Software Requirements Specification (SRS) Document

Guac-And-Roll

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Version 1

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1. Project General Description (**Jacob DeBroder wrote this section**)

The goal of the Guac-And-Roll web application is to provide users with a fast and easy way to order delicious Mexican cuisine, offering a wide variety to choose from and to inform the user regarding the nutritional content. The Guac-And-Roll app will provide users a fun way to interact with different types of cuisine, and to be able to create their own personal creations for what they love and to share their favorites with other users. Guac-And-Roll also provides users an opportunity to accrue Rewards points through purchases and referrals, offering a host of treats available for purchase with the Rewards points.

2. Product Features (**Sreyes Venkat wrote this section**)

The Guac-And-Roll application is designed to incentivize users to have a healthier and more enjoyable life by offering a fun and interactive way to build delicious, healthy Mexican cuisine and to interact with other users in a friendly and beneficial way. Below are the key features and functions that create the innovative Guac-And-Roll app environment:

User Account Creation:
The Guac-And-Roll app allows users to easily create an account to personalize their experience. During account creation, users are required to provide basic information such as their name, email address, and password. To enhance security, passwords must meet specific complexity requirements (e.g., minimum length, inclusion of uppercase letters, numbers, and special characters).

Once registered, users will have access to additional features, including:

- Personalized Order History: Users can view past orders, allowing them to quickly reorder their favorite meals or try different combinations.
- Custom Creations: Users can save their custom-built meals, making it easier to reorder or share with friends.
- Rewards Points Tracking: Users can track the accumulation of Rewards points, view available rewards, and redeem points for exclusive offers.
- Dietary Preferences: Users can set dietary preferences (e.g., vegetarian, gluten-free), which the app will consider when recommending items and building custom meals.
- Social Integration: Users can connect their accounts to social media platforms to share their favorite creations with friends or invite others to join the Guac-And-Roll community.

(Jacob DeBroder wrote this section)
Build-Your-Own Menu Items Customization: Users will be able to build their own food items through the app using ingredients from the menu.

Rewards Program Enrollment: Users will be able to opt to enroll in the Guac-And-Roll Rewards Program, which incentivizes customers to repeat business with us by accruing Rewards Points

for every purchase and referral, to be used for discounts and free items from us. The Rewards Program will keep track of purchases and reward them based on price totals. Users will be able to check in on their Rewards data on the app, and view available rewards purchases.

Nutritional Information Builder: Select menu items and their individual ingredients to view their nutrition profile and macro breakdowns, and build your own items to view what the calorie count would be for specific creations.

User Feedback and Sharing: Users are able to provide feedback on certain menu items, ingredients and are able to share with other users their own creations and their thoughts.

3. Functional Requirements (**Devon Moskowitz wrote this section**)

FR0: This web app will allow users to create their accounts.
  - Username, password, e-mail.
FR1: This web app will allow users to modify their accounts.
  - Email, password, username.

FR2: The app will allow the user to choose between the menu items and select which ones interest them

  - Between burrito, bowl, and tacos

FR3: The app will allow the user to customize the menu items to their likings, remove/add ingredients

  - Ingredients of white/brown rice, grilled veggies, type of meat (chicken, pork, steak) , corn, pico de gallo, onion. Lettuce, cheese, guacamole, spicy salsa

FR4: The app will allow the user to collect rewards points for every dollar spent, $1 = 10 points

  - Can spend points on drinks, items, or merch

FR5: The app will allow providers to add, remove, or modify ingredients and menu items

FR6: The app will allow administrators to add, remove, or modify user profiles

FR7: The app will allow Providers to set up the featured item banner and pick which items are placed there.

  - Rotates every x seconds to give the users probable view

FR8: Accounts will be protected by login pages with passwords.

FR9: Providers will need to be assigned by Administrators before they are granted the role.

FR10: Administrators will be assigned.

4. Non-Functional Requirements (**Jacob DeBroder wrote this section**)

NFRO:
- The website shall resize proportionally for both the desktop and mobile application.

NFR1:
- Terms and conditions will be displayed for users during purchases.

NFR2:
- Buttons and certain media should be resized according to device being used for ease of use.

NFR3:
- The app should comply with data protection, and other regulations.

5. Scenarios

a. Users (**Devon Moskowitz wrote this section**)

i. Account Creation and Login
- **Initial:** The user is a hungry 20-year-old male who wants to order their food fast and have it ready by the time they are at the door of Guac-and-Roll. They have other options than Guac-and-Roll like Chipotle but they want to try the new restaurant on the block.
- **Normal:** The user goes to the website of Guac-And-Roll, and is prompted by the featured menu items page. He clicks the order now button because he is very interested in the Carne Asada bowl. He registers for an account with his email, username, and password.
- **What can go wrong: *** The User does not want to give their email. We have a email or phone number option *The user does not want to select the Bowl, Burrito, or Tacos options, there are special instructions to make anything else, and could be potentially added to the menu later on.
- **State on Completion:** User is logged on, their information is added to the database for usernames, passwords, and emails. A points tab is added as well starting at the value of 0.

ii. Browsing
- **Initial:** The user is a hungry 20-year-old male who wants to order their food fast and have it ready by the time they are at the door of Guac-and-Roll. They have other options than Guac-and-Roll like Chipotle but they want to try the new restaurant on the block.

- **Normal:** The user is already registered for the account now he is scrolling on the main page of Guac-And-Roll. He is astounded by the featured item of the day, the Carne Asada bowl.
- **What can go wrong:** *The user can not see the featured menu item, because the information is wrong
- **State on Completion:** User is on the main page of the website viewing the featured menu item of the day.

iii. Order Food
- **Initial:** The user is a hungry 20-year-old male who wants to order their food fast and have it ready by the time they are at the door of Guac-and-Roll. They have other options than Guac-and-Roll like Chipotle but they want to try the new restaurant on the block.
- **Normal:** The user clicks the order button to start the ordering process, he decides to pick the "Bowl" option and creates his bowl with every single ingredient on it.
- **What can go wrong:** *None of the ingredients show up because of failure to connect to the database. *When he clicks order, the order does not go to the cart
- **State on Completion:** User just submitted his order to the cart and is about to checkout and pay for the food.

iiii. Checkout
- **Initial:** The user is a hungry 20-year-old male who wants to order their food fast and have it ready by the time they are at the door of Guac-and-Roll. They have other options than Guac-and-Roll like Chipotle but they want to try the new restaurant on the block.
- **Normal:** The user clicks the purchase button in the cart, and is prompted with a popup that asks what time he would like the order to be done, ASAP, 15minutes, 20minutes, etc (In 5 minute increments). He clicks on it and the order is sent into the kitchen to be made.
- **What can go wrong:** *The order does not get sent to the kitchen because they do not have their notifications on or the server does not get the request.
- **State on Completion:** User just purchased the bowl he created with the "ASAP" time selected. He is about to walk into the store 10 minutes after he made the order. He is sent back to the original page with a "thank you for ordering" popup.

b. Provider (**Ben Revelo wrote this section**)
   i. Reply to review
- **Initial:** The provider is reviewing customer feedback. They can reply to reviews to maintain a good experience for the customers.
- **Normal:** A customer leaves positive feedback about their experience at the store. The provider responds with a message: "thank you for visiting"
- **What can go wrong:** *The reply does not get posted due to technical issues. The provider accidentally responds to the wrong review.
- **State of Completion:** The reply is successfully posted and the customer gets notified.

ii. Modify Email
- **Initial:** A customer reaches out to update their email address after the account is created. The provider has privileges to update the user account information.
- **Normal:** The provider accesses the user account settings and updates the email address. A confirmation email is sent to the email address for confirmation.
- **What can go wrong:** *The system fails to update the email address. The confirmation email is not received by the customer.
- **State of Completion:** The email address is successfully edited and the customer receives a confirmation email.

iii. Cancel Order
- **Initial:** The provider needs to cancel an order. This could be because the kitchen ran out of a certain ingredient or the customer requested to cancel their order.
- **Normal:** The provider locates the order in the system and cancels it. The customer gets notified about the cancellation, and a refund is issued if a payment was already made.
- **What can go wrong:** *The system fails to cancel the order, the customer does not have a cancellation notification which could cause confusion or the refund does not get processed correctly.
- **State of Completion:** The order gets canceled correctly, the customer gets notified and the refund gets initiated.

Iiii. Change Payment Method
- **Initial:** The customer reaches out to the provider to update their payment method or the provider identifies an issue with the current payment method.
- **Normal:** The provider accesses the customer's account details and updates the payment method, the change is reflected in the system and a confirmation is sent to the customer.
- **What can go wrong:** *The payment method fails to update in the system, the new payment method is not supported which causes transaction failure.
- **State of Completion:** The payment method is successfully updated and the customer receives confirmation of the change.

c. SysAdmin (**Jacob DeBroder wrote this section**)

i. Manage User Access

- **Initial:** The user leaves an inappropriate review or comment on another user's review. This can potentially disqualify the reputation of the business and the sys admin would like to take action to remove the inappropriate submission, and then take action to punish the user appropriately with a suspension or ban.
- **Normal:** The sys admin will determine if the user's submission is deemed to be inappropriate and will put the account under review, then selecting if the user should be suspended or banned permanently. If there has been a previous suspension, that information will be accessible to the admin and can be taken into account with the current punishment.
- **What can go wrong:** A few things could go wrong. The sys admin may misinterpret a comment in the case a blatant inappropriate word wasn't used, but maybe sarcasm was present. An admin may be inconsistent with punishments, perhaps being too harsh on some than others. Failure to inform the user of their punishment or not letting the user request an appeal or contest their punishment. The affected user may create a bunch of follow-up accounts to troll the business web app, commenting non-stop inappropriate posts. The sys admin may misspell or accidentally punish the wrong user. The user may be suspended or banned but their inappropriate comment is still on the website.
- **State on completion:** The user is identified to have contributed an inappropriate review or comment on the app, the sys admin is alerted or notices inappropriate behavior. The correct user is then punished accordingly, the incident is logged into the database and the action taken is put into effect and the inappropriate comment(s) have been removed.

ii. Moderate Services
- **Initial:** The user runs into a problem with one of the services, "Build Your Own Bowl". The user finds the service to be unavailable due to something like an ingredient shortage, the sys admin would be able to remove the option from the web app temporarily and let the users know it is unavailable.
- **Normal:** The sys admin is logged in with administrative privileges and is reviewing the ingredients for availability for offering. They are able to disable or remove certain services if unavailable, such as an ingredient running out at the store or a special deal running out like a holiday special.
- **What can go wrong:** The sys admin could accidentally remove or disable a key service, or the wrong service. The sys admin may take a few minutes to make changes, or the system may take a moment to update while customers may still be trying to activate the service. The sys admin may forget to turn on the service again once resolved, or if customers are not informed correctly and promptly, the removal of a service(s) may lead to customer complaints and loss of sales.
- **State on completion:** The sys admin has reviewed the services and made any necessary changes and these changes have been updated to the website. The changes are logged in the system and details of when the incident occurred is logged and information on when the service will be active again is under consideration.

iii. Moderate Reviews

- **Initial:** The user leaves a review on the website after completing an order purchase. The review is available to see by other users as well as to comment on, and by admins, and the sysadmins have the ability to moderate all user reviews and comments.
- **Normal:** The sysadmins check all reviews for inappropriate content to ensure compliance with website rules. They either edit or delete any reviews that are deemed inappropriate, such as offensive language or spam. The user is then punished accordingly, either with a warning, suspension or ban.
- **What can go wrong:** The sys admin could accidentally delete a review that is important, possibly teetering on the edge of appropriate and inappropriate. The admin may miss a harmful review or user comment, leading to customer dissatisfaction. There could be a technical error preventing the admin from making changes, or the admin may change the users review in not the best way.
- State on completion: Reviews that have been flagged or deemed inappropriate are removed or edited, with actions logged in the system. The customer whose review was deleted is notified of the action and is given the option to fill out an appeal form for the admin to review, and the review section remains clean and helpful for future users. The sys admin can track these actions and monitor for repeat offenders if necessary.

iiii. View Usage Statistics **(Sreyes Venkat did this)**

- **Initial:** The sys admin wants to check the overall usage statistics of the app to monitor user activity, track trends, and analyze performance. The sys admin may look into metrics such as the number of active users, the number of orders placed, peak usage times, or the performance of individual services (e.g., "Build Your Own Bowl"). These insights help to make data-driven decisions to improve the app's functionality and user experience.
- **Normal:** The sys admin has access to a dashboard or reporting tool that displays various statistics about app usage. They can filter by date range, user demographics, or specific services to get a detailed view of app performance. The admin can generate reports that highlight trends such as increases in order volume or declines in user engagement and make adjustments to services or promotional efforts based on the data.
- **What can go wrong:** The sys admin could misinterpret data, leading to incorrect conclusions. For example, if there is an anomaly in usage (such as a spike in traffic due to a glitch), it could be mistaken for genuine user interest, potentially leading to unnecessary changes. A technical issue might cause incorrect or incomplete data to be displayed, leaving the sys admin without the full picture. Data latency could result in delayed decisions if real-time updates aren't available. Also, the sys admin might forget to anonymize user data or ensure compliance with data privacy regulations, which could lead to legal issues.
- **State on completion:** The sys admin has reviewed accurate and up-to-date usage statistics, generated relevant reports, and logged insights in the system for future reference. Any necessary changes or optimizations have been identified

and prepared for implementation. The data is kept secure and compliant with regulations, and the sys admin is ready to revisit the statistics regularly to track ongoing trends and user behavior.