Question 1:

Software Requirements Specification

For QuickEats – Food Delivery App
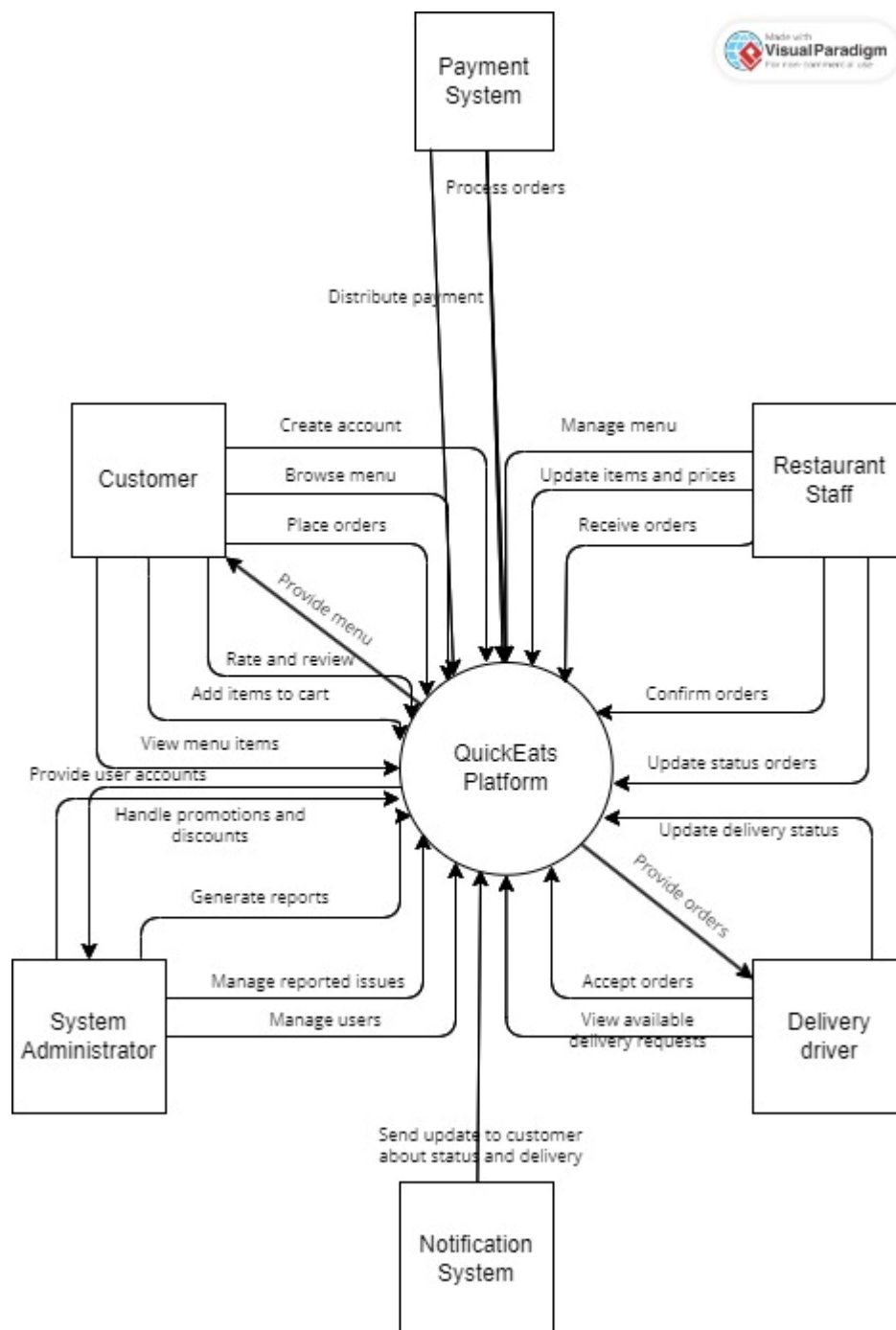
Version 1.0 approved

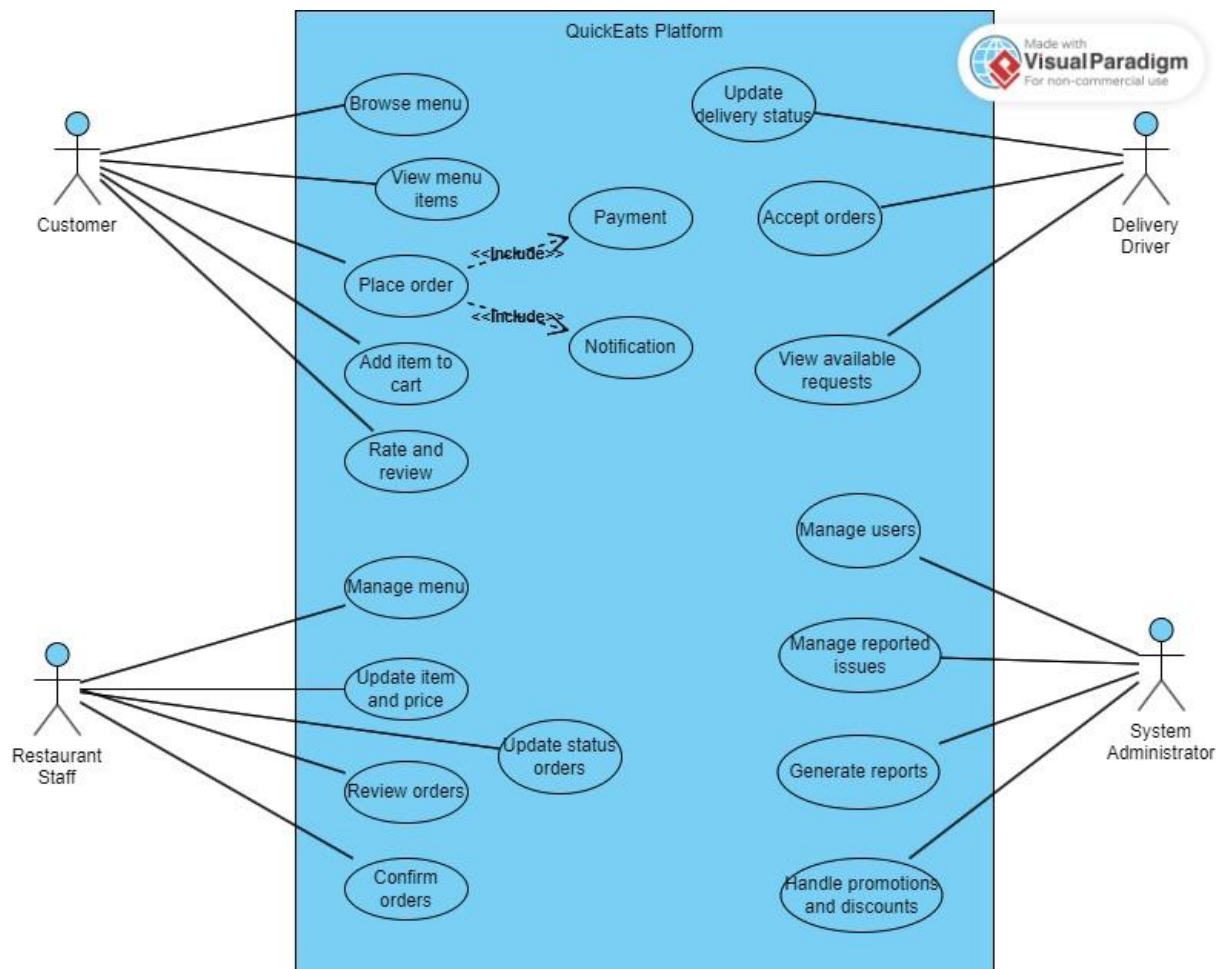**Prepared by Quach Gia Bao – SE180449**

FPT University

29-10-2024

Question 2:

Payment System

Process orders

Distribute payment

Customer

Create account

Browse menu

Place orders

Provide menu

Rate and review

Add items to cart

View menu items

Provide user accounts

Handle promotions and discounts

Generate reports

Manage menu

Update items and prices

Receive orders

Restaurant Staff

Confirm orders

Update status orders

Update delivery status

Provide orders

QuickEats Platform

Manage reported issues

Manage users

Accept orders

View available delivery requests

System Administrator

Delivery driver

Send update to customer about status and delivery

Notification System

Question 3:

#	Actor	Description
01	Customer	The end-user of the QuickEats Platform. Customers create accounts to browse menus from participating restaurants. Customer can select a restaurant, view menu items, add selections to their cart, and place an order.
02	Restaurant Staff	Restaurant staff can manages menu items, update items and price, receive order, confirm order details, and update the status of an order.
03	Delivery Driver	Delivery driver can view available delivery requests, accept an order, update the delivery status.
04	System Administrator	The system administrator oversees user accounts, manage reported issues, handle promotions and discounts, generate reports.

#	Use Case	Actors	Description
UC-01	Browse menu	Customer	Customers can browse the available menus from participating restaurants.
UC-02	View menu items	Customer	Customers can view detailed information about menu items.
UC_03	Place order	Customer	Customers can place an order for selected menu items.
UC_04	Add item to cart	Customer	Customers can add items to their cart while browsing menus, adjust quantity and remove items as needed.
UC_05	Rate and review	Customer	After received order, customers can rate and review the restaurant and delivery service.
UC_06	Manage menu	Restaurant Staff	Each restaurant manages its menu.
UC_07	Update item and price	Restaurant Staff	Each restaurant update the items and prices as needed.
UC_08	Update status orders	Restaurant Staff	Restaurant staff can update the status of orders.
UC_09	Review orders	Restaurant Staff	Restaurant staff can review incoming orders, ensuring all details are correct.
UC_10	Confirm orders	Restaurant Staff	Restaurant staff confirm orders received from customers.
UC_11	Update delivery status	Delivery Driver	Delivery drivers can update the status of their deliveries
UC_12	Accept orders	Delivery Driver	Delivery drivers can accept available delivery requests from the app
UC_13	View available requests	Delivery Driver	Delivery drivers can view a list of available delivery requests in the app
UC_14	Manage users	System Administrator	System administrators can manage user accounts
UC_15	Manage reported issues	System Administrator	System administrators can handle reported issues from users,
UC_16	Generate reports	System Administrator	System administrators can generate reports on order volumes, popular restaurants, and driver activity

	Handle promotions and discounts	System Administrator	System administrators can manage promotions and discounts offered to customers
UC_17			

Question 4:

ID	Rule Definition	Use cases
BR-01	Customers must complete payment to confirm their order. If payment fails, the order is not processed, and the customer must retry the payment.	UC-03, UC-04
BR-02	Restaurant staff must update the menu in real-time. Items marked as "out of stock" cannot be ordered.	UC-06, UC-07
BR-03	Delivery driver update the delivery status, such as "on the way" or "delivered" which customers can view in real-time.	UC-11
BR-04	Customer can rate and review after their order has been marked as "delivered".	UC-05
BR-05	System administrators must ensure resolve any reported issues in 24 hours	UC-15

Question 5:

<Insert Swimlane Diagram here>

Question 6:

Use Case ID:	UC-03
Use Case Name:	Place order

Create By:	Quach Gia Bao	Last Updated By:	Quach Gia Bao
Date Created:	29/10/2024	Date Last Updated	29/10/2024

Actor:	Customer
Description:	Customers can place an order for selected menu items. This includes selecting payment methods, and confirming the order.
Preconditions:	PRE-1. The customer is logged into the system. PRE-2. The customer has selected items and added them to the cart.
Postconditions:	POST-1. The order is successfully created in the system POST-2. The customer receives a confirmation notification with order details and estimated delivery time.
Priority:	High
Frequency of Use:	High (Customers place orders frequently)
Normal Course of Events:	1. The customer logs into the QuickEats app. 2. The customer selects a restaurant and browses the menu. 3. The customer adds items to the cart. 4. The customer selects a payment method. 5. The customer confirms the order. 6. The restaurant staff receive a notification of the new order.
Alternative Courses:	The customer can choose to cancel before confirming the order, returning to the menu or cart.
Exceptions:	If customer payment fail, the system notice the customer and alert them to retry.
Includes:	**UC-04:** Add Item to Cart
Business Rules:	**BR-01:** Customers must complete payment to confirm their order. If payment fails, the order is not processed, and the customer must retry the payment.
Assumptions:	The restaurant has available stock for the selected items at the time of ordering. The customer has a valid payment method
Notes and Issues:	The payment gateway integration must be thoroughly tested to avoid transaction issues.

Question 7:

<Add your answers here>