

**SOEN342**

Software Requirements and Specifications

[Product Name]

(Phase 1)

**Instructor:**

**Dr. Joumana Dargham**

Team: Team C

Student Name – ID number

Student Name – ID number

Student Name – ID number

Student Name – ID number

DATE: 01/26/2023

GitHub Link

<https://github.com/bhattirahat/SOEN342->

# Abstract

[write what this document is about]

# 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 artefact driven]

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

# Artefact Driven Technique :

# Background study🡪Comparative study

# Stakeholder Driven Technique :

# Survey

# Comparative Study

### Fantuan Delivery

### Description:

### Fantuan Delivery is a food ordering and delivery service in major cities such as Montreal, Toronto, Edmonton, and cities in the United States. The mobile application allows you to order food from different restaurants that have signed up to be part of Fantuan’s partners. The application has mainly Asian restaurant options, but also has other options. Fantuan prides themselves for not marking up many restaurant prices and clearly labels the restaurants that do not have upped prices.

### 

### Features

### Student Exclusive Benefits

### Students can receive many benefits if they verify their student status using their student emails. Users may receive various coupons and up to $50 to be used on the application.

### Lots of Coupons

### As a user of various food delivery applications, Fantuan sends more coupons compared to most other alternatives. They may be restaurant specific, but it is still a good way to save money.

### Allow for full Mandarin application

### The application was developed in Mandarin and only made the product available in English in 2021. As shown in the settings section of the application traditional and simplified Chinese are both options. The system allows for French as well.

### The customer service

### Customer service for all food delivery could be improved but Fantuan is another level. The reviews on the app store do not promote confidence, with all the reviews in English taking a negative stance towards the app, and its service. Also, one of our team members has used the application, and has a firsthand account the poor service. After the courier dropped the food outside and everything spilling out, he said it was still good and left. When the company was contacted, they said it wasn’t their fault, and took over an hour to get a refund.

### UI Design

### All the restaurants receive many labels such as discounts, exclusive, pickup, no markup, etc. The labels are all over the restaurant cards and is difficult to view all at once. Labels such as pickup seems much less important and is just adding the pushing the app towards the brutalism UI trend.

### SkipTheDishes

### Description:

Skip the dishes provides a simple card layout that showcases restaurants on cards that you can scroll through. This style is very similar to how other food delivery apps work such as Uber Eats. The application provided options for grocery and alcohol delivery but they are unavailable in my area so I feel like the UI elements shouldn’t be visible.

### Features:

The use of a navigation bar on the bottom is very similar to other applications and intuitive. All images/cards are consistent and the rating as well as delivery price are visible in the cards while scrolling the app. The wait time is also visible. An account is required to order anything on the app, so login and verification is necessary. The Color scheme of the app is orange and white which matches the logo. When a button is clickable or is the button, they want to catch your attention, the button is coloured orange. Which navigation menu you are currently looking at is also highlighted orange on the navbar. The four main pages on the navbar is “restaurants” which allows the user to scroll through restaurants. “Search” which all allows users to search for restaurants or by a tag such as cuisine or type of meals. Next is “orders” which displays your orders and order history, and a “reward” page to get rewards for customers. An icon indicating the user is visible in the top left of any page that can be clicked and opens a side bar that allows the user to modify settings or sign out.

### Door Dash

### Description:

### Features:

### Uber Eats

### Description:

### Features:

### À La Carte

### Description:

### À la Carte Express app appears to have a wide selection of restaurants and cuisines to choose from, with accurate and up-to-date information about menu items and prices. The ordering process is quick and seamless, with options for customization and special requests.

### Features:

À la Carte Express app appears to have a visually pleasing and consistent design with images and easy-to-read text. The layout and organization of information on the app's various pages and screens is logical and easy to navigate.

To access the application and order user must create an account or login. Information required to create an account is Email address, Password, First & Last Name, and Phone number. Once created, asks user to add their address to find restaurants nearby. By clicking the (+ New Address) button. On the first page, the list of nearby restaurants, the app “greys out” the unavailable restaurants as seen, which is convenient for normal use to quickly determine whether the restaurant is available.

The second one is a list of categories of the restaurants. In this page, we can search for specific categories or items so that it would be easier to find a restaurant. The third page displays a history of orders placed, and current orders in progress.

The last page is a profile page. This page has 6 different options. The first one displays the basic user’s information and allowing to edit any of them, Such as email, name, password, a phone number, and the language of the application. The second option is to add an address. The third one is to add or edit payment the credit cards and payment methods. The fourth is for earning rewards though it currently does not work/ offer any rewards or promotions. The fifth is to submit a ticket to the support team regarding issues with an order. Lastly, this page is used to log out.

After selecting a restaurant, the items are all divided into different categories, which is quite convenient. Selecting the + sign will display the items and gives you the option to add it to a cart. Upon clicking on the item, you can add notes for the restaurant to see so they would be able to prepare the order the way the costumer wishes.

Add table comparing each product

# Product Presentation

[This section describes the features that our product offers in detail]

[General Description]

## Feature 1:No Markups

One feature our group found when researching alternative products was that many increased the cost of the menu items for the restaurants. The idea of not adding the increase in price would allow us to target customers looking for a budget friendly alternative, while maintaining stellar service. The change in price would be offset by increasing restaurant contracts, as if people use the application, restaurants will have no choice but to agree to the increase in price.

## Feature 2: Bottom Navigation Bar

## Many of the alternative food delivery applications resemble each other in many ways. This is to help users in the understanding of the applications as users may spend most of their time on other applications. In UI/UX design, this is known as Jacob’s Law. To help our users, we will implement our main navigation item as a bar at the bottom of the screen, like Uber Eats, Skip the Dishes and Door Dash. It will allow users to navigate between screens and always have a way to come back to a familiar screen.

## Feature 3: Customer Service

## Feature 2: Streamline Order Processing

[Description]

## Feature 2:

## [Description]

## Feature 2:

[Description]

## Feature 2:

[Description]

## Feature 2:

[Description]

## Feature 2:

[Description]

# Conclusion

# [Explain the value and benefits of your project ]