Software Engineering – Group 4 2/18/20

Baker System Proposal

The Bakery System is used to streamline bakery operations and enhance customer satisfaction. The proposed system will allow customers and employees to interact with the system in operations like managing orders, printing receipts, ordering bakery items, contacting customers, and ultimately replacing receipts altogether. The main vision for the bakery system was to replace outdated paper and pencil orders and eliminate paper receipts altogether. This will provide the customer with better service and transparency. This will also streamline the daily operations for the bakery.

Customers and employees will need to log in to the system to access its services. This will ensure authorized users can access the system. Once logged in – it will validate the user’s information and send them to a menu based on a customer or employee login verification.

The Bakery System will enable customer to place orders for bakery products and allow employees to interact and manage those orders through the system. Customers will be able to track the status of their orders and receive notifications when there are issues with their order or an alert for completion. The system will assign users with a unique identifier which will allow them to view all their orders placed upon login.

The Bakery would be able to update their roster of bakery goods and manage the availability of bakery items when available/sold out and manage pricing. Employees using the system will be able to leave notifications on a customers account and or utilize email or SMS to send updates.

Ultimately the Bakery system will provide the bakery with a comprehensive solution in streamlining operations and enhancing customer satisfaction by reducing error and increasing quality and efficiency.