



# Lab 003

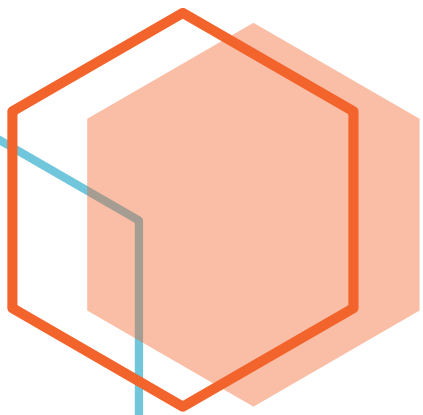
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## User Stories

**Course :** IT314

**Lab :** Group : 29

**Date :** 21/07/2023



1. As a canteen customer, I want to be able to create an account and log in so that I can access personalized services and make quicker orders without re-entering my information each time.

**Title:** Streamlined Account Creation and Login

**User Story:**

As a canteen customer, I want to be able to create an account and log in so that I can access personalized services and make quicker orders without re-entering my information each time.

**Back of Card / Acceptance Criteria :**

There is a "Sign Up" option on the user interface. Users can provide their email address, password, and basic information to create an account. The system validates the email format and ensures the password meets security requirements. After successfully signing up, users are automatically logged in to their accounts.

Users can choose a "Remember Me" option to stay logged in on future visits. Returning users can log in by providing their registered email and password. Users receive a confirmation email upon successful account creation. Password reset functionality is available in case users forget their passwords. Users can log out from their accounts at any time.

**Failure :** Users are unable to complete the account creation process due to technical errors.

**Mitigation :** Implement thorough testing to ensure the account creation process functions across different devices and browsers.

2. As a canteen customer, I want to be able to browse the menu, view item details, and see prices before making a decision on what to order.

**Title:** Interactive Menu Exploration

**User Story:**

As a canteen customer, I want to be able to browse the menu, view item details, and see prices before making a decision on what to order.

**Back of Card / Acceptance Criteria :**

The user interface prominently displays the menu categories. Users can click on a category to view items within it. Each menu item shows its name, image, description, and price. Users can click on an item to see more details and a larger image. The menu is easy to navigate, and the user can return to the category view. Item prices are clearly visible and up-to-date. The design encourages users to explore the menu intuitively.

3. As a canteen customer, I want to be able to customize my food orders by specifying ingredients, portion sizes, and any special requests to cater to my dietary preferences and restrictions.

**Title:** Personalized Food Ordering

**User Story:**

As a canteen customer, I want to be able to customize my food orders by specifying ingredients, portion sizes, and any special requests to cater to my dietary preferences and restrictions.

**Back of Card / Acceptance Criteria :**

Users can click on an item and access customization options. Customization options include ingredients, portion sizes, and special requests. Users can add or remove ingredients, select portion sizes, and enter notes.

The interface updates the item's price based on selected customizations. Users can review and modify customizations before adding to their cart. Customization options are clear, and the interface is user-friendly.

**Failure:** Customization options for ingredients or portion sizes do not work, limiting user preferences.

**Mitigation:** Rigorous testing of customization features is essential to guarantee their functionality and accuracy.

4. As a canteen customer, I want to add items to my cart, review my order, and have the flexibility to modify quantities or remove items before finalizing my order.

**Title:** Seamless Cart Management

**User Story:**

As a canteen customer, I want to add items to my cart, review my order, and have the flexibility to modify quantities or remove items before finalizing my order.

**Back of Card / Acceptance Criteria :**

Users can click an "Add to Cart" button on menu items. A mini cart icon displays the current number of items in the cart. Clicking on the mini cart expands a cart preview showing added items. Users can view and adjust quantities or remove items from the cart. The cart's total amount is updated dynamically based on the selected items. Users can easily access the full cart view for detailed review. The full cart view lists all selected items, quantities, and total cost. Users can modify quantities or remove items directly from the full cart view. The cart interface is intuitive and provides clear instructions.

5. As a canteen customer, I want to have multiple payment options available, including credit/debit card, mobile wallet, or cash-on-delivery, to make the payment process convenient and secure.

**Title:** Diverse Payment Choices

**User Story:**

As a canteen customer, I want to have multiple payment options available, including credit/debit card, mobile wallet, or cash-on-delivery, to make the payment process convenient and secure.

**Back of Card / Acceptance Criteria :**

During checkout, users can choose payment methods. Payment methods include credit/debit card, mobile wallet, and cash-on-delivery. If credit/debit card is selected, users can enter card details securely. If mobile wallet is selected, users are redirected to the wallet's payment page. Users receive confirmation of payment success or failure. Cash-on-delivery option provides instructions for payment upon delivery. The payment process is streamlined and hassle-free.

**Failure:** Payment processing fails, causing users to be unable to complete their orders.

**Mitigation:** Integrate with reliable payment gateways and perform thorough testing of payment processes.

6. As a canteen staff member, I want to receive order details, including customer information, items ordered, and any special instructions, to ensure accurate preparation and delivery.

**Title:** Streamlined Order Processing for Staff

**User Story:**

As a canteen staff member, I want an efficient order processing system that allows me to mark orders as prepared, track their status, and update customers on the estimated delivery or pickup time.

**Back of Card / Acceptance Criteria :**

Staff members can access a dedicated interface for order processing. Orders are listed with relevant details like items, quantities, and customer info. Staff can mark orders as "In Progress" or "Prepared" based on their status. Estimated delivery or pickup time can be updated and communicated to customers. The interface provides a clear overview of pending and completed orders. Order status changes trigger notifications to customers. The order processing system improves staff coordination and customer communication.

7. As a canteen staff member, I want an efficient order processing system that allows me to mark orders as prepared, track their status, and update customers on the estimated delivery or pickup time.

**Title:** User-Friendly Menu Management

**User Story:**

As a canteen administrator, I want to manage the menu by adding, editing, or archiving items, and updating their prices to keep the menu information current.

**Back of Card / Acceptance Criteria :**

Administrators can access a menu management section in the admin dashboard. New menu items can be added with details such as name, description, and price. Existing items can be edited to update their information or prices. Items no longer available can be archived or temporarily hidden from the menu. Price changes are reflected in real-time on the customer-facing menu. The menu management interface is intuitive and easy to use.

8. As a canteen administrator, I want to manage the menu by adding, editing, or archiving items, and updating their prices to keep the menu information current.

**Title:** Effective Customer Account Management

**User Story:**

As a canteen administrator, I want to manage customer accounts, review order history, and access customer feedback to enhance the overall service quality.

**Back of Card / Acceptance Criteria :**

Administrators can access a customer management section in the admin dashboard. Customer accounts can be searched by name, email, or other identifiers. Order history for each customer is displayed, showing past orders. Administrators can view customer feedback, ratings, and reviews. Customer accounts can be temporarily suspended or permanently deleted if needed. The customer management interface provides a comprehensive view of customer interactions.

9. As a canteen customer, I want to receive order confirmation and updates via email or SMS, including when my order is confirmed, when it's out for delivery, and when it's delivered.

**Title:** Customer Feedback and Ratings

**User Story:**

As a canteen customer, I want to provide feedback and rate the quality of my orders to help the canteen improve its services.

**Back of Card / Acceptance Criteria :**

After an order is delivered, customers receive a feedback request. Customers can rate the overall experience and quality of the food. Customers can provide optional comments about their order. Feedback is stored and can be accessed by administrators. The feedback helps the canteen identify areas for improvement. The feedback process is user-friendly and encourages participation.

**Failure:** Customers are unable to submit feedback or ratings due to technical glitches.

**Mitigation:** Regularly test the feedback submission process to ensure it is functioning smoothly.

**10.** As a canteen customer, I want to provide feedback and rate the quality of my orders to help the canteen improve its services.

**Title:** Security and Data Protection

**User Story:**

As a canteen owner, I want the system to be secure and compliant with data protection regulations to ensure customer information is kept confidential and transactions are safe.

**Back of Card / Acceptance Criteria :**

User data is stored securely using encryption and best security practices. Payment information is processed using secure and trusted payment gateways. The system complies with relevant data protection regulations (e.g., GDPR). Customers' personal information is not shared with third parties without consent. Passwords are hashed and stored securely in the database. Regular security audits and updates are conducted to prevent vulnerabilities.

**11.** As a canteen owner, I want the system to be scalable, allowing for increased order volumes and user traffic as the business grows.

**Title:** Inclusive User Experience

**User Story:**

As a canteen owner, I want the system to be accessible and inclusive, ensuring that users of all abilities can navigate and use the platform.

**Back of Card / Acceptance Criteria :**

The user interface follows accessibility standards (e.g., WCAG) for web content. Text and images are appropriately labelled for screen readers. High contrast and clear font choices aid users with visual impairments. Keyboard navigation is fully functional, without relying solely on mouse interactions. Users can resize text and view content comfortably on different devices. The platform is designed to be usable by people with various disabilities.