

# Vision Document – Team 02

## Product Overview

LameDucks coffee shop will soon be rolling out a number of coffee carts in the Atlanta area. To reward frequent customers A VIP rewards program for cart customers is going to be created. This program will enable customers to accrue points based on the amount of money they spend and get benefits based on their points. The owners of the coffee shop would like us to develop an Android app to help coffee cart managers administer the VIP program.

## Business Needs/Requirements

Businesses often use VIP programs to monitor customer spending, instill loyalty and reward frequent customers. A software solution that all managers can use will make it easy to track VIP customer spending at each cart and each point in time will enable LameDucks to achieve these goals.

## Product / Solution Overview

We will develop an Android app that enables the managers to perform the following actions:

1. Add VIP customers to the system.
  - a. Upon being added to the system, a customer's spending is tracked and the customer will receive rewards based on the amount of money spent. VIP customers will also have the ability to pre-order dessert items up to a month in advance.
2. Edit a customer's information in the system (for example, a name or phone number change.)
3. Remove VIP customers from the system.
  - a. When a customer is removed, his or her data are permanently deleted.
4. View a customer in the system.
  - a. We will be storing name, phone number, birth date, VIP Level (GOLD or normal) and VIP card number- these will be viewable in the app for any user.
  - b. In addition, the app should be able to calculate the items that a given VIP customer has purchased and the points he or she earned in the last 30 days and in total.
5. View daily sales reports.
  - a. The coffee cart manager can generate a daily report of the items purchased or pre-ordered by VIP members on the current day.

## Scope & Limitations

We will be able to implement all features listed above in the product/solution overview. At this time, based on what has been requested by the owners there are no limitations to list.

## **Other Needs**

The user interface (UI) of the app must be intuitive and responsive. It must look good at any Android screen size and the size of the app should not be excessively large. The app should be simple to use for non-technical users and the UI should be designed in accordance with Android design best practices.

A secure login system is needed to ensure that only currently active coffee cart managers can use the system.

An internet-connected server will be necessary to store data so that user information can be stored centrally for all coffee carts and accessible from anywhere. Since we'll already be running a server that connects to the internet, it would be nice to have a web interface that would allow the owners of the coffee shop to view VIP customer information and activity. This will not be implemented in the first version of the software.