**List of Customer Needs**

The **Whisk and Drizzle** application can be categorized into two main groups:

• Customers  
 • Administrator

**Whisk and Drizzle:**

| **Requirements** | | **Customer** | **Administrator** |
| --- | --- | --- | --- |
| 1 | **Maintain Customer Account:**  Users can create an account by providing necessary information such as name, contact details, and email. This allows access to features like order history, saved payment details, and loyalty programs.  Users can edit and update their personal information, such as contact details and delivery addresses and can also securely delete their accounts if they choose to stop using the platform. | Yes | Yes |
| 2 | **Ability to restore password/user ID details:**  Users can sign in securely to their accounts, with proper session management for account safety. They can also sign out from any device to prevent unauthorized access. | Yes | Yes |
| 3 | **Ability to sign in and sign out:**  Users can browse detailed descriptions of cakes and desserts, including ingredients, dietary preferences (e.g., vegan, gluten-free), and customer reviews to make informed decisions. | Yes | Yes |
| 4 | **Ability to view cake and dessert information:**  Users can personalize their cake orders, selecting options such as cake size, and custom messages. | Yes | Yes |
| 5 | **Ability to customize cake orders:**  Users can personalize their cake orders, selecting options such as cake size, and custom messages. | Yes | Yes |
| 6 | **Ability to receive order notifications:**  Users receive email and SMS notifications for order confirmations, status changes, and delivery updates, keeping them informed throughout the process. | Yes | Yes |
| 7 | **Ability to view order history:**  Registered users can view their past orders for easy reordering or reference, providing a convenient way to reorder favorite items or track purchases. | Yes | Yes |
| 8 | **Ability to leave product reviews:**  Users can review and rate cakes or desserts they’ve ordered, sharing their feedback with the community, which helps inform other customers and improve the service. | Yes | No |
| 9 | **Ability to store payment information:**  Users can securely save payment details for faster checkout during future orders, making transactions quicker and more convenient while maintaining strong security. | Yes | Yes |
| 10 | **Ability to securely pay online:**  Users can complete their payments through secure payment gateways, such as Stripe, ensuring all financial transactions are safe and protected. | Yes | Yes |
| 11 | **Ability to apply coupons:**  Users can apply discount codes or promotional coupons during the checkout process, providing opportunities for savings and encouraging repeat purchases. | Yes | Yes |
| 12 | **Card details transfer:**  When logged in, users’ previously saved card details are automatically available during checkout, allowing for a quick and seamless payment experience. | Yes | Yes |
| 13 | **Suggestions in the cart section:**  The platform offers product recommendations in the cart, suggesting items which can increase potential sales. | Yes | Yes |
| 14 | **Ability to participate in loyalty programs:**  Users can earn points for their purchases, which can be redeemed for discounts or rewards on future orders, fostering loyalty and repeat business. | Yes | No |
|  |  |  |  |
| 15 | **Control over products:**  Manage the product catalog, adding, updating, or removing products to keep the offerings fresh and relevant to customer demand. | No | Yes |
| 16 | **Analytics dashboard:**  Admins can visualize key performance metrics such as total sales, total revenue, and product popularity through a dashboard, enabling data-driven business decisions. | No | Yes |

| 17 | **Ability to manage user accounts:**  Administrators can view, edit, or deactivate user accounts to ensure compliance and resolve issues. | No | Yes |
| --- | --- | --- | --- |
| 18 | **Ability to manage product inventory:**  Administrators can add, edit, or remove cake and dessert listings, including updating availability and pricing. | No | Yes |
| 19 | **Ability to configure app settings:**  Administrators can adjust application settings, including notification preferences, payment methods, and user interface options. | No | Yes |
| 20 | **Ability to enforce data security policies:**  Administrators can implement and monitor security protocols to protect user data and comply with regulations. | No | Yes |