

EbayEats

Restaurant System

Software Requirements Specification



**Team members: Pavlo Aleksyeyev, Jason Azayev,
Wen**

Software Requirements Specification

1. Introduction

1.1 Purpose

This system connects customers to restaurants that are near the users location. Each customer will be able to place an order with different food options from a particular restaurant. Customers will be able to pay for food, rate the delivery person, and rate the food. There will be three types of customers, visitors, registered customers and VIPs. Each type of customer will pay different prices for the food. Visitors the highest and VIPs the lowest. A customer can be a VIP in one store and a visitor in others. The other side of the system, there are managers, cooks, sales people, and delivery personnel. The customers will have only ordering, paying, and rating capabilities. Managers will be able to approve memberships of customers, influence cooks and salespeople account but not the delivery personnel. Cooks will not be able to influence other types of user and nor may the sales people or delivery personnel.

1.2 Scope

This document is the initial proposal for the entire ©EbayEats Restaurant System. It covers the details associated with the ©EbayEats Restaurant System. This document will serve as the idea blueprint for the development of the Restaurant System.

1.3 Definitions, Acronyms, and Abbreviations

VIP - A VIP Customer is one who registered and ordered more than 3 times from the particular restaurant and had a rating greater than 4 is then promoted to VIP. Customers which hold VIP status at a given restaurant are granted lower prices, and an additional free food item at the restaurant they hold VIP status in.

R-Registered Customers: A registered customer is a customer that creates a log-in for the particular restaurant.

V-Visitor Customers: Is a customer who does not have a log-in to a particular restaurant. Upon logging in, the visitor customer does not input a log-in or password.

SP - Sales People: Purchase food supplies for the restaurant. There are two sales people at each restaurant.

DP - Delivery People

C- Customers

CO- Cooks

1.4 References

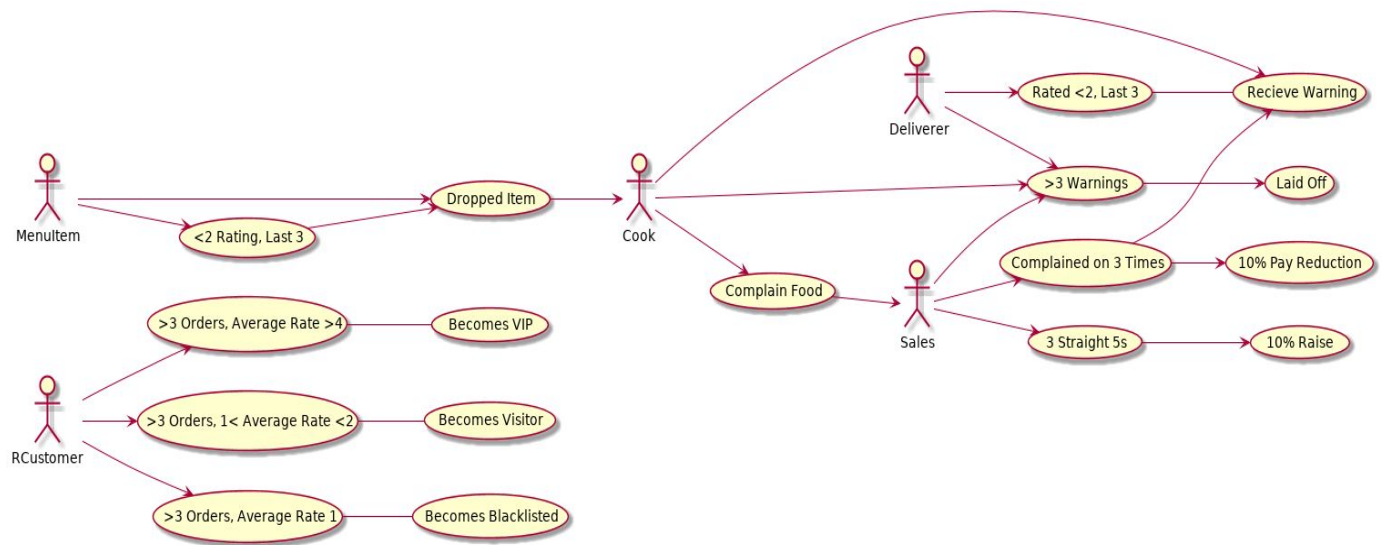
Original Project Requirements given by Jie Wei (<http://www-cs.cuny.cuny.edu/~csjie/322.html>), specifically, at [Project Requirements](#).

1.5 Overview

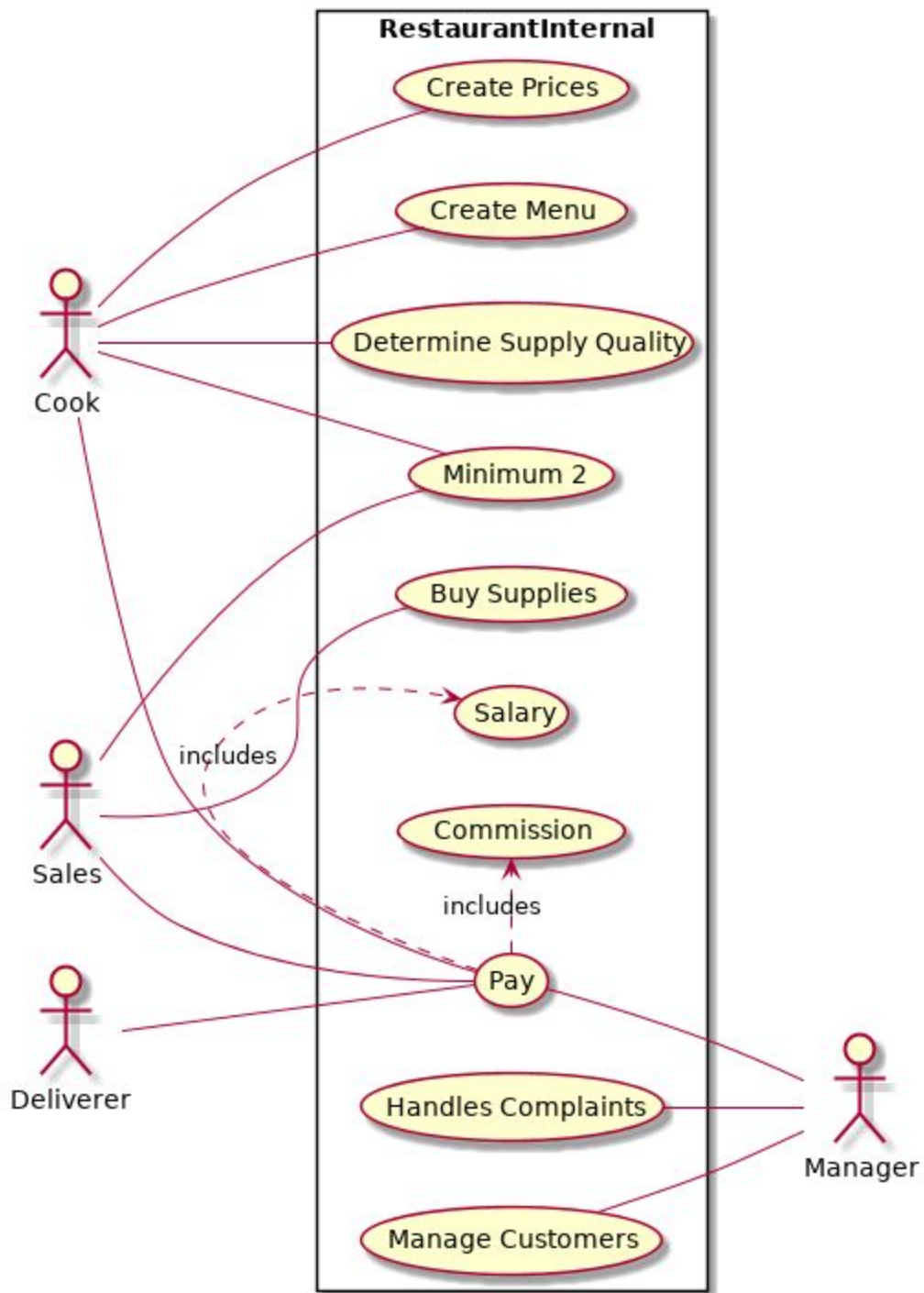
The rest of the document will contain the overall description of the system.

2. Overall Description

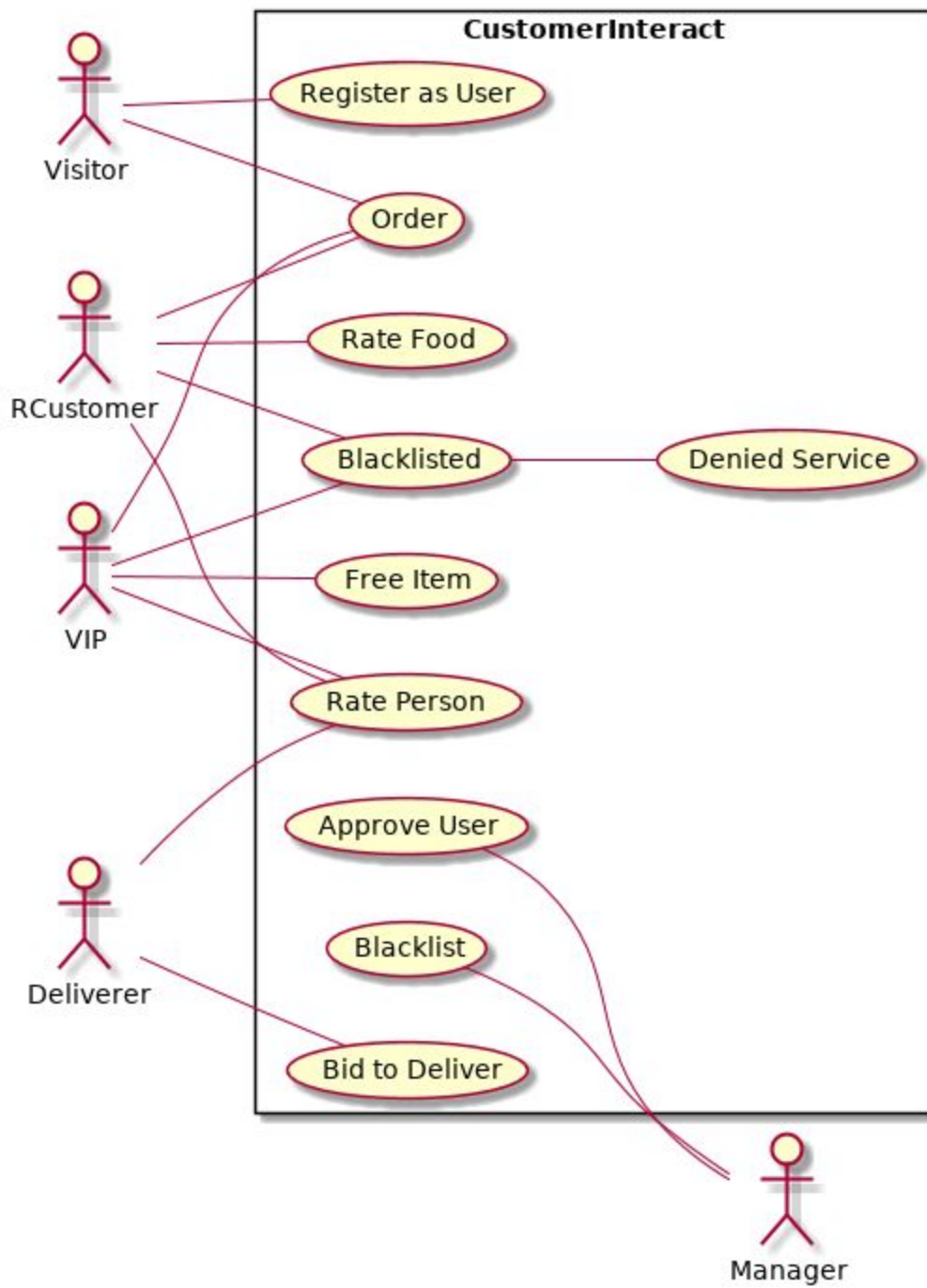
2.1 Use-Case Model Survey



Use Case Diagram One: Rating of food and sales staff.



Use-Case Diagram Two: Manager, sales, cook, delivery diagram.



Use-Case Diagram Three: Customer interaction with System

A customer is a user that orders food on our system. There are three types of customers: visitors, registered users, and VIPs. A visitor is a customer who does not have an account with the restaurant. The visitor when starting to use our system will not input a username or password and will be treated as a guest. The visitor will be charged a higher price than the registered user and VIPs. A registered user is a customer who creates or has already created an account with a restaurant. The registered user pays less for food than the visitor but does not get any free food items. The VIP customer is a customer that is a registered user and has been promoted to VIP because they had placed more than three orders at a particular restaurant and has a rating average greater than 4. The VIP customer has cheaper prices than the visitors and get free food that the other two types of customers do not receive. All types of customers can place an order but each type of customer will have a different price. The only type of customers that will be allowed to get a free item are the VIPs.

Another type of user is a delivery person. A delivery person cannot place orders or purchase food. The only actions that a delivery person account can do is bid for delivery and rate the customer. Each delivery person account will be able to bid to deliver a placed an order from a customer. The delivery person with the lowest cost of delivery will win the bidding and will be able to deliver a customers order. The bidding is begun when the manager approves the order from the customer and makes bidding possible. The registered user and VIP customers will have to rate the delivery person on the scale of 1-5 and the food/cook on the scale of 1-5. The delivery person can also rate the customer on the scale of 1-5. If the rating is a 3 or less then a comment is required otherwise it is optional. The delivery person cannot rate a customer after the customer rates the delivery person. a registered customer making more than 3 orders with average rating less than 2 but greater than 1 is demoted to a visitor, if average rating is 1 then the customer is put in the customer blacklist who can never be a registered user (customers cannot change their names). The manager has the ability to blacklist users and approve users. A delivery person receiving average rating less than 2 for the last 3 deliveries will receive a warning, which can be erased by the manager. A delivery person with more than 3 warnings will be laid off.

A food item receiving average rating less than 2 in the last 3 orders will be dropped. The cook whose food was dropped twice will be warned. A cook warned more than 3 times is laid off. A salesperson who received 3 straight 5's will receive a 10% raise. If

the supplies s/he ordered were complained by cooks 3 times, this salesperson will receive a warning and 10% commission reduction. The sales person will be laid off with three warnings. To be friendly to vision challenge customers, a voice-based order feature should be available.

2.2 Assumptions and Dependencies

- This software relies primarily on the web browser. Since this is going to run as a web app, the user is expected to have a working internet connection, and visit our website on a supported browser (Chrome, FireFox, Safari, Opera).
- The backend will be written in Python3. We will also (* indicating possibly) rely on a few libraries in order to actually run our backend. Some of these are:
 - **Flask, Flask-Session, Flask-Login, Flask-WTF, *Flask-Login**
- Our database management will also rely on Python3, having dependencies:
 - **mysqlclient, *Flask-SQLAlchemy**
- Our database will be running SQL (MariaDB).
- Our front-end will depend on
 - **JQuery, AJAX**
- ***This is not a complete/exhaustive list. Some items may not be utilized, nor does it list all the technologies that will be used.***

3. Specific Requirements

3.1 Use-Case Reports

Visitor Logging-In Use-Case Report

Participating actors: Customer- Visitor/ New User

Flow of Events: The customer continues by opening our website. The customer reads the instructions stating: Existing users input username and password then click enter. New users input a username and password then click create account. Or click continue without filling out the username or password. The visitor does not input anything into the username or password and clicks on continue as visitor button.

Entry Condition: The customer is logged on or is a visitor.

Exit Condition: The customer is redirected to choose a restaurant.

Quality Requirements: Upon clicking continue as visitor button, the next page should not take more than 5 seconds to change.

Visitor Registering Use-Case Report

Participating actors: Visitor the system and manager.

Flow of Events: The visitor customer enters a username and password into the field and clicks sign up. Then a pop-up will appear where they will be able to enter their name, address, birthday, and other information. Once they are done filling out the entry fields then they must click register. When they click register then the manager will be notified. When the manager approves of their registration then they will be able to be a registered user.

Entry Condition: Clicking on sign-up button

Exit Condition: Manager approving them.

Quality Requirements: Pop-up work, each button works, and the manager receives an approve request.

Registered and VIP Customers Logging-In Use-Case Report

Participating actors: Customer- (Regular Customer or VIP)

Flow of Events: The customer continues by opening our website. The customer reads the instructions stating: Existing users input username and password then click enter. New users input a username and password then click create account. Or click continue without filling out the username or password. The returning customer inputs their username and password and clicks log-in button.

Entry Condition: The customer is logged-in to their account.

Exit Condition: The customer is redirected to the next page where they can choose a restaurant.

Quality Requirements: Upon clicking continue the log-in button it should not take more than 5 seconds to change.

All Types of Customers Choosing Restaurants Use-Case Report

Participating actors: A customer (all types) are redirected from log-in page to the choose restaurant page and restaurants

Flow of Events: The customer inputs their location into the address field and clicks submit. The filter will show the customer all the possible restaurants near them in a given distance from them. The customer then clicks on a restaurant that they like.

Entry Condition: The customer entered their address.

Exit Condition: The Customer clicked on a restaurant of their choice.

Quality Requirements: The click on a restaurant should redirect them to the restaurants menu page.

Customer Food Selection Use-Case Report

Participating actors: The customers and the menu items of a particular restaurant.

Flow of Events: The customer sees all the available menu items. They choose the quantity and then click add to cart button. They continue until they are satisfied with their order.

Entry Condition: The customer selects their food choices from entrees to desserts.

Exit Condition: The customer clicks on checkout button.

Quality Requirements: The quantity button should allow the customer to choose the desired quantity of an item. The add to order button should work. The checkout button redirect to check out page.

Payment Process Use-Case Report ** (JUST FOR SHOW-Payment Process Will Not be Functional)******

Participating actors: Customer initiated with the checkout page

Flow of Events: The customer enters the checkout page and sees all of their items. The customer can remove any of their items from the cart by clicking remove item button next to the menu item. At the bottom of the page there is a place order button. Once the customer is ready to move on they click the place order button and are redirected to the payment page.

Entry Condition: The customer was redirected after clicking on the cart button.

Exit Condition: The customer clicked on place order button and was redirected to the check out page.

Quality Requirements: All the buttons should work.

Manager Approve New Customer Use-Case Report

Participating actors: Manager and the System

Flow of Events: The manager sees a customer is asking permission to become a registered customer. The manager then checks the blacklist to see if the customer is on the black list. If they are not then they are approved.

Entry Condition: The customer is notified that there is a registration request.

Exit Condition: Manager clicks approve or denied button.

Quality Requirements: That the buttons work and that the blacklist is functional.

Blacklisted Customer Tries to Register Use-Case Report

Participating actors: Blacklisted customer, system and manager

Flow of Events: A customer who has been blacklisted is attempting to re-register. The manager will be notified. The manager will see that the customer is on the black list and they will be denied.

Entry Condition: blacklisted visitor tries to re-register.

Exit Condition: The manager declines them.

Quality Requirements: Black list must function.

Delivery Person Rating Use-Case Report

Participating actors: Delivery Person and the rating page.

Flow of Events: The delivery person must click delivered, after the food has been handed off to the customer, on the page that they were redirected from after they won the bidding. The page just has one button asking to confirm if the delivery was complete. After that button is clicked then the delivery person will have a pop-up on their screen asking to rate the customer. If the rating is equal to or is less than 3 then they will be forced to leave a comment.

Entry Condition: Clicking complete delivery.

Exit Condition: Leaving rating

Quality Requirements: Pop-up or new page must work.

Customer Rating Delivery Use-Case Report

Participating actors: The customer will interact with the leave rating page.

Flow of Events: The customer will receive their food. They will be able to leave a rating only after the delivery person clicks complete delivery. When the person clicks complete delivery the customer will be redirected from your food is on its way page to please rate your delivery person.

They will be able to see a pop-up or a new page where they will rate the delivery person on a scale of one to five. If the rating is equal or below three then they will have to leave a review.

When they are finished rating and/or leaving the review they will be able to click submit rating.

Entry Condition: Redirected to rating delivery person page after the delivery person clicks delivery completed.

Exit Condition: The customer clicks on submit rating.

Quality Requirements: The customer must be redirected to the rating page after the delivery person has completed the delivery and clicked on their button. Also, the rating must work for the customer.

Customer Rating the Food Use-Case Report

Participating actors: The customer will be interacting with the system viewing the rating food page.

Flow of Events: The customer has clicked rate delivery person and is then asked to rate the food page. They will have the popup or new page waiting for them with fields for rating the food and a comment space to leave a comment if the food was less than 4 stars. They must click submit and then they will be redirected back to the original login page

Entry Condition: Customer submits the delivery person rating

Exit Condition: The customer submits the food rating.

Quality Requirements: The customer must be redirected to their rate food page. The submission button must work.

3.2 Supplementary Requirements

There are no supplementary requirements.

4. Supporting Information

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