

CA - Customer (Anjasmore)

CS - Customer (Sofia)

CM - Customer (Mario)

RA - Requirements Engineer (Abdoulie)

RK - Requirements Engineer (Konstantin)

RD - Requirements Engineer (Danil)

Technology we should use:

CM: "We have no system at the moment, so you are free to choose whatever you want. We just suppose it to work in the end."

CS: "It should be a cross platform, ok with Web?"

CA: "Actually, for the priority is maybe web application. It is easier to create and maybe in the future we can add mobile application."

Conclusion: web app.

Canteens/cafes to work with:

CA: "All of the canteens in the school"

CS: "All cafes that exist in Innopolis city, but you can start with just canteens of IU"

Conclusion: Inno canteens.

Should an app be scalable: more cities, more cafes?

CM: Yes.

CS: Nope, it is good only for IU.

CA: No. It for Innopolis, maybe in the future...

Conclusion: **clarification is needed.** (It is further development, do not needed now)

Main features:

Order that could be delivered or picked up in a canteen.

Payment system:

CS: "No, not at all(just with card), not needed to buy the food from app."

CM: "If you have doubt, we can move this down in priority. We'll have the most important payment system, it's cash. It's probably the easiest way to implement this. And if we have time later on we can still create it." "Just keep in mind the software has to be maintainable, so we can add it in the future, if we want."

CA: "We would consider about it, the first is prepaid. Use the account balance or card. But maybe we can discuss it later, its needs a lot of effort." "The more options of payment we have the better." "It will be flexible, prepaid or postpaid".

Conclusion: **clarification needed** (It is further development, do not needed now)

Who updates dishes:

CM: “App admins. The “main” admin creates other admin accounts and assigns roles to them. For example, the “main” admin assigns a role to another admin to be the manager of all canteens in Innopolis. And somebody else will be the manager of some canteens in Kazan. But we want to stay flexible here.”

CA: “The canteen manages the application. There are two main roles, the first is student and the second is canteen management.”

Danil’s note: I don’t find these answers controversial. Later in my interview we had:

RD: How is the order processed once a customer makes this order?

CM: You mean to the canteen itself?

RD: Yes.

CM: At the canteen we will have managers.

So, admins with assigned roles Mario talked about could be the canteen managers.

Conclusion: **clarification is needed.** Dishes updated by managers of the restaurants(watch Use Cases)

Predefined menus for managers:

CA: “Yes, actually it would be better if the management have predefined menu. And they just pick what the current menu is.”

CM: “You can select something having a preconfigured menu”

Conclusion: the feature is needed.

Repeat orders, save delivery pattern?

CS: “Nope, not needed. In further development.”

CM: “We can do, but put it as a lower priority. It’s not important, but it’s nice to have.”

Conclusion: we don’t do this.

Additional charge for delivery:

CA: Yes.

Maximum orders per day for a customer:

CS: “Yes, 24 orders per day, but It is ok not restricting customer. You should restrict the usage of the app, if canteen isn’t working.”

CM: “The main problem here is we have to integrate the system. You can get a discount as a student, and you have your meal plan. We can’t really do more than three dishes, at least discounted. You have to make sure you only get three dishes with discount, and everything else you have to pay the full price”

CA: “Per day there is no limit.” But for every order the previous order must be completed before you can make another order.

Conclusion: no limit. However, **Mario wants integration with moodle meal plans**, which is the hole new story.

Speed requirements

CS: 3 seconds for a website, 10 seconds for an order.

Time of order is ready:

CM: We want to implement a time frame window when you will receive your food. Because if everyone selects an order at 6 o'clock, they will complain because food comes at 6:35. We have to keep some time frame.

RD: Some kind of a queue.

CM: Yeah. You will get your food between 6:00 and 6:15 for instance. But it would also be good if time frame is editable. Maybe it's not 15 minutes, but maybe a half of an hour, depending on how many orders we have.

Conclusion: order readiness time should be available.

A customer orders a pick up. What if a customer doesn't show up? How do we process this situation?

CM: We don't do anything in the application.

CA: If we talk of prepaid, they can deduct his balance and if it is postpaid maybe we can add some notification like warning.

RA: Ok but for now there is no for that customer for not collecting the order?

CA: Maybe we can add some restriction, if you have two times not picked up the meals maybe you are suspended one week, one month.

Conclusion: the main problem is related to prepayment (which won't be there I hope).

User grades for dishes, user comments for dishes, user grades for cafes, user comments for cafes:

CM: We grade dishes, we don't leave comments for dishes. We leave comments for cafes. Grades of cafes is calculated automatically from dishes' grades. **Low priority.**

CS: No comments and ratings for dishes.

RK: Comments about canteen/cafe, ratings?

CS: **Ratings for sure**, a good point, rating for a daily menu, comments in the further development + extend ratings for a canteen as a whole.

CA: "Okay if you can provide this, **it is not like the main service** but if you can provide this it would be good"

Conclusion: **we need to clarify the priority of this.** It is further development, do not needed now)

Should a user be able to write a complaint to a cafe administrator?

CM: Yes, why not?

RD: And in this case the admin has an ability to write a response to the customer

CM: Yes

Chatting with administrator

CS: Maybe in further development, only phone number for now.

How to authenticate

CA: Email, phone number and maybe you can add student number.

Tracking the dishes that is over

RK: Change menu, if dish is over?

CS: Maybe, but it is too hard to implement, so not needed now (if ordered and expired, share number with administrator).

CM: It's too much of a hassle here. But it's a good point: what do we do if food is out if it's been ordered. But still we just have orders, it should work for a manager.

Conclusion: we don't do this.

Is Russian localization needed?

CS: Fully in english (further development is OK)

CM: Russian and English. But English is the most important.

Conclusion: English should do.

Clarification:

Hola!

I've got clarification questions for Food Delivery System.

1. Your teammates want the app to work only for Innopolis. You want it to be scalable. I guess, it's up to you in this case.

2. Anjasmore has an idea of each canteen having its management. You say, there's "boss" admin who assigns roles to other admins (set of canteens for each admin). Again, your approach is wider, therefore I'm asking you.

3. You mentioned integration with meal plans in moodle when we talked about limits of orders per day for a user. I think, there's too much effort and we do not win much with integration. What if we just warn a user, like "You've already ordered a breakfast for this date. Are you sure you want one more?"

Mario:

1 and 2: I think it's your team's part to decide on what you do. However, the wider approach might help to create a better architecture.

3: I really can't remember regarding moodle. Can't imagine I really said something like this. Just ditch it please.