SE499/ Software Design and Development Project

ServeHarmony

Backlog of Users Stories

Names

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Elicitation Techniques

First Elicitation Technique: Interviews

We conducted several interviews with different stakeholders to come up with users stories. We decided to apply interviews to elicit the requirements because the number of stakeholders that we have is not very large.

Second Elicitation Technique: Document Analysis

Some of the stakeholders were not available so we decided not to waste any time and started to review existing documents that we found them on the internet for systems that are similar to ServeHarmony

Users Stories Prioritization

Because our senior project follows the agile methodology, the prioritization of users stories will be done in increments later.

Users Stories

User Story 1

As a customer, I would like to be able to see a list of all the restaurants and cafes that ServeHarmony offers.

The required Functionality

Display a list of all restaurants/cafes.

User Story 2

As a customer, I would prefer to be able to scan each restaurant's or cafe's distinct QR code, which would take me straight to the business's ServeHarmony webpage for an easy booking and ordering process.

The required Functionality

QR code for each restaurant/café.

User Story 3

As a Customer, In order for me to make an informed choice when booking a table, I would like to receive real-time information about the tables that are available in a certain restaurants or cafe.

The required Functionality

Provide information about available tables.

User Story 4

As a Customer, I want to be able to reserve a table at a particular restaurant or café using the ServeHarmony platform.

The required Functionality

Reserving tables.

User Story 5

As a Customer, I would like to see the menu items of a certain restaurant or café on ServeHarmony, together with descriptions and prices.

The required Functionality

View menu items of a restaurant/café.

User Story 6

As a Customer, I would like to be able to order food and drinks using the ServeHarmony app, which would let me personalize my selections.

The required Functionality

The ability to order foods/drinks.

User Story 7

As a Customer, I would like to track my spendings and requested things easily using ServeHarmony by receiving a digital receipt after placing an order.

The required Functionality

Generate a digital receipt that includes the items ordered, their quantities, and the total price spent.

User Story 8

As a Customer, I would like to be able to view my order information on ServeHarmony's digital receipt, which includes the items I ordered, their quantities, and the total amount I spent.

The required Functionality

View a digital receipt that includes the items ordered, their quantities, and the total price spent.

User Story 9

As a Customer, I want to be able to follow my order progress and receive real-time information on its preparation and delivery.

The required Functionality

Track Order status.

User Story 10

As the owner of a café or restaurant, I would want to put my business on ServeHarmony in order to increase its customer base and automate the ordering and reservation procedure.

The required Functionality

The ability to have a subscription with ServeHarmony.

User Story 11

As a restaurant or cafe owner i want to manage the tables that are available in my business, giving consumes accurate and current information.

The required Functionality

Modify the availability of tables.

User Story 12

As a restaurant or cafe owner I want to be able to update and manage my menu items so that I may feature new foods.

Modify/add on the restaurant/café menu.

User Story 13

As a restaurant or café owner, I want to use the ServeHarmony platform to handle digital reservations for my café or restaurant, making the process easier for both customers and employees.

The required Functionality

The ability to have a subscription to use the reservation functionality.

User Story 14

As a restaurant or cafe owner I want to accept and complete online orders received through ServeHarmony so that my consumers can easily and quickly take advantage of what I have to offer.

The required Functionality

Managing order status.

User Story 15

As a restaurant or cafe owner I want to leverage ServeHarmony's analytics capabilities to better understand my customers' preferences and order patterns.

The required Functionality

Generate reports that help business owners to improve their services.