








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|  | This is a warning | 2 |
|  | This is a request | 2 |
|  | This is an info | 2 |
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1 Introduction

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warning

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request

This is an
info

1.1 Purpose

This document is the Requirement Analysis and Specification Document for the Customers Line-Up system. The purpose of this document is to describe the system focusing on scenarios, use cases, requirements and specifications, analyzing what the software will do, how it will be used and the constraints under which it will operate. This document is intended both for users and developers.

1.2 Scope

Customers Line-Up is a tool that allows managers to regulate the influx of people in physical stores and offers people a number of functionalities aimed at reducing the time spent waiting in line. The objective of the system is to help businesses abide by the regulation imposing limits on the number of people who can visit stores at a time and prohibit the formation of crowds such as long lines. This objective will be reached offering a number of functionalities, including:

revise/add
more

- monitoring the number of people in a store
- booking a visit, notifying any change in the schedule when it is needed
- suggest alternate stores and/or time frames
- tracking the actions of the customer and predicting their future behavior

1.3 Definitions, Acronyms, Abbreviations

1.4 Revision History

1.5 Reference History

1.6 Document Structure

2 Overall Description

2.1 Product Perspective

Customers Line-Up is developed for both managers and customers. Its intent is to provide functionalities adding value to the interactions between the two. Managers will be able to understand more about their customers through insightful analytics and will avoid big crowds inside and outside their stores. Customers will have an easy way of avoiding lines by booking a visit to stores, and will be aided in their selection of the best place and time. The system will have two modes, one for customers who have a registered account and one for customer who don't. Customer who do not have an account will not be tracked and will not be able to receive advice.

va qua?

The system will be developed from scratch, giving great flexibility. The privacy of the customers will be guaranteed according to the latest privacy related norms.

2.2 Product Functions

quanto
fare
dettagliato?

- Manager:
 - monitor the current status of all stores
 - obtain information on the behavior of customers
- Customer:
 - account:
 - * register a new account
 - * show the reservation history
 - * obtain information related to the account, namely the average stay and the preferred stores
 - booking:
 - * book a visit to the store
 - * give advice regarding when and where to book
 - * send notifications regarding the status of the reservation, its delay, or its deletion
 - * cancel a reservation
 - view stores nearby and their availability

2.3 User Characteristics

2.4 Assumptions, Dependencies, and Constraints

3 Specific Requirements

3.1 External Interface Requirements

- 3.1.1 User Interfaces**
- 3.1.2 Hardware Interfaces**
- 3.1.3 Software Interfaces**
- 3.1.4 Communication Interfaces**

3.2 Functional Requirements

3.3 Performance Requirements

3.4 Design Constraints

- 3.4.1 Standards Compliance**
- 3.4.2 Hardware Limitations**
- 3.4.3 Any Other Constraint**

3.5 Software System Attributes

- 3.5.1 Reliability**
- 3.5.2 Availability**
- 3.5.3 Security**
- 3.5.4 Maintainability**
- 3.5.5 Portability**