



FIRST FOOD.INC DELIVERY SERVICE

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Business Requirement

I want to initiate a project for FoodFirst.Inc to establish a food delivery service.

So that we can expand our revenue streams, enhance the convenience of our services for the working class, and strengthen our market presence in the food delivery sector.

This project will benefit FoodFirst.Inc and its customers.

It will take place in eight store locations across the city, with an initial launch timeline of 6 months.

We will evaluate its success based on achieving a 20% revenue increase within the first year, maintaining a customer satisfaction rating of at least 4.5 out of 5, and expanding the delivery service to cover 50% of the city within two years.

This project will include the development of an online ordering platform, delivery logistics system, menu customization, and quality control measures. The goal is to provide a seamless and user-friendly food delivery experience within defined delivery zones while maintaining food quality and ensuring customer satisfaction.

It will follow an Agile Scrum methodology with an estimated initial launch timeline of six months, and success will be measured by revenue growth, customer satisfaction ratings, and delivery service expansion.

Story Mapping

Epic: User Registration and Authentication

1. User Registration: *As a new customer, I want to be able to create an account with my personal information, including name, email, and password.* **Story Points Estimation: 3**
2. User Authentication: *As a registered user, I want to log in securely using my credentials (email and password) to access the food delivery service.* **Story Points Estimation: 2**
3. Password Reset: *As a user, I want the option to reset my password if I forget it, receiving a link via email to create a new one.*

Story Points Estimation: 2

Epic: Menu Browsing and Selection

1. Menu Display: *As a customer, I want to view an attractive and well-organized menu with clear images, descriptions, and prices for all available items.* **Story Points Estimation: 5**
2. Item Customization: *As a customer, I want the ability to customize menu items by adding or removing ingredients or specifying dietary preferences.* **Story Points Estimation: 3**

Epic: Placing and Tracking Orders

1. Order Placement: *As a customer, I want to easily place an order by selecting items from the menu, specifying quantity, and providing delivery details.* **Story Points Estimation: 5**
2. Real-time Order Tracking :*As a customer, I want to track my order in real-time, receiving updates on its preparation and delivery status.* **Story Points Estimation: 8**

Epic: Delivery Management

1. Delivery Routing : *As a delivery driver, I want an optimized route for efficient delivery of multiple orders, considering traffic and order priorities.* **Story Points Estimation: 5**
2. Delivery Confirmation : *As a delivery driver, I want the ability to confirm successful delivery and collect electronic signatures if required.* **Story Points Estimation: 3**

Epic: Customer Support and Feedback

1. Customer Support : *As a customer, I want easy access to customer support through the app or website to address inquiries, issues, or feedback.* **Story Points Estimation: 3**
2. Feedback Submission : *As a customer, I want the option to provide feedback and ratings for the food, delivery, and overall experience.* **Story Points Estimation: 2**

Epic: Quality Control and Packaging

1. Quality Assurance: *As a store staff member, I want a checklist and quality standards to ensure that food prepared for delivery meets our high-quality standards.* **Story Points Estimation: 5**
2. Secure Packaging : *As a store staff member, I want guidelines for secure and hygienic packaging to maintain food quality during transportation.* **Story Points Estimation: 3**

USER STORIES		
EPIC	USER STORIES	FOLLOW- UP ACTION
User Registration (Story):	As a new customer, I want to create an account with my name, email, and password.	Create a user registration form that collects and stores user information securely in our database.
User Authentication (Story):	A user registration form that collects and stores user information securely in our database.	Create a login page and implement authentication logic that verifies user credentials against stored data.
Password Reset	As a user, I want to reset my password if I forget it, receiving a link via email.	Develop a "Forgot Password" feature that allows users to request a password reset link, which will be sent to their email.
Menu Display	As a customer, I want to view a well-organized menu with images, descriptions, and prices for all items.	Design and implement an appealing menu display on our app or website, fetching menu data from our database.
Order Placement	As a customer, I want to place an order by selecting items, specifying quantity, and providing delivery details.	Create an order placement feature that allows users to select items, add them to a cart, and enter delivery information.
Real-time Order Tracking	As a customer, I want to track my order in real-time.	Implement order tracking functionality that provides real-time updates on the status of the order, from preparation to delivery.

Delivery Routing	As a delivery driver, I want optimized routes for efficient delivery.	Develop a delivery routing system that optimizes routes based on order locations, traffic, and delivery priorities.
Delivery Confirmation	As a delivery driver, I want to confirm successful delivery.	Implement a delivery confirmation feature that allows drivers to mark orders as delivered and collect electronic signatures if required.
Customer Support	As a customer, I want easy access to customer support.	Include a customer support section in the app or website with contact information and support request forms.
Feedback Submission	As a customer, I want to provide feedback and ratings for the food and delivery.	Create a feedback submission feature that allows users to rate their experience and leave comments.
Quality assurance	As a store staff member, I want to follow quality checklists for food preparation.	Create quality control checklists for staff to ensure the quality of food.
Secure Packaging	As a store staff member, I want guidelines for secure and hygienic packaging.	Establish packaging guidelines and train staff on proper packaging practices.

ACCEPTANCE CRITERIA

User Management Epic:

User Story 1: User Registration:

Acceptance Criteria:

- Users should be able to click a "Register" button on the homepage.
- During registration, users must provide a unique email address and a strong password.
- Upon successful registration, a confirmation email should be sent to the provided email address.
- Users should be able to verify their email address by clicking the confirmation link in the email.

User Story 2: User Authentication:

Acceptance Criteria:

- Registered users should be able to log in using their email and password.
- Users should see an error message if they enter incorrect login credentials.
- Successful authentication should redirect users to the homepage.

User Story 3: Password Reset:

Acceptance Criteria:

- Users should have an option to reset their password on the login page.
- When requesting a password reset, users should receive an email with a password reset link.
- Clicking the reset link should allow users to create a new password.
- Users should be able to log in with their new password after resetting.

Menu and Ordering Epic

User Story 4: Menu Display:

Acceptance Criteria:

- The menu should be accessible from the homepage.
- Menu items should be categorized and clearly labeled.
- Each menu item should include a high-quality image, name, description, and price.
- Users should be able to click on a menu item to view its details.

User Story 5: Item Customization:

Acceptance Criteria:

- Users should be able to customize menu items by adding or removing ingredients.
- Customization options should reflect in the item's price.
- Users should see a summary of their customizations before adding the item to their cart.

User Story 6: Order Placement:

Acceptance Criteria:

- Users should be able to add menu items to their cart.
- Users must specify the quantity for each menu item in the cart.
- Users should provide delivery details, including address and contact information.
- Users should receive an order confirmation with order details.

User Story 7: Real-time Order Tracking:

Acceptance Criteria:

- Users should have access to a real-time order tracking feature.
- Order status updates (e.g., "Preparing," "Out for Delivery") should be visible to users.
- Estimated delivery time should be displayed based on the user's location and current order status.

Delivery Management Epic

User Story 8: Delivery Routing:

Acceptance Criteria:

- Delivery drivers should receive optimized delivery routes for multiple orders.
- Routes should consider traffic conditions and prioritize timely delivery.
- Drivers should be provided with turn-by-turn navigation instructions.

User Story 9 : Delivery Confirmation:

Acceptance Criteria:

- Delivery drivers can access the "Delivery Confirmation" feature in their app or device.
- Delivery drivers can confirm the delivery status as "Delivered," "Not Delivered," or "Delivery Failed."
- Successful delivery confirmation updates the order status to "Delivered."
- Failed delivery confirmation triggers appropriate follow-up actions and updates the order status accordingly.
- If electronic signatures are required, the system prompts the collection of the customer's electronic signature upon successful delivery.
- Delivery confirmation includes a timestamp indicating the date and time of delivery.
- Customers receive notifications confirming successful delivery.
- Delivery confirmation events are logged in the system's delivery history for reference and audit.
- Delivery drivers have access to customer support for any related issues or questions.

Customer Support and Feedback Epic

User Story 10: Customer Support:

Acceptance Criteria:

- Users should have access to a customer support chat or contact option within the app.
- Users should receive timely responses from customer support representatives.
- Support inquiries and responses should be logged for reference.

User Story 11: Feedback Submission:

Acceptance Criteria:

- Users should be able to submit feedback and ratings for food quality, delivery experience, and overall service.
- Feedback should be saved for future analysis and improvement.

Quality Control and Packaging Epic

User Story 12: Quality Assurance:

Acceptance Criteria:

- Store staff members should have access to quality checklists for food preparation.
- Checklists should be completed for each order to ensure quality standards are met.

User Story 13: Secure Packaging:

Acceptance Criteria:

- Store staff should follow guidelines for secure and hygienic packaging of food items.
- Packaging should maintain the quality and integrity of food during transportation.

USER STORY PRIORITIZATION

LOW PRIORITY(Nice to have)	MEDIUM PRIORITY(Should have)	HIGH PRIORITY(Must have)
User Story 11: Feedback Submission Story Points: 2	User Story 5: Item Customization Story Points: 3	User Story 6: Order Placement Story Points: 3
User Story 1: User Registration Story Points: 3	User Story 10: Customer Support Story Points: 3	User Story 7: Real-time Order Tracking Story Points: 3
User Story 2: User Authentication Story Points: 2	User Story 12: Quality Assurance Story Points: 5	User Story 4: Menu Display Story Points: 5
User Story 3: Password Reset Story Points: 2	User Story 9: Delivery Confirmation Story Points: 3	User Story 8: Delivery Routing Story Points: 5

Backlog

ZN

Epic ▾

Type ▾

Insights

Epic ✕

Issues without epic

>

User Management

>

Menu and Ordering

>

Delivery Management

>

Customer Support and Feedback

>

Quality Control and Packaging

+ Create epic

FI Sprint 1 5 Sep – 19 Sep (12 issues)			21 18 7	Complete sprint	⋮
<input type="checkbox"/>	<input checked="" type="checkbox"/>	FI-23 Create a user registration form that collects and stores user information securely in our database.	USER MANAGEMENT	DONE ▾	3 ⋮
	<input checked="" type="checkbox"/>	FI-24 Create a login page and implement authentication logic that verifies user credentials against stored data.	USER MANAGEMENT	DONE ▾	2
	<input checked="" type="checkbox"/>	FI-25 Develop a "Forgot Password" feature that allows users to request a password reset link, which will be sent to their email.	USER MANAGEMENT	DONE ▾	2
	<input checked="" type="checkbox"/>	FI-26 Design and implement an appealing menu display on our app or website, fetching menu data from our database.	MENU AND ORDERING	IN PROGRESS ▾	5
	<input checked="" type="checkbox"/>	FI-29 Implement order tracking functionality that provides real-time updates on the status of the order, from preparation to delivery.	MENU AND ORDERING	IN PROGRESS ▾	8
	<input checked="" type="checkbox"/>	FI-32 Include a customer support section in the app or website with contact information and support request forms.	CUSTOMER SUPPORT AND FEEDB...	IN PROGRESS ▾	3
	<input checked="" type="checkbox"/>	FI-33 Create a feedback submission feature that allows users to rate their experience and leave comments.	CUSTOMER SUPPORT AND FEEDB...	IN PROGRESS ▾	2
	<input checked="" type="checkbox"/>	FI-27 Create an order placement feature that allows users to select items, add them to a cart, and enter delivery information.	MENU AND ORDERING	TO DO ▾	5
	<input checked="" type="checkbox"/>	FI-30 Develop a delivery routing system that optimizes routes based on order locations, traffic, and delivery priorities.	DELIVERY MANAGEMENT	TO DO ▾	5
	<input checked="" type="checkbox"/>	FI-31 Implement a delivery confirmation feature that allows drivers to mark orders as delivered and collect electronic signatures if required.	DELIVERY MANAGEMENT	TO DO ▾	3
	<input checked="" type="checkbox"/>	FI-34 Create quality control checklists for staff to ensure the quality of food.	QUALITY CONTROL AND PACKAGI...	TO DO ▾	5
	<input checked="" type="checkbox"/>	FI-35 Establish packaging guidelines and train staff on proper packaging practices.	QUALITY CONTROL AND PACKAGI...	TO DO ▾	3
+ Create issue					

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FI Sprint 1



ZN



Epic ▾

TO DO 5

Create an order placement feature that allows users to select items, add them to a cart, and enter delivery information.

MENU AND ORDERING

FI-27

5



Develop a delivery routing system that optimizes routes based on order locations, traffic, and delivery priorities.

DELIVERY MANAGEMENT

FI-30

5



Implement a delivery confirmation feature that allows drivers to mark orders as delivered and collect electronic signatures if required.

DELIVERY MANAGEMENT

FI-31

3



Create quality control checklists for staff to ensure the quality of food.

QUALITY CONTROL AND PACKAGING

FI-34

5



Establish packaging guidelines and train staff on proper packaging practices.

QUALITY CONTROL AND PACKAGING

FI-35

3



IN PROGRESS 4

Design and implement an appealing menu display on our app or website, fetching menu data from our database.

MENU AND ORDERING

FI-26

5



Implement order tracking functionality that provides real-time updates on the status of the order, from preparation to delivery.

MENU AND ORDERING

FI-29

8



Include a customer support section in the app or website with contact information and support request forms.

CUSTOMER SUPPORT AND FEEDBACK

FI-32

3



Create a feedback submission feature that allows users to rate their experience and leave comments.

CUSTOMER SUPPORT AND FEEDBACK

FI-33

2



DONE 3



Create a user registration form that collects and stores user information securely in our database.

USER MANAGEMENT

FI-23

3



Create a login page and implement authentication logic that verifies user credentials against stored data.

USER MANAGEMENT

FI-24

2



Develop a "Forgot Password" feature that allows users to request a password reset link, which will be sent to their email.

USER MANAGEMENT

FI-25

2

