Requirement Identification and Function Design Specification

Online Ordering System for the Daily Grind Café

Requirement Identification

Motivation

Due to the growing popularity, getting a coffee at the Daily Grind turns to be super **time-consuming** either in store or by phone, especially **during the lunch and afternoon-tea time on weekdays**. On the other hand, **ordering multiple drinks can be painful**, since there are tons of choices and customers can even add their own preferences as well. In this situation, an online ordering system is needed to **reduce crowdedness at store and the inefficiency of calling for delivery**.

Personas and Scenarios

Persona: Drawing is a **young office lady in her twenties** working in the HR department of a company with a nice and relaxing culture. She has a really nice interrelationship, and always serves as the team-building organizer of her team. When there's an event, she will order drinks from the Daily Grind **for the whole department** (50+ people) ahead of time. She also orders drinks **for her teammates** (10 people or so) as well. Some people have their specific preferences, while others love to try different flavors. Sometimes she also buys coffee just **for herself**. Since the purchase usually happens at the busy hours, she really **doesn't want to spend too much time** on it.

Scenarios:

1.1 In the morning, Drawing would like to have a coffee to refresh her mind, but there's **limited time**, so she opens the web app on phone and orders a coffee on her way to office. She chooses a **pick-up** time, so that when she is about to arrive, she can drop in the store and pick up her coffee. **In the morning, she usually only takes an Americano** with no sugar and milk.

1.2 Drawing is going to have lunch with her teammates (**3-4 people**). They all want to have a drink after lunch, so before they go out for lunch, Drawing opens the website on her computer, asks what her teammates would like to drink, and orders for them. **After lunch**, it has already been the **pick-up** time, so they go to the Daily Grind and get their drinks right away, while other customers are still waiting at the store.

1.3 There will be a team-building event within **the whole HR department** tomorrow. Drawing is the person to order some drinks and food **ahead of time**. Drawing picks plenty of drinks based on the preferences she knows about her colleagues, sets a **delivery** time and submits the order. Before the event on the next day, the drinks are delivered to their office on time.

1.4 It's about to go back home. After a busy day, Drawing wants to have a drink to treat herself. She wants to **try something new**. She opens the website on the computer and browses the menu one by one. After thinking carefully, she finally decides what she wants. She also **customizes the flavor** a little bit to match her taste. She sends the order and **picks up** the coffee on her way to home.

Scenarios (**exceptions and errands**):

2.1 Drawing is unable to pick up a coffee at store when she goes to company extremely early.

2.2 Drawing is unable to order only one drink for delivery because it is under the minimum cost.

2.3 Once after Drawing places an order, she finds she orders one more by mistake. She cancels the order immediately and places a new one.

2.4 It has passed over one hour the time when the drinks should arrive. Drawing finds the order she has placed and reminds the Daily Grind on the website.

2.5 Drawing finds on the website that some drinks are sold out or no long available at the moment.

2.6 When placing order, Drawing finds that her credit card does not go through.

Key words: quick ordering, time-saving, customizability, alternative shipping options, catering, full menu

Functional Requirements

Statement	Scenario/Rationale	Priority
User can add/change a coffee: - Type - Size: s/m/l - Number of cups - Customize the flavor: sweetness and milk	1.1,1.2,1.3,1.4	+++
User can choose a shipping method: - Pick up/deliver - Time - Location	1.1,1.2,1.3,1.4	+++
User can place order online and get confirmation: - Order and cost preview - Payment - Confirmation: success/failure	1.1,1.2,1.3,1.4, 2.6	+++
User should have an easy access to the coffee he/she often purchases or recently purchases	1.1, 1.3	+
User has the chance to cancel order	2.3	++
User can maintain their account and access to order history	1.3	+++
User can reuse shipping address and card information	1.1,1.2,1.3,1.4	++
User should be notified when delivery is unavailable: - Address is too far away - Not reach minimum cost	2.2	+++
User should be notified when pick-up service is unavailable: - Out of business hour	2.1	+++

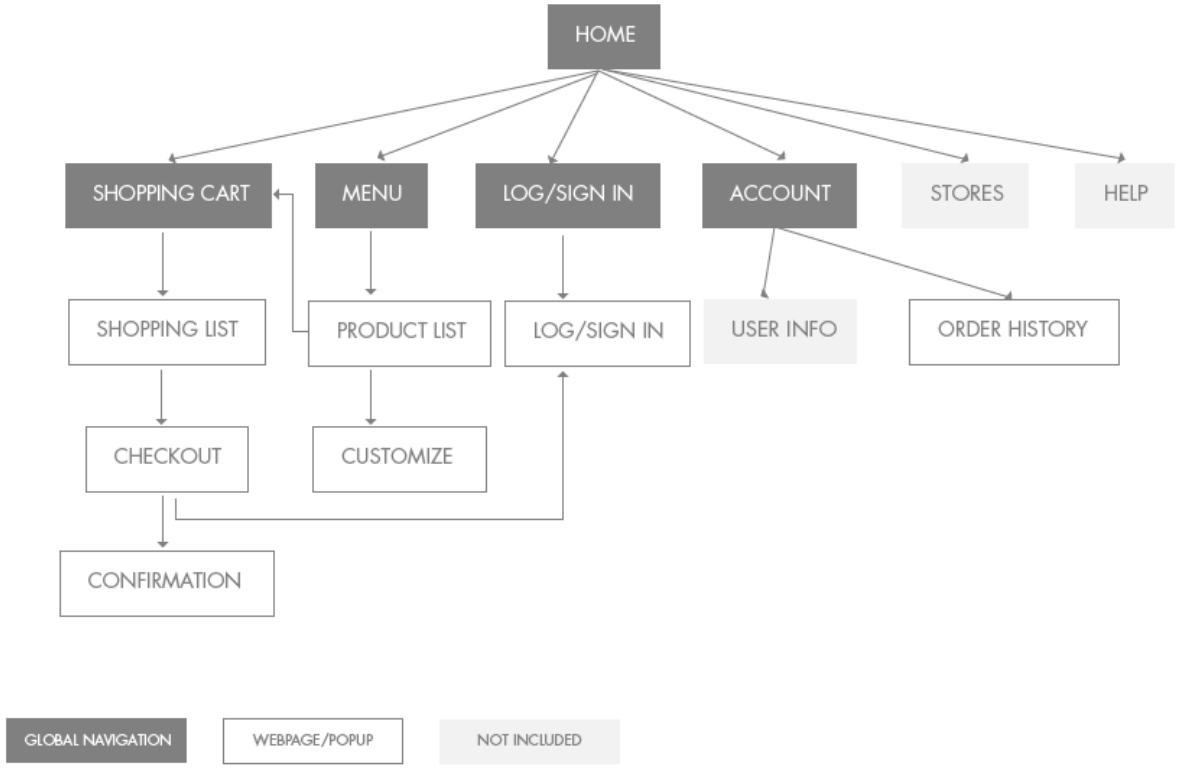
User should be notified the state of the order	1.1,1.2,1.3,1.4	++
User can complain/remind if the delivery doesn't come on time	2.4	++
User reads the same menu with that in the store, and should be notified when some drink is sold out	1.4, 2.5	+++
User should be informed with the latest promotions and new/seasonal products	1.4	+

Non-functional Requirements

Statement	Scenario/Rationale	Priority
Less clicks and keyboard interactions	1.1, 1.3	+++
Consistent look between website/app and the style in store		+++
Account/phone number verification		+

Function Design

Interaction Map



Wireframes

See attachment