

**SOEN342**

Software Requirements and Specifications

YumYumExpress

(Phase 1)

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GitHub Link

https://github.com/lyeskara/SOEN342

# Abstract

This document describes the process of conducting a software engineering requirements elicitation, evaluation, and specification for a food delivery app called "YumYumExpress". The process includes conducting comparative studies of existing products such as UberEats, Doordash, and Skip The Dishes, as well as using elicitation techniques such as survey method and document analysis method to gather information about customer needs and preferences. The document also includes a detailed product description of "YumYumExpress" and its key features. The results of this analysis provide a solid foundation for the development of "YumYumExpress" and ensure that the app meets the needs and exceeds the expectations of its target customers.

# Elicitation Techniques

# [in this section write how you conducted your elicitation work and what are the elicitation techniques you used. Two elicitation techniques are to be used: one stakeholder driven and one artifact driven]

* 1. Elicitation technique 1: [how you did the work as a group, difficulties you faced, advantage/disadvantage…how you share the work]
  2. Another elicitation technique: [….]

# Comparative Study

### UberEats (<https://www.ubereats.com/ca>)

### Description:

Customers can use the UberEats app to get food from nearby restaurants through the food delivery service UberEats. The service is a division of Uber Technologies and is accessible in several locations all over the world. UberEats' broad selection of restaurants and quick delivery times are two of its primary benefits. It also includes a user-friendly interface that makes it simple for clients to track their products and get in touch with delivery partners.

### Features

### Searching

* + - The UberEats app allows customers to easily search for restaurants either through their proximity or through categories related to the type of cuisine. This allows users to easily find what they are craving.
  + Payment Options
    - Customers can pay for their food delivery using a credit card, PayPal, or Uber Cash.
  + Rating and Reviews
    - UberEats allows customers to rate their delivery experience and leave reviews for restaurants.
  + Integration with other apps
    - UberEats is integrated with other apps like Uber, Uber for Business and Uber for Eats Pass, allowing customers to order food delivery through these apps as well.

### SkipTheDishes (<https://www.skipthedishes.com/>)

### Description

A food and groceries delivery app that is part of Just Eat Takeaway.com, which is a global online food delivery marketplace. You can sign up to be a partner and have your products delivered through their system. In addition, you can also sign up as a courier to deliver orders to customers. Overall, it allows customers to easily find what they are looking for (either from a restaurant or from other food stores) and track their orders as they are delivered.

### Features

* + Loyalty system
    - You earn points in the system for every dollar that you spend.These points can then be redeemed for a dollar value; for each 1000 points redeemed, you receive a dollar in credit. There are two tiers for loyalty: An orange status (5 points per dollar) and a gold status (10 points per dollar). You can upgrade your tier by ordering more frequently
  + Shopping Categories
    - You can filter the available shops using buttons available on the home page. You can filter for: Deals, Convenience, Alcohol and Groceries.
  + Sorting Capability
    - You can sort the available restaurants based on its “Skip score”, Time Estimate or by Delivery Fee.
  + Favorites
    - You can “favorite” a restaurant so that it appears at the top of your home page when you log in.
  + A food wiki
    - An encyclopedia of recipes that is free to use. It is included as part of your account.

### DoorDash (<https://www.doordash.com/en-CA>)

### Description

DoorDash is a food delivery application that has its focus on restaurant deliveries and a smaller one on grocery deliveries as well. There are three primary users of the application. Customers, who buy the food from the restaurant and receive the deliveries. Dashers, who deliver the food from the restaurants and receive their pay from a flat rate plus tips as well as bonuses based on time of day and the speed of delivery. Lastly, restaurants and stores form the final group of users, they provide the goods by listing their restaurant on the application and receive money from the orders taking place. Door dash has two applications, one for the dashers and one for the clients.

### Features

* + Dash Pass
    - You can pay 9.99$/month for zero delivery fees from and reduced service fees for orders over 15$ from participating restaurants
  + Large selection of categories
    - Easy to pick a restaurant to order from, with categories such as fastest delivery, most popular, deals, affordable meals and a search option
  + Past ordering history
    - Allows the user to keep a better budget and manage expenses easier with a section showing the recent order they made
  + User Reviews
    - The user can see ratings left by customers and evaluate the quality of food from other users.
  + Allows pickup as well
    - Should the customer desire it, they may simply treat this app as an extension of the restaurant's application and order and pick up the food themselves.

# Product Presentation

YumYumExpress is a food delivery app that enables users to browse menus, place orders, and track deliveries from local restaurants. The app is designed for use on mobile devices and provides an easy and convenient way to order food and have it delivered to your door. Users can search for their favorite restaurants and view their menus, customize their orders, choose from a variety of payment options, and track their deliveries in real-time. With YumYumExpress, users can easily rate and review the restaurants and the food they received, and can also contact customer support if they have any issues with their orders. Whether you're craving for some fast food or fine dining, YumYumExpress is the perfect solution for satisfying your cravings at the comfort of your home.

## Features

## Splash screen

Attracts users with an aesthetically pleasing registration and login form.

## Profile page

Stores all the important information in one place: personal details, order history, etc

## Search bar

Allows customers to select the desired items and specify all the necessary details about the order

## Payment

Enables the option to pay for the order

## User registration and login

Allows users to create an account and log in to the app.

## Restaurant browsing

Allows users to browse through menus and view restaurant information, such as ratings and reviews.

## Order placement

Allows users to select items from a restaurant's menu, specify any special requests or instructions, and place their order.

## Order tracking

Allows users to view the status of their order and track the delivery in real-time.

## Customer support

Allows users to contact customer support in case of any issues or concerns.

## Notifications

Allows the app to send notifications to users, such as order updates or special deals and promotions.

## Loyalty program

Allows users to earn rewards for repeat orders and encourages them to order more frequently.

## Reviews and ratings

Allows customers to rate and review their experiences with different restaurants and delivery drivers.

# Conclusion

# [Explain the value and benefits of your project ]

In conclusion, we have completed a thorough analysis of the food delivery app market. We have used two elicitation techniques, the survey method and document analysis method, to gather information about customer needs and preferences. Through our comparative study of the existing products UberEats, Doordash, and Skip The Dishes, we were able to identify key features that are important to customers and that set these apps apart from one another.

Based on our findings, we have developed a comprehensive product description for our app "YumYumExpress", which includes a wide range of features.

Overall, our analysis has provided a solid foundation for the development of "YumYumExpress" and will help ensure that the app meets the needs and exceeds the expectations of our target customers.