefits and discounts, enhancing their food delivery experience. By subscribing to Foodichee, customers can access various meal options, personalized menu plans, and the convenience of placing orders through the Foodichee app.

**One-time Orders for Non-Subscribers:** Foodichee understands that not all customers prefer subscription-based services. Therefore, we also provide the option for non-subscribers to order food on a one-time basis. Whether for a special occasion or to try out our services, non-subscribers can avail themselves of our food delivery by placing a single order. This flexibility allows us to cater to a broader range of customers and ensures everyone can experience the convenience and quality of Foodichee's food delivery service.

**Weekly Menu Plans:** At Foodichee, we prioritize customer satisfaction by providing a variety of seasonal and diverse dishes that cater to all our consumers preferences. Our weekly menu plans are carefully curated, ensuring a balanced selection of nutritious and delicious meals. Subscribers and non-subscribers can explore the upcoming menu plan on the Foodichee app each week. This enables customers to make informed choices and select their desired meals based on their taste and dietary preferences.

**Ordering Process:** The Foodichee website is our central ordering platform, allowing subscribers and non-subscribers to place food orders conveniently. Subscribers can schedule their deliveries according to their subscription, while non-subscribers can choose their preferred delivery date and time for their one-time order. Customers can browse the menu through the website, select their desired meals, and

quickly complete the ordering process. This user-friendly interface ensures a seamless experience for all customers, whether subscribers or non-subscribers.

**Delivery:** Foodichee takes pride in its reliable and efficient service, ensuring that food is delivered promptly and in optimal condition. Once customers have placed their orders through the app, our dedicated team ensures timely delivery to their doorstep. By leveraging technology and logistics expertise, we optimize our delivery routes to minimize delivery times and maintain the freshness of the food. Customers, subscribers, and non-subscribers can track their orders in real time through the Foodichee app, providing transparency and peace of mind throughout delivery.

**Conclusion:** Foodichee's innovative food delivery service caters to the needs of both subscribers and non-subscribers, ensuring convenience, quality, and customer satisfaction. Through our flexible subscription model, subscribers can enjoy regular deliveries, exclusive benefits, and a variety of meal options. On the other hand, non-subscribers can experience our services on a one-time basis, enjoying the same convenience and high-quality food. With a focus on customization, user-friendly ordering processes, and efficient delivery, Foodichee aims to provide an exceptional food delivery experience for all customers.

## Entity Relationship Diagram

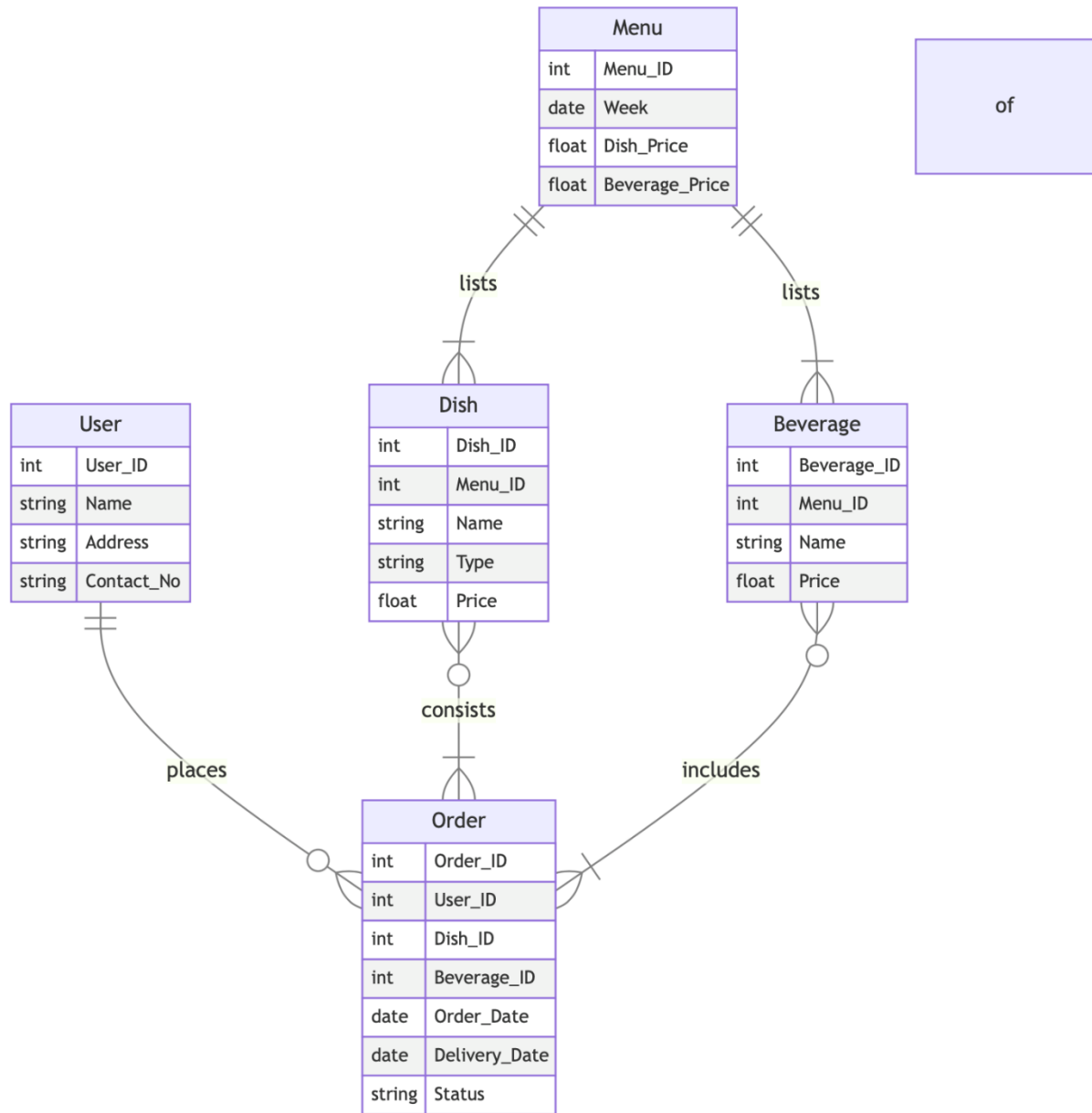


Figure 1 - Entity Relationship Diagram

## Use Cases 1

### 1.1 Use Case Create Account

Use Case Name/ID	UC 101 – Create Account	
Description	The system shall provide the user with the ability to create an account	
Responsible actor	User	
Participating actor	IT Admin	
Trigger	The user wants to create an account	
Preconditions	User is a member	
Input	master data	
Scenario	Main	Alternative
	1. User clicks on set up account	
	2. User provides name, first name, birthdate and email	
	3. System checks if user exists by checking basic data	
	4. System sends registration link to the provided email	4a. email already exists in system 4b. name and birthday combination exists in system
	5. User clicks on link in email	5a. user does not get an email 5b. user tries again 5c. user contacts administrator
	6. System sets email as verified and show screen for inserting master data	
	7. User submits his master data	
	8. Administrator accepts user account request	8a. Administrator declines user request 8b. System informs user about declamation of the request
	9. System informs user about the acceptance	
	10. User logs in into the system	
Results	User account is generated	
Postconditions	User can login	

Table 1 - Use Case Create Account

## Sequence Diagram Create Account

To “create an account” on the Foodichee website, the customer starts by visiting the website and clicking on the "Create Account" button. They are then presented with a registration form where they enter their name, email address, and desired password. After filling out the form, the customer submits it for validation—the website checks for any errors or missing information. If errors are found, such as an invalid email or missing fields, the customer is prompted to correct them. Once all the information is validated, the website creates a new account for the customer, securely storing their name and email address. Sometimes, a confirmation email may be sent to the customer's provided email address for account verification. Upon verification, the customer gains access to their newly created account, allowing them to enjoy the features and benefits of the Foodichee platform.

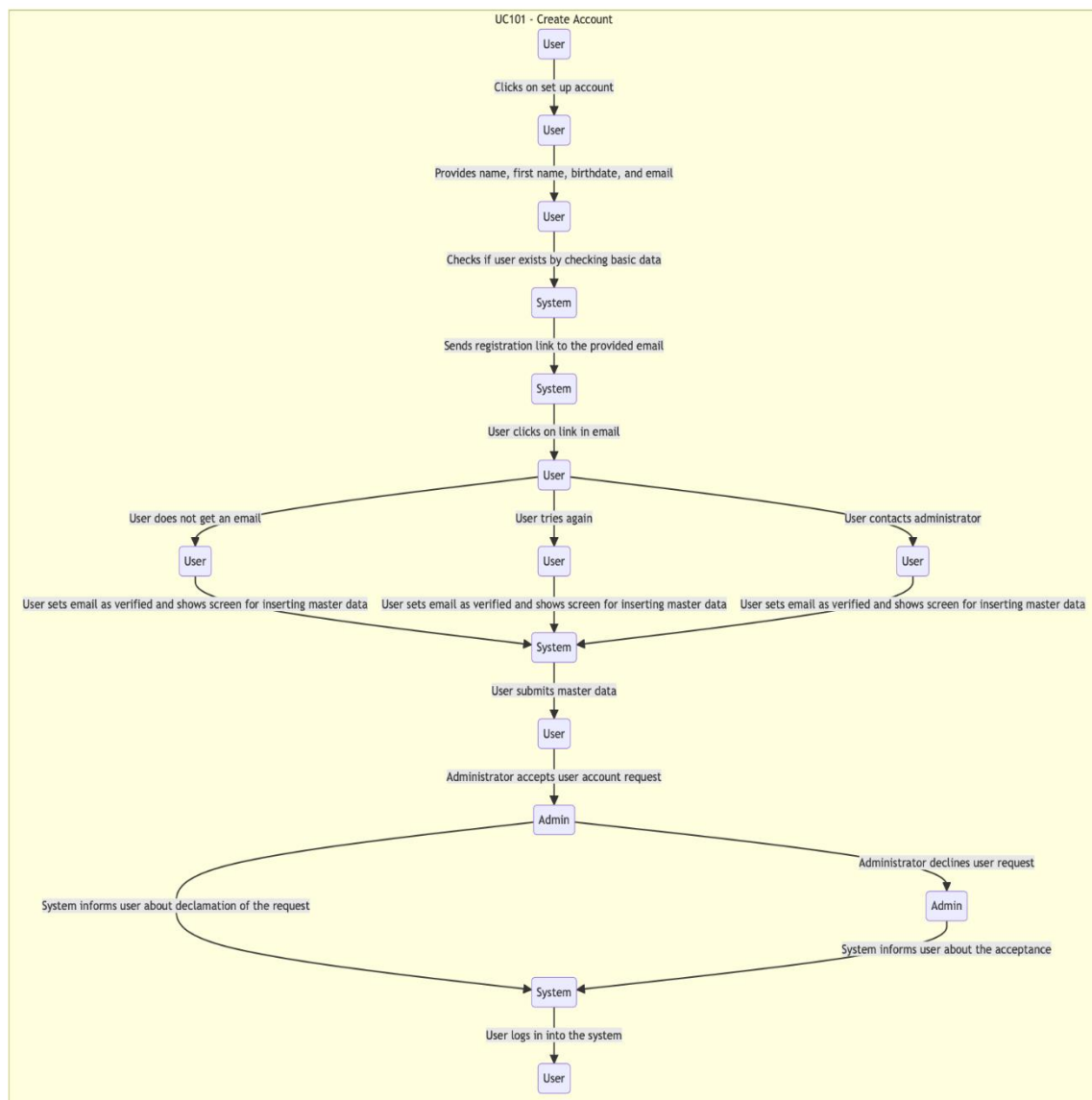


Figure 2 - Sequence Diagram Create Account

## 1.2 Use Case Log In

Use Case Name/ID	UC 102 - Log in	
Description	The system shall provide the user with the ability to log in and view menus	
Responsible actor	Subscriber	
Participating actor	IT Admin	
Trigger	The user wants to log in to access their account	
Preconditions	User account exists (UC 104 – Create Account)	
Input	Username, Password	
Scenario	Main	Alternative
	1. User enters Username	1a. User has no account -> UC101 create account
	2. User enters password	2.a User has forgotten their password -> UC103 user resets password
	3. System verifies credentials	3.a User enters an invalid password or email 3.a1 User receives an error message telling them to try again or reset password
	4. User is logged in	
Results	None	
Postconditions	User is successfully logged in	

Table 2 - Use Case Log In

### Sequence Diagram Log in

Log in allows subscribers to log in to their accounts and access menus on the Foodichee platform. The responsible actor is the subscriber, while the participating actor is the IT Admin. Before logging in, the user must have created an account (UC101 - Create Account). To log in, the user enters their username and password. The system verifies the credentials; the user is successfully logged in if valid. If the user doesn't have an account, they can create one (UC101). If the user forgets their password, they can reset it (UC104 - Reset Password). If the user enters incorrect credentials, they receive an error message and can try again or reset their password. This use case results in the user gaining access to their Account upon successful login.



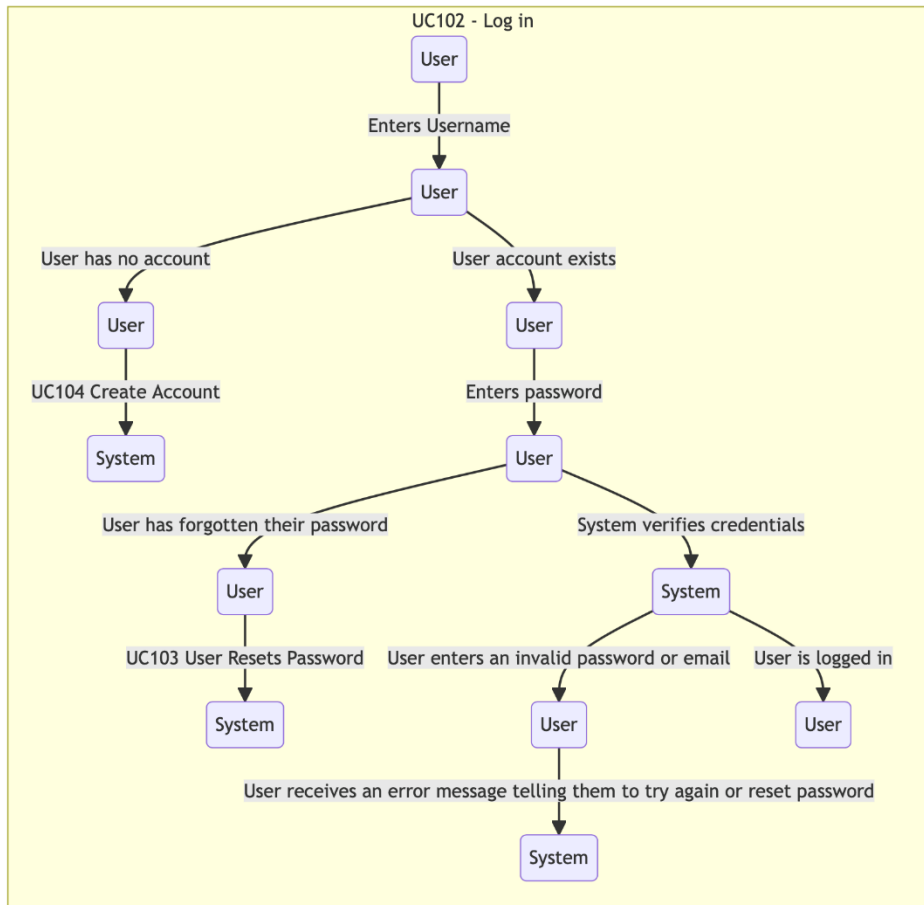


Figure 3 - Sequence Diagram Log in

### 1.3 Use Case Log out

Use Case Name/ID	UC 103 - Logout	
Description	The system shall provide the user with the ability to log out	
Responsible actor	Subscriber	
Participating actor		
Trigger	The user wants to logout	
Preconditions	User is logged in (UC 101 - Login)	
Input	Logout button	
Scenario	Main	Alternative
	1. User chooses logout option	
	2. User clicks on logout	
	3. The login screen appears again	
	4. User is logged out	
Results	Login screen can be seen	
Postconditions	User is successfully logged out	

Table 3 - Use Case Log out

### Sequence Diagram Log out

Logout allows subscribers to log out from their accounts on the Foodichee platform. The responsible actor for this use case is the subscriber. When the user decides to log out, they select the logout

option and click the logout button. As a result, the login screen appears again, indicating that the user has been successfully logged out. The postcondition of this use case is that the user is logged out and can see the login screen.

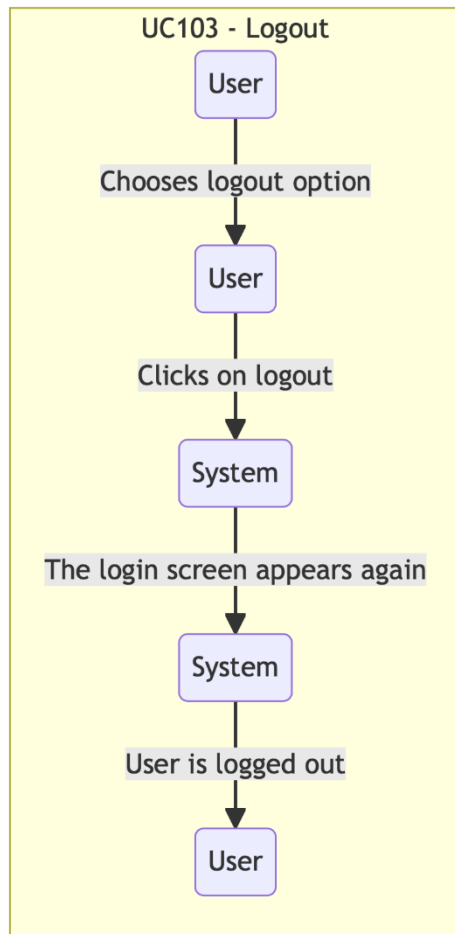


Figure 4 - Sequence Diagram Log out

## 1.4 Use Case Reset Password

Use Case Name/ID	UC 104 – Reset Password	
Description	The system shall provide the user with the ability to reset password	
Responsible actor	User	
Participating actor	IT Admin	
Trigger	The user wants to reset their password	
Preconditions	User account exists (UC 104 - Create account)	
Input	email	
Scenario	Main	Alternative
	1. User clicks on reset password	1a. User calls admin and asks to reset his password
	2. User enters email	
	3. System verifies if email in system	
	4. System sends link to user	4a. email was not found in system 4b. system shows error message about not found email
	5. Users click on link	

	6.	User sees a window where he/she can choose his new password, repeat the input twice	
	7.	User clicks on "update password"	
	8.	System changes the password	8a. Passwords do not match 8b. Password does not fit security settings 8c. System shows warning about incorrectness
	9.	User is redirected to the login screen	
Results	User can login with new password		
Postconditions	User sees the login screen		

Table 4 - Use Case Reset Password

## Sequence Diagram Log out

Reset Password allows users to reset their password within the Foodichee system. The user initiates the process by entering their email. The system verifies the email's existence and sends a password reset link if found. After clicking the link, the user enters and confirms a new password. The system validates the password and updates it accordingly. The user is then redirected to the login screen to log in using the new password. The postcondition is that the user sees the login screen, ready to access their account with the updated password.

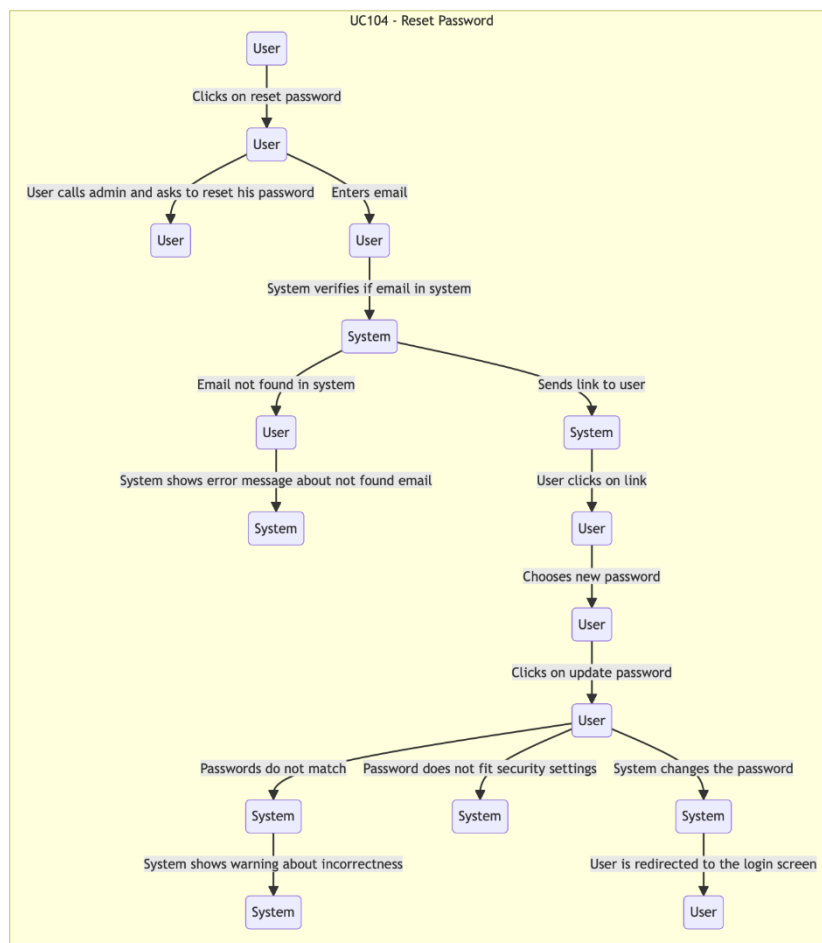


Figure 5 - Sequence Diagram Reset Password

## Use Cases 2

### 2.1 Use Case Add Menu

Use Case Name/ID	UC 201 – Add Menu (Standard)	
Description	The system should provide the user with the ability to select Menu and number of meals	
Responsible actor	Subscriber	
Participating actor		
Trigger	The user wants to add their menu selections	
Preconditions	User has selected Foodichiee	
Input	Different Menus according to premium and standard	
Scenario	Main	Alternative
	1. User clicks on menu variations	1.a User adds menus over foodichiee 1b. System syncs Menus
	2. User enters personal Preference like allergies and dietary issues	
	3. User clicks on add to list	
	4. System saves data	4a. Mandatory attributes were not filled in 4b. System shows error message
Results	None	
Postconditions	User has added Menu	

Table 5 - Use Case Add Menu

### Sequence Diagram Add Menu

Add Menu enables subscribers to select their desired menu and specify the number of meals. The user clicks on the menu variations or adds menus through the Foodichiee platform. They can enter personal preferences like allergies and dietary issues. After clicking "Add to List," the system saves the data, showing an error message if mandatory attributes are missing. The postcondition is that the user has successfully added the selected menu to their list.

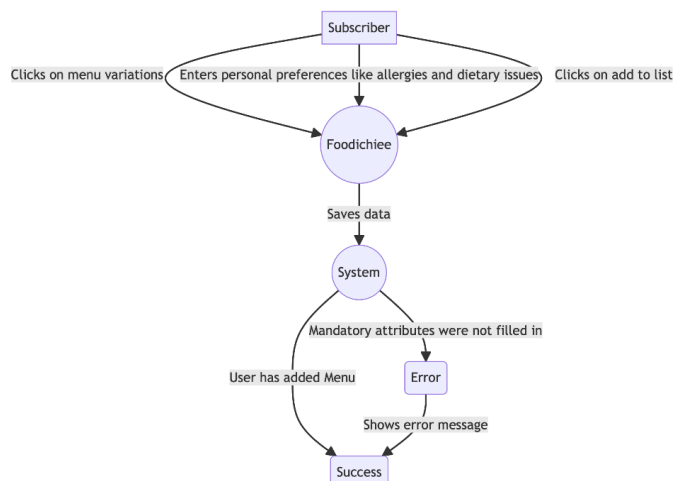


Figure 6 - Sequence Diagram Add Menu

## 2.2 Use Case Delete Menu

Use Case Name/ID	UC 202 – Delete Menus	
Description	The system should provide the user with the ability to delete menu selections	
Responsible actor	Subscriber	
Participating actor		
Trigger	The Subscriber wants to delete menu entries	
Preconditions	Subscriber has made menu entries	
Input	Delete Button	
Scenario	Main	Alternative
	1. User selects entry	
	2. System shows delete/exclude option	
	3. User clicks on delete	3.a User clicks on exclude -> UC203
	4. System sends a confirmation message	
	5. User confirms	5.a User cancels operation
Results	None	
Postconditions	User has deleted Menu	

Table 6 - Sequence Diagram Delete Menu

## Sequence Diagram Delete Menu

Delete Menus enables subscribers to delete their menu selections in the Foodichee system. The user selects the menu entry they wish to delete, and the system presents a delete option. After confirming the deletion, the menu entry is successfully removed from the user's list.

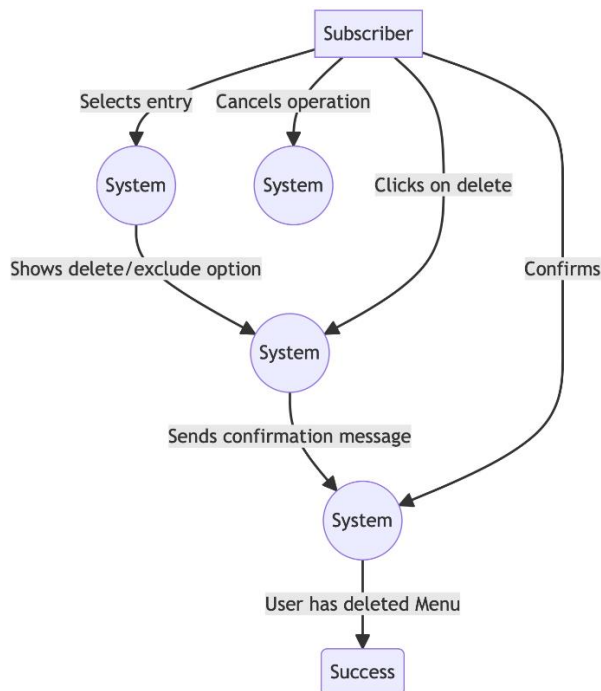


Figure 7 - Sequence Diagram Delete Menu

## 2.3 Use Case Exclude Menu

Use Case Name/ID	UC 203 – Exclude Menu /Subscriptions	
Description	The system should provide the possibility to exclude the Menu from list	
Responsible actor	Subscriber	
Participating actor		
Trigger	The user wants to show only specific entries in the export	
Preconditions	User has Menu entries	
Input	Exclude button	
Scenario	Main	Alternative
	1. User selects entry	
	2. System shows delete/exclude option	
	3. User clicks on exclude	User clicks on delete ->UC 202
	4. System sends a confirmation message	
	5. User confirms	5.a User cancels operation
Results	None	
Postconditions	User excluded chose Menu entries	

Table 7- Use Case Exclude Menu

## Sequence Diagram Exclude Menu

Exclude Menu enables subscribers to exclude specific menu entries from their list in the Foodichee system. The user selects the desired entry and chooses the exclude option. After confirming the exclusion, the chosen menu entries are successfully excluded from the user's list.

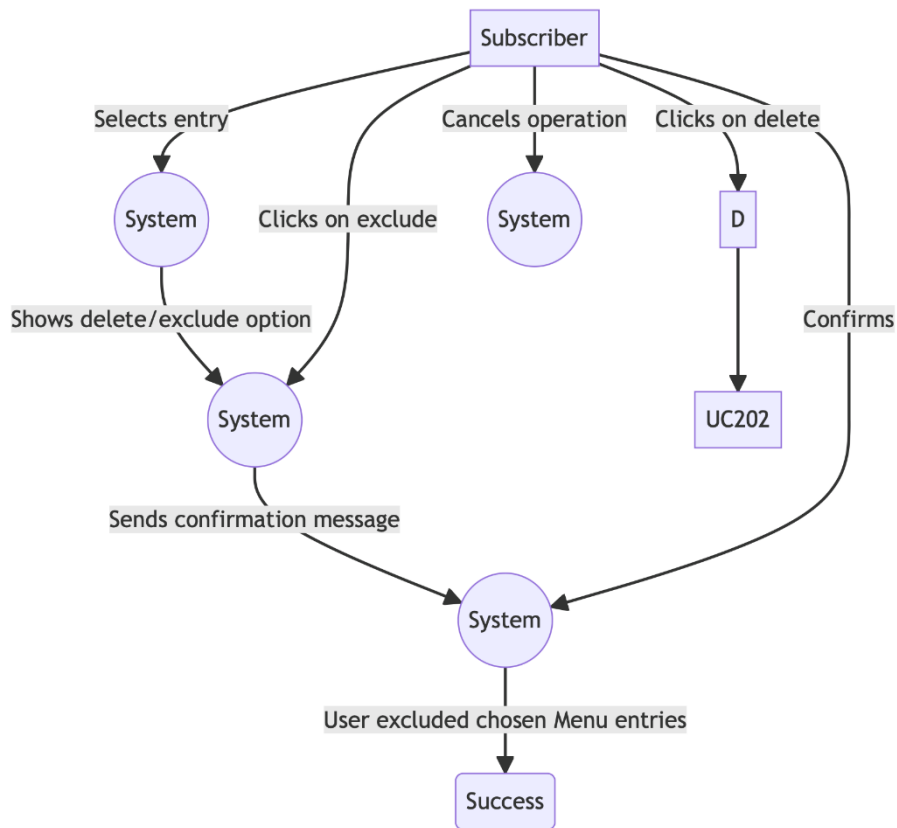


Figure 8 - Sequence Diagram Exclude Menu

## Use Cases 3

### 3.1 Use Case Payment Method Selection

Use Case Name/ID	UC 301 – Add selected payment option	
Description	The system shall provide the user with the ability to add selected payment options	
Responsible actor	User	
Participating actor		
Trigger	The user wants to add projects to their personal statement	
Preconditions	User has projects	
Input	Add payment button	
Scenario	Main	Alternative
	1. User clicks on add payment	
	2. System displays pop up with payment option and the specific number box	
	3. System searches for whether payment system is correct	
	4. Users click ok for the final payment	
	5. Systems sends a confirmation message	System cancelled payment due to false payment information
	6. Payment confirmation confirms	5.a User can cancel operation
Results	Payment made or cancelled	
Postconditions	User has added selected menus and ready to receive	

Table 8 - Choose Payment Method

### Sequence Diagram Payment Method Selection

Payment method selection allows users to add their preferred payment options to the Foodichee system. The user clicks on "Add Payment" and sets the desired payment option. After confirming the payment, a confirmation message is sent. If the payment information is incorrect, the system cancels the payment. The result can be a successful payment or cancellation. The postcondition is that the user has added their selected payment option and is ready to receive their order.



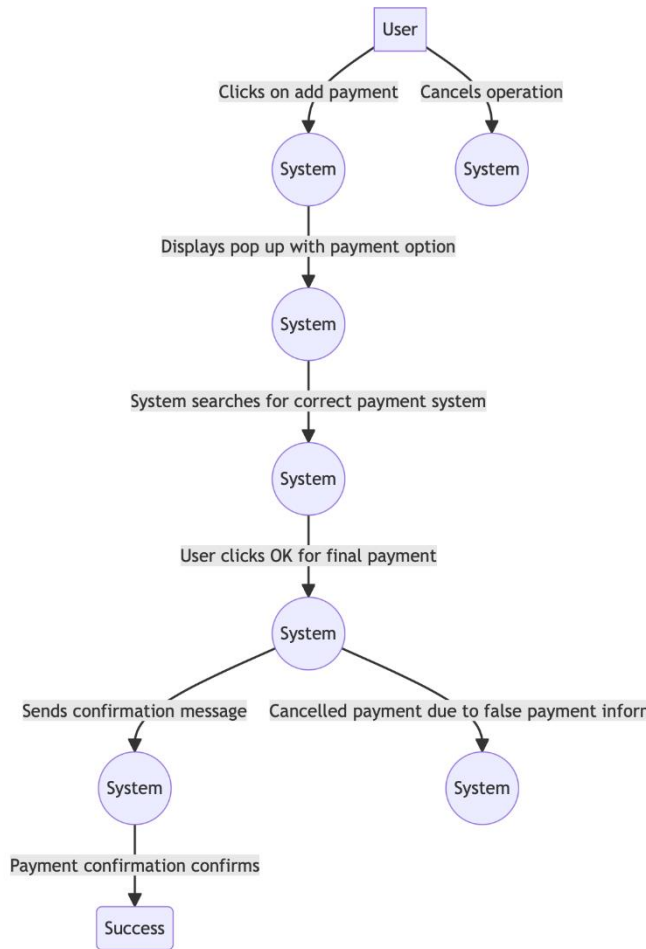


Figure 9 - Payment Method Selection

### 3.2 Use Case Remove Selected Payment Method

Use Case Name/ID	UC 302 – Remove selected payment options	
Description	The system shall provide the user with the ability to remove selected payment option and change	
Responsible actor	Subscriber	
Participating actor		
Trigger	The user wants to remove payment options from their personal statement	
Preconditions	User has selected payment options and menus	
Input	Remove project button	
Scenario	Main	Alternative
	1. User selects entry	
	2. System shows remove option	
	3. User clicks remove	
	4. System sends a confirmation message	
Results	Payment removed	
Postconditions	User has removed payment options	
	5. User confirms	5.a User cancels operation

Table 9 - Choose Payment Method

## Sequence Diagram Remove Selected Payment Method

Remove Selected Payment Options allows subscribers to remove their payment options in the Foodichee system. The user selects the payment option they wish to remove and confirms the removal. The chosen payment option is then successfully removed from the user's profile.

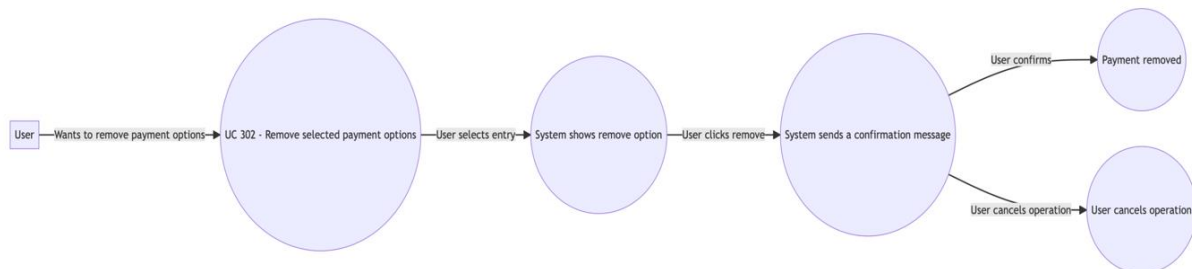


Figure 10 - Remove Selected Payment Method

### 3.3 Use Case Alternative Payment Method

Use Case Name/ID	UC 303 – Add another payment option	
Description	The system shall provide the user with the ability to add change the payment options	
Responsible actor	Subscriber	
Participating actor		
Trigger	The user wants to change payment options	
Preconditions	User has selected another payment option	
Input	Add other payment options	
Scenario	Main	Alternative
	1. User clicks on change payment	
	2. System displays pop up with search box	
	3. System searches for payment details are correct	
	4. Users finalize payment	
	5. Systems sends a confirmation message	System cancels when payment options are false
	6. User confirms	5.a User cancels operation
Results	None	
Postconditions		

Table 10 - Alternative Payment Method

## Sequence Diagram Alternative Payment Method

Add Another Payment Option allows subscribers to change their payment options in the Foodichee system. The subscriber clicks on "Change Payment," selects a new payment option, and finalizes the

payment. A confirmation message is sent upon successful completion. The system cancels the transaction if the payment options are false or invalid. The user can either confirm the change or cancel the operation. There are no specific results mentioned for this use case.

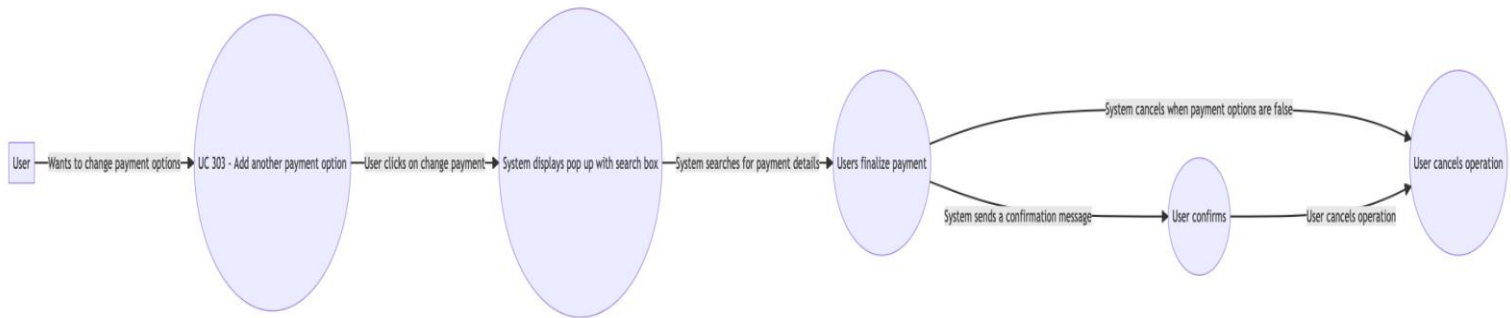


Figure 11 - Alternative Payment Method

### 3.4 Use Case Remove Incorrect Payment Method

Use Case Name/ID		UC 304 – Remove selected payment method when its <b>not correct</b> or available	
Description		The system shall provide the user with the ability to remove selected publications from their personal statement	
Responsible actor		User	
Participating actor		IT Admin	
Trigger		The user wants to remove selected publications from their personal statement	
Preconditions		User has entered publications	
Input		Remove Publication button	
Scenario		Main	Alternative
		1. User selects entry	
		2. System shows remove option	
		3. User clicks remove	
		4. System sends a confirmation message	
		5. User confirms	5.a User cancels operation
Results		None	
Postconditions		User has removed selected publications from their personal statement	

## Sequence Diagram Redirect Incorrect Payment Information

Redirect incorrect Payment information allows users to change selected payment methods from their statements in the Foodichee system. The user chooses the payment method they wish to remove, confirms the removal, and successfully removes the preferred payment method from their statement.

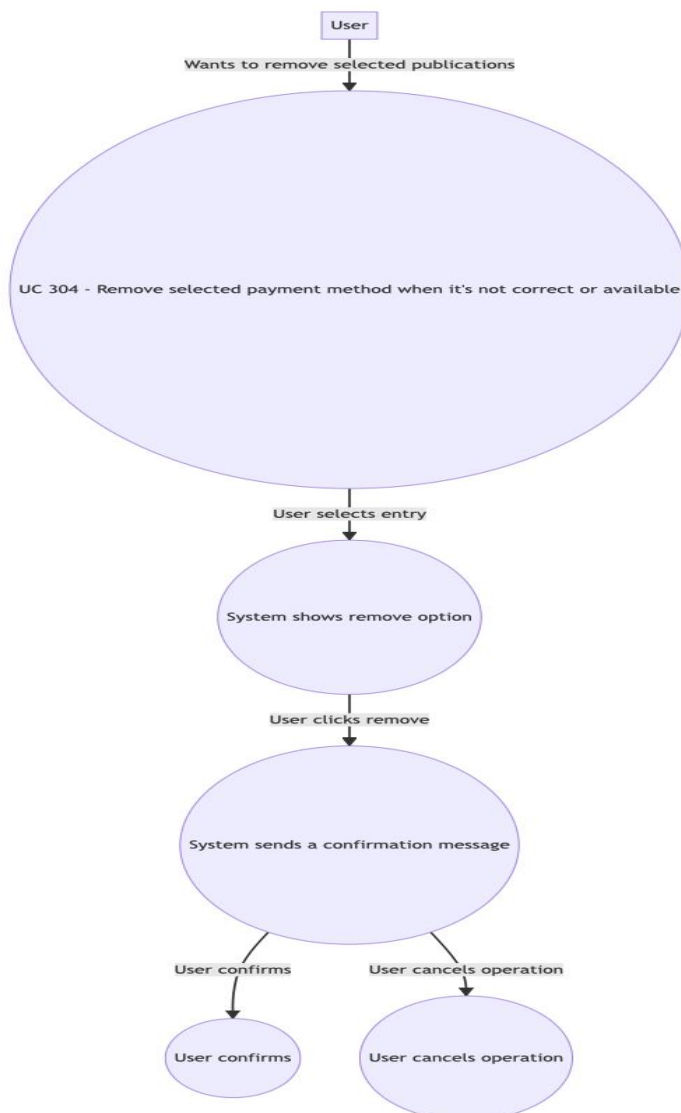


Figure 12 - Redirect Incorrect Payment Information

## Use Cases 4

### 4.1 Use Case Manage Feedback or Complaint

Use Case Name/ID	UC 401 – Manage Feedback or complaint	
Description	The system shall provide the user with the ability to manage feedbacks and complaint	
Responsible actor	Subscriber	
Participating actor	Customer Service repräsentative	
Trigger	The user wants to add a personal feedback	
Preconditions	User has selected feedback tab	
Input	Add Feedback Buttons	
Scenario	Main	Alternative
	1. User clicks on personal statement field	
	2. User writes in personal statement/feedback/complaint	2.a User write their personal opinion
	3. System saves personal statement when user leaves input field	3.a User cancels operation
	4. System shows a personal statement entry field in Feedback	
Results	None	
Postconditions	User has written a personal statement	

Table 11- Manage Feedback or Complaint

### Sequence Diagram Manage Feedback or Complaint

Manage Feedback or Complaint allows subscribers to provide feedback or file complaints in the Foodichee system. The user clicks on the feedback tab, writes their statement in the provided field, and the system saves the statement. If the user cancels the operation, the information is not saved. There are no specific results mentioned for this use case.

Student Project

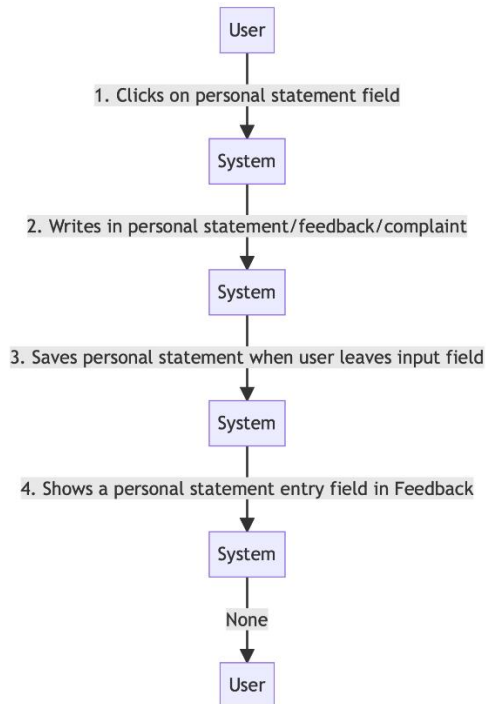


Figure 13 - Manage Feedback or Complaint

## 4.2 Use Case Response to Feedback or Complaint

Use Case Name/ID	UC 402 – Response to the Feedback or complaint	
Description	The system should give access to view feedback history and customer information	
Responsible actor	Customer Service repräsentative	
Participating actor	Subscriber	
Trigger	Replying to the customer feedback or complaint	
Preconditions	User has written feedback/complaint	
Input	Add Feedback Buttons	
Scenario	Main	Alternative
	1. CUS SER R clicks on personal statement field	
	2. Reply to the statement/feedback/complaint	2.CUS SER OP thanks or apologies
	3. System saves personal statement when Cus SER REP leaves input field	3.a User cancels operation
	4. System shows a personal statement entry field in Feedback	
Results	None	
Postconditions	CUS SER REr has written a personal statement	

Figure 14 - Response to Feedback or Complaint

## Sequence Diagram Response to Feedback or Complaint

Reply to Feedback or Complaint enables customer service representatives to respond to customer feedback or complaints in the Foodichee system. They access the personal statement field, compose a reply (such as a thank you or apology), and the system saves the response. If the operation is

canceled, the response is not saved. No specific results are mentioned, but the postcondition is that the customer service representative has written a personal statement in response.

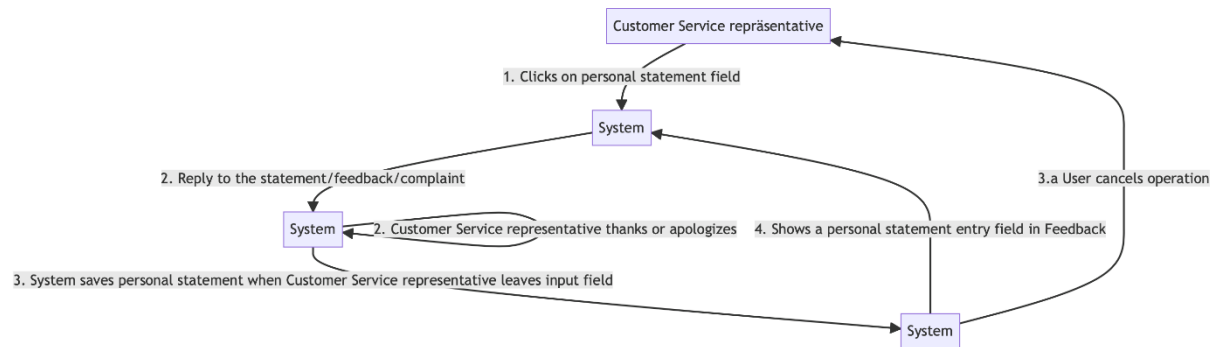


Figure 15 - Response to Feedback or Complaint

## Scenarios

### **Scenario 1: Placing a New Order**

User

Objective

### **User Experience (UX)**

1. The customer opens the Foodichee app and logs in to their account.
2. The customer is presented with the weekly menu plan, which showcases the variety of dishes available.
3. The customer selects the desired meals from the menu and adds them to their order.
4. The customer specifies any dietary preferences or restrictions, such as vegan or lactose intolerance.
5. The customer proceeds to the checkout process, where they provide their delivery address and select their subscription type (standard or premium).



**User Experience (UX)**

6. The customer securely enters their credit card information for payment processing.

7. Upon successful payment confirmation, the customer receives an order confirmation with the estimated delivery time.

8. The customer can track the status of their order in real-time, including preparation, dispatch, and delivery.

9. The customer receives the food at their doorstep and enjoys their meal.

**Scenario 2: Providing Feedback on an Order(Optional)**

User

Objective

**User Experience (UX)**

1. After receiving the order, the customer has the option to provide feedback on their experience.

**User Experience (UX)**

2. The customer opens the Foodichee app and navigates to the feedback section.

3. The customer selects the specific order they want to provide feedback on.

4. The customer rates the overall satisfaction with the food quality, delivery speed, and customer service.

5. The customer has the opportunity to leave specific comments or suggestions for improvement.

6. Upon submitting the feedback, the customer receives a confirmation message.

7. The feedback is recorded in the system for analysis and review.

8. The customer may receive a follow-up response from the customer service team to address any concerns or issues raised in the feedback.

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