Rose – Flower Delivery App

High Level Requirements Document

Version 1.0.0

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Project Identification

Project:	Rose Delivery App
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Contributors
The following individuals contributed to this document.

Name	Title
Mehmet Ali KABA	*High Level Requirements, Project Summary and Personas*
Pornpajee Sunkkadithee	*Minutes of Meeting, Project Vision, High Level Requirements and Personas*
Miguel Angel Gutierrez Serrano	**Project Vision**
Parisa Mohammadkarimi	**Minutes of Meeting**

Distribution
This document is distributed to all the following people.

Name	Title
All Team Members	*All the T-38 Group Members*

Referenced Documents
This document refers to the following materials

Version number	Title	Author	Date	Source / Location
1.0.0	*High Level Requirements*	*Mehmet Ali KABA and Pornpajee Sunkkadithee*	*September 24, 2024*	./COMP3059-F24-High Level Requirements.docx
1.0.0	*Minutes of*	*Pornpajee*	*September*	./COMP3059-F24-Minutes of

	Meeting	*Sunkkadithee and* Parisa Mohammadkarimi	*24,2024*	Meeting-Template.docx
1.0.0	*Project Vision*	*Pornpajee Sunkkadithee and* Miguel Angel Gutierrez Serrano	*September 24,2024*	./COMP3059-F24-Project Vision Template.docx
1.0.0	*Project Summary*	Mehmet Ali KABA	*September 24,2024*	./ COMP3059-F24-Project_Summary.docx
1.0.0	*Personas and User Stories*	Pornpajee Sunkkadithee and Mehmet Ali KABA	*September 24, 2024*	./COMP3059-F24-Personas.docx

Revision History

Version Number	Revision Date	Summary of Changes	Modified by
1.0.0	*September 17, 2024*	*Project Summary Document*	All The T-38 Team Members

[Note: It is recommended that drafts be numbered 0.1 to 0.9, and that the first approved version be numbered 1.0. Thereafter, new version numbers will depend upon changes: 1.01, 1.1, etc for minor updates, 2.0, 3.0 etc for major changes.]

Signatures:

Mehmet Ali KABA:

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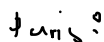
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1. Business Context Diagram

Requirement Scope Area	Description
Customer App	The Customer App allows users to browse and search for flowers and plants from nearby stores, utilizing filters such as price, type, and occasion. It enables user account management, including registration, login, profile updates, and personal preference settings. The app supports secure payment processing with options like credit cards, debit cards, and digital wallets. Customers can place orders for delivery or in-store pickup, specifying scheduling and any special instructions. The app provides real-time order tracking and notifications, informing customers about their order status and delivery progress. It includes features for customers to rate and review products and services, as well as a Wishlist function for saving products and receiving notifications on availability. In-app customer support is available through FAQs, chat support, and the ability to submit inquiries or complaints.
Delivery App	The Delivery App serves as an interface for delivery personnel to receive, accept, or cancel delivery requests. It integrates GPS for navigation and route optimization, facilitating efficient delivery planning. Delivery personnel can communicate with customers or stores for updates and provide real-time status updates on deliveries. The app allows delivery personnel to manage their availability and profile information. It also displays delivery history and earnings, helping delivery personnel track their performance and income.
Store App	The Store App provides inventory management tools for store owners, allowing them to add new products, update prices, and manage stock levels. It facilitates order management by processing incoming orders, updating order statuses, and communicating with delivery personnel. The app offers sales analytics and reporting, providing insights into sales trends, customer behavior, and product performance. Store owners can update store information and preferences through profile and settings management. They also have access to customer ratings and reviews, enabling continuous improvement of their offerings.

External Entity	Description

Customers	Individuals who use the app to order flowers and plants, schedule deliveries or pickups, and interact with store offerings.
Delivery Person	Individuals responsible for delivering orders from stores to customers, using the Delivery App to manage their tasks.
Store Owners	Local flower and botanical shop owners who list their products on the app and manage orders through the Store App.
Payment Gateway	Refers to secure third-party services that process customer payments, ensuring compliance with financial regulations and data security standards.
Customer Support	A team or ai chatbot that handles customer inquiries, issues, and feedback, accessible via the app's support features
Third-Party Services	Includes services such as mapping APIs, social media platforms, and notification services that enhance app functionalities and user experience

Information Flows	Description
Order Placement	Customers place orders through the Customer App, selecting products and specifying delivery or pickup details. The order details, along with payment confirmation, are sent to the Store App for processing.
Order Confirmation	The Store App confirms receipt and acceptance of the order. It updates the customer on the status, expected delivery or pickup time, and any other relevant details through the Customer App.
Inventory Updates	Store owners update product availability, prices, and details using the Store App. These updates are sent to the System Database, ensuring that the most current information is reflected across the platform, particularly in the Customer App.
Delivery Assignment	The Store App assigns delivery tasks to available delivery personnel via the Delivery App, providing necessary order details and customer information. Delivery personnel can accept or decline the assignment through the app.
Delivery Updates	Delivery personnel use the Delivery App to provide real-time updates on the delivery status. These updates are transmitted to both the Customer App and the Store App, keeping customers and store owners informed about the progress of the delivery.
Customer Support Queries	Customers submit support requests or complaints through the Customer App. These queries are routed to the Customer Support Team for resolution. Communication between the customer and support is facilitated through the app, and all interactions are logged for quality assurance.
Notifications & Promotions	The System Server sends push notifications to the Customer App regarding order status updates, promotions, special offers, and personalized recommendations, enhancing user engagement and experience.
Ratings and Reviews Submission	Customers submit ratings and reviews of products and services through the Customer App. This feedback is stored in the System Database and made visible to other users and store owners, aiding in decision-making and quality improvement.
Tip Processing	During checkout, customers can add tips for stores or delivery personnel via the Customer App. These tips are processed securely by the Payment Gateway, and funds are allocated appropriately. Transaction records are maintained for transparency and accounting purposes.
Social Media Sharing	Users can share their purchases or favorite products directly from the Customer App to various Social Media Platforms, increasing engagement and expanding the app's marketing reach.
Calendar Integration	The Customer App can add delivery dates or special occasions to the user's Device Calendar, setting reminders and notifications for important events like anniversaries and birthdays.

Information Flows	Description
Analytics Data Collection	Usage data from the Customer App, Store App, and Delivery App is collected and sent to the Analytics Module. This data aids in service improvements, understanding user behavior, and supporting business decision-making through detailed reports and insights.
Third-Party Integration	External services and platforms interact with the app's functionalities via the System API. This allows for expanded capabilities, such as mapping services for navigation, or partnerships with other platforms to enhance user experience.
In-App Messaging	The Customer App facilitates direct communication between customers, store owners, and delivery personnel. Messages sent by customers are delivered to the Store App or Delivery App, enabling quick resolution of inquiries or issues related to orders.
Payment Confirmation	After processing payments, the Payment Gateway sends confirmation notifications to both the Customer App and the Store App, confirming that the transaction was successful and the order can proceed.
Promotional Offers Distribution	The System Server distributes promotional offers, discounts, and loyalty rewards to customers via the Customer App, encouraging engagement and repeat business.
System Updates and Maintenance Notifications	Notifications about system updates, maintenance schedules, or downtime are sent from the System Server to all apps (Customer App, Store App, Delivery App) to keep users informed and minimize disruptions.

2. Requirements Scope Statements

HLR#	Description	Priority (H, M, L)
HLR01	The app must allow customers to browse and search for flowers and plants from nearby stores using various filters (e.g., price, type, occasion).	H
HLR02	The app should provide real-time inventory updates from local florists to ensure product availability is accurate at the time of ordering.	H
HLR03	Users must be able to place orders for delivery or in-store pickup through the app, specifying delivery time and special instructions.	H
HLR04	The system should enable delivery personnel to accept or cancel and delivery requests via the Delivery App.	H
HLR05	The application needs to include secure payment processing features supporting multiple payment options (credit card, debit card, digital wallets).	H
HLR06	The app should allow store owners to manage their product listings, including adding new products, updating prices, and managing inventory levels.	M
HLR07	The app should allow store owners to manage their product listings, including adding new products, updating prices, and managing inventory levels.	M
HLR08	The platform must provide in-app customer support options, including FAQs, chat support, and the ability to submit inquiries or complaints.	M
HLR09	The application should support user accounts where customers can view order history, save favorite items, and manage personal preferences.	M
HLR10	The app must include a feature for customers to rate and review products and services, which can be viewed by other users to inform their purchases.	M
HLR11	Allow customers to schedule recurring orders for regular deliveries (example, weekly flower subscriptions).	M

HLR12	Offer gift wrapping options and allow customers to add custom messages to their orders.	L
HLR13	Integrate calendar reminders for important dates like anniversaries and birthdays.	L
HLR14	Include social media integration allowing users to share their purchases or favorite products on platforms like Facebook and Instagram.	L
HLR15	Provide analytics and reporting tools for store owners to track sales, customer behavior, and product performance.	M
HLR16	Provide multilingual support to cater to a diverse user base in Canada (example, English and French).	L
HLR17	The app should offer personalized recommendations based on user preferences and past purchases.	L
HLR18	The app must include a feature for customers to rate and review products and services.	L
HLR19	Provide multi-currency support and localization features to facilitate expansion beyond Canada in the future.	L
HLR20	Provide an API for third-party integrations, allowing other services or platforms to interact with the app's functionalities.	L
HLR21	Implement a Tip feature where a portion of sales can be tipped to store or to delivery person.	L
HLR22	Include a chatbot assistant to help users navigate the app and answer common questions instantly.	L
HLR23	Allow customers to upload photos of their purchased arrangements to share with the community or on social media.	L
HLR24	Implement a Wishlist feature where customers can save products for future consideration and receive notifications on price changes or availability.	L
HLR25	Implement a loyalty or rewards program to encourage repeat business. Customers can earn points for purchases that can be redeemed for discounts or special offers.	L

3. High Level Business Requirements Sign-Off

The undersigned acknowledge their agreement with the contents of Version 1.0.0 of the High-Level Requirements document for *Rose Delivery App.*

Following approval of this document, requirements changes will be governed by the project's change management process, including impact analysis and appropriate reviews and approvals, under the general control of the Project Plan and according to company policy. Approved Change Request Documents, if present, will be attached to this Requirements Document as updates.

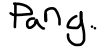| Name	Project Role and Functional Area	Date Signed
Pornpajee Sunkkadithee	Business Analyst, Business Context and Stakeholder Analysis	September 24, 2024
Miguel Angel Gutierrez Serrano	Project Manager, Project Vision and Scope Definition	September 24, 2024
Mehmet Ali KABA	System Analyst / Lead Developer, High-Level Requirements, System Architecture	September 24, 2024
Parisa Mohammadkarimi	Requirements Analyst / QA Specialist, Requirements Documentation and Analysis	September 24, 2024

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