IT314

Software Engineering

Group 18

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RESTAURANT AUTOMATION – USER STORIES

1. As a user,
   I want the login page into the system,
   So that I can access the website (as Admin/as customer/as an admin)

   Acceptance Criteria:

   - The login page should have a separate field for Username, Email ID, and password.
   - The system should be able to detect wrong passwords/unauthorized users and display the detected issue on the login page.
   - The system should be able to identify user type(Admin/customer/employee) by user authentication.
   - After successful login, the system should be able to redirect us to the website according to user type.

2. As a customer,
   I want to able to create an account using signup
   So that I can able to access website and order.

   Acceptance Criteria:

   - The system should be able to confirm details and validate the account.
   - The system should be able to create a new account in the database.

3. As a customer,
   I want to place an order,
   So that I can

   Acceptance Criteria:

   - The system should display the menu with the list of available food items with their rate.
   - Customers should be able to select multiple food items with desirable quantities.
   - Customer should be able to add order items to the cart, review/edit the cart and confirm the order.
   - The system should be able to calculate the total bill amount.
   - After confirmation of order, system should be able to redirect to payment page and after completion of payment, order is placed.

4. As a customer,
   I want to book a table,
   So that I can reserve a table as per my requirements (By number of members).

Acceptance Criteria:

- System should display the live table availability status.
- Customer should be able to book any of the available tables.
- System should be able to update the table status after table reservation.
- System should be able to suggest table numbers based on a number of customers provided by customer.

5. As an Admin,
   I want to edit the menu,
   So that I can update the menu.

   Acceptance Criteria:

   - The system should be able to give access to menu to the Admin.
   - Admin should be able to add/remove menu items.
   - The system should be able to update live menu.

6. As an Admin,
   I want to track payment records,
   So that I can verify the payment details.

   Acceptance Criteria:

   - Admin should be able to review the order details and payment status.
   - The system should be able to provide the payment methods.
   - Admin should be able to generate the soft copy of completed payments.

7. As an Admin,
   I want to receive order details along with the order number and table number.
   So that I can manage the order accordingly.

   Acceptance Criteria:

   - The system should be able to notify the order details to all the employees.
   - Admin should be able to access all the order details and table details of customers.
   - Admin should be able to edit the order status.

8. As an Admin,
   I want to track/access all the details of customers and employees,
   So that I can ensure efficient communication and services and based on that I can make decisions.

   Acceptance Criteria:

   - The system should provide an admin-only dashboard accessible only by the admin.

- Admin should be able to search for customer and employees using their names or unique ID numbers.

9. As a customer,
   I want to print the payment receipt after order,
   So that I can have a record of my transaction.

   Acceptance Criteria:

   - The system should be able to calculate and display the payment details with GST to the customer.
   - Customer should be able to download the soft copy of the bill receipt.

10. As a customer,
    I want to give the service feedback,
    So that I can share my experience and feedback with the restaurant.

    Acceptance Criteria:

    - The system should provide a feedback mechanism accessible to the customer after their service experience.
    - Customer should be able to rate (star rating) the services based on their experience.
    - The customer should be able to provide textual feedback.

11. As an Admin,
    I want to be able to see customer reviews,
    So that I can improve the restaurant services.

    Acceptance Criteria:

    - Admin should have access to view and analyse the aggregated feedback data.
    - The system should be able to calculate the overall rating of services and provide the data to the admin.

12. As an Admin,
    I want to review the monthly product report for sales and orders,
    So that I can improvise the management more accurately.

    Acceptance Criteria:

    - The system should be able to calculate monthly reports of hot favourite food/ critical hours.
    - The report should also include aggregated data such as total sales, total orders, and average order amount.
    - Admin should be able to access all the monthly data calculated by the system.

13. As a customer,
    I want to search for the item based on a keyword so that I can get my desired item easily.

    Acceptance Criteria:

    - The system should be able to generate results based on searched keywords.
    - The system should display an apology message if the item is not available.

14. As a customer,
    I want to apply filters
    So that I can see any specific items.

    Acceptance Criteria:

    - The system should be able to display items based on an applied filter.
    - The system should display an apology message if a filter is wrongly selected or none of the items matches the filter specifications.