**Question 4 Creating and Documenting Low Level Requirements:**

Singh Restaurant is looking for an online home delivery service for her restaurant. John is the Business Analyst as part of the consulting firm who is hired to set this up. He is going to use the users story mapping techniques to gather requirements for release prioritization. Identify & prioritize ten Epics/Features that the scenario provided, write out their user stories and acceptance criteria.

**Answer:**

Epics/ Features

1. Register
2. Order/ Food Menu Management
3. Payment
4. Delivery
5. Contact us
6. Download
7. Promotions
8. Report
9. Frequently Asked Questions (FAQ)
10. Job Offer

* Register:

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| Features | User Stories | Acceptance Criteria | Priority |
| Register | As a new online customer, I need to be able to register on the website using my email as ID so that I can have an account on the platform. | Given that I as a new online customer, When I opened the home page and register with my email address, then I should be able to Register as a customer. | Must |
| Verification | As a Customer trying to register on the website, I want to receive a verification link in my email to validate my account. | Given that I as a new customer, when I complete my online registration, then I should receive an activation link in my email to activate my account. | Must |
| Password | As a new customer, I want to be able to input my Alpha-Numeric Password with a mandatory minimum of 1 capital letter and least of 8 Alpha-Numeric nos. during the registration process so that I can have a secured profile when registration is completed. | Given that I as a new user trying to create an account, when I input my password of minimum requirement of one capital letter and least of 8 Alpha-Numeric nos. then my password should be acceptable | Must |

* Order:

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| --- | --- | --- | --- |
| Features | User Stories | Acceptance Criteria | Priority |
| Order Placement | I as a customer, I want to be able to click on Order/ Menu, visualize current menu and add different food items to my cart so that I can complete my order within the shortest possible time. | Given that I as a customer, when I get to the order/ Menu page  then I should see all available menu with price and “Add to Cart” below each one, then can add as many as possible items to my cart. | Must |
| Order management | I as the Restaurant manager, I want to be able to add item with price, delete item with price and update description on the menu list, so that I can have the correct information on the site at every time. | Given that I as the restaurant manager, when I am on the Order/ menu page, then I should be able to edit all information that appears displayed to the customer. | Must |

* Payment

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| Features | User Stories | Acceptance Criteria | Priority |
| Cart | As a Customer, I should be able to view the itemized bill with total beneath my order with option to remove or add so that I make payment for what I can afford | Given that I as a customer, when I click on proceed to payment, then I should be able to see my cart and edit as I wish before making final payment. | Should |
| Credit Card Payment | As a Customer, I should be able to making payment with my credit card so that I can complete my transaction. | Given that I as a customer, When I get to the payment stage, Then I should see an option of making payment with my credit Card and choose based on the card that is supported on the website. | Should |

* Delivery

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| Features | User Stories | Acceptance Criteria | priority |
| Address | As a customer, I should be able to fill my address and save during my first delivery so that I don’t need to fill it in every time | Given that I as a user, when I complete my order and on cart page, then I should be able to have option of picking my saved delivery address from a drop box. | Would |
| Live Tracker | As a customer, I should be able to view my order progress till when delivered so that I can plan my movement. | Given that I as a customer, when I complete my payment, then I should be able to track my order on the Live delivery tracker till my order is delivered. | Would |

* Contact Us:

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| Features | User Stories | Acceptance criteria | priority |
| Live chat | As the restaurant manager, I should be able to respond to customer query & complain so that we can get to know our customer’s more | Given that I as the restaurant owner, when the customer clicks on the whatsapp image on our Contact us page and send message, then I should receive the message on the company whatsapp no provided. | Could |
| Email | As I a customer, I should be able to send my complain and observation through email so that I can get the restaurant opinion before escalating my complain to the governing body. | Given that I as a customer, when I go to the contact us page, then I should be able to see a visible display of the company email address with the option of clicking on email to email directly. | Should |

* Download:

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| Features | User Stories | Acceptance Criteria | priority |
| Android Download | I as a customer using android phone, I should be able to go to google play store to download the App so that I can access the mobile app features | Given that I as an android phone user, when I click on android download then it should take me to google play store, and I will be able to install the app to enjoy the features. | Could |
| APK Download | I as a customer whose phone doesn’t support google services, I should be to download the APK of the app on the download page, so that I can access the features | Given that I as a mobile phone user whose phone doesn’t support google services, when I click on download APK on the download page and install then I should be able to enjoy the features other users are enjoying. | Would |

* Promotions:

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| Features | User Stories | Acceptance Criteria | Priority |
| Current Promotions | I as a Customer, I should be able to view all current promotions so that I can take advantage of them | Given that I as a customer, when I opened the home page, I should be able to see at the top of the page current promotion. Then when I click on it I can visualize all current promotion on a page. | Could |
| Manage Promotion | I as the Restaurant Manager, I should be able to create, delete and modify current promotion, so that customer can always get up to date information. | Given that I am the restaurant manager, when I click the manage promotion button, then I should be able to edit the information to be accurate as possible. | Could |

* Report:

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| Features | User Stories | Acceptance Criteria | Priority |
| Sales Report | I as the Restaurant Manager, I want to be able to generate reports for sales, So that I can keep abreast with menu that sells faster | Given that I am the Restaurant Manager, When I check the report page and click on sales report, then I should be able to get a report that shows the sales for the time frame I select. | Could |
| Inventory Report | I as a Store manager, I want to be able to generate reports for the inventory, so that I can stock up the needed items asap. | Given that I am the store manager, when I go to the report page and click on inventory report, then I should be able to see all items in store with the available quantities. | Should |

* Frequently asked questions (FAQ)

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| Features | User Stories | Acceptance Criteria | Priority |
| FAQ | I as the customers, I want to be able to see frequently asked question, so that I can save time getting answers to my questions. | Given that I am the customer, when I go to the FAQ page, then I should be able to see questions asked by customers incase my question has been asked before. | Would |

* Job Offer

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| Features | User Stories | Acceptance Criteria | Priority |
| Openings | I as job seek interested in working for the restaurant, I want to be able to see employment opportunities in the restaurant, so that I can apply | Given that I am a job seek, When I go to the Job offering page, then I should be able to see current openings. | Would |
| Openings | I as the Restaurant Manager, I want to be able to post and edit our job offering, so that we can save cost and time when recruiting for position. | Given that I am the restaurant manager, when I go to the job offering page, then I should be able to create, edit, delete job offering on the job page. | Would |