

Beverage Booker Vision

Introduction

Beverage Booker is a system that will be implemented to make university cafes more accessible by giving them an online presence. The new system will support a website that will feature menu items and other things, and a mobile app that supports accounts, orders, and payment methods as well as implementing university components e.g. student cards. The system is to allow patrons to order online and be given a rough time frame of order preparation. A cafe manager will be able to login online to the website and update the menu items and other aspects of the website. Patrons will be able to order on the mobile app, pay for it, and create an account. Employees will be able to see the orders and update their status.

Positioning

Problem Statement:

| | |
|------------------------------|--|
| The problem of | Lack of online presence for university cafes. |
| affects | Cafe employees, cafe management, patrons. |
| The impact of which | Without an online presence there is less incentive to order at the cafe. |
| A successful solution | Create a website that allows patrons to see menu items and a mobile app that allows patrons to order online and be given a rough time frame that the order will take to prepare. |

Product Position Statement:

| | |
|---------------------------|---|
| For | A university on campus cafe. |
| Who | Needs to create an online presence to allow patrons to order using a mobile app. |
| The (product name) | Beverage Booker |
| That | Allows patrons to order online and employees to prepare their order and update its status (not ready to ready). |
| Unlike | The existing face-to-face ordering process. |
| Our Product | Allows patrons to order online to allow them the choice when they go to pick up their order. Allows a website to show menu items and allow it to be updated when needed. Allow employees to update orders statuses. |

Stakeholder Descriptions

Stakeholder Summary:

| Name | Description | Responsibilities |
|--------------------|--|--|
| Customer | Customers place orders and receive items from the cafe. | Customers are the source of income for the cafe. They must place their order and pay for it. |
| Barista/Employee | Operate cafe equipment as well as take and process orders and process money. | Employees prepare orders placed by customers. Operating the cash register providing change and processing money. |
| Cafe Manager/Admin | Operates the business end of the cafe, decides discounts, manages employees. | Manages cafe and employees. Handles paying employees. Handles complaints. Decides discounts on items. Decide menu items. |

User Environment:

- Customers: There are possibly thousands of customers, but only 5 to 10 being processed at any given time. In the system they are allowed to create accounts or use guests, add/delete items from a cart, finalise orders and pay for that order. On their account they are allowed to see order history. Search for menu item, view menu item photos and descriptions, add menu items to card, empty cart, apply student/pensioner discount, place order, book a table at the cafe, book cafe for event.
- Employees: There are possibly 3 to 5 employees working at a given time processing orders. In the system they can view orders from customers, update the status of those orders and confirm table bookings.
- Manager: There are possibly 1 or 2 managers of the cafe. They can interact with the system by adding, deleting, modifying menu items, discounts and promotional events.

Product Overview

Needs and Features:

| Need | Priority | Features | Planned Release |
|--------------------------|----------|---|------------------------------|
| Ordering System | 1 | menu items, cart, checkout (name and payment info), order confirmation. | Mid-November/ End of Project |
| Table Reservation System | 2 | Time and date, number of guests, name and phone number fields. | Mid-November/ End of Project |
| Event Booking System | 3 | Time and date, number of guests, name and phone number fields. | Mid-November/ End of Project |
| Account System | 4 | Username, password, order history, saved payment info. | Mid-November/ End of Project |

Use Cases:

- Place an Order: When a customer wants to place an order they open the app, select place order, select menu items, add those menu items to cart, select the cart icon, selects checkout, enters their name and payment details, selects place order.

- Book a Table: When a customer wants to book a table they open the app, select book table, enter time and date, enter number of guests, get confirmation, enter name and phone number, confirm table booking.
- Book an Event: When a customer wants to book an event they open the app, select book event, enter time and date, enter number of guests, get confirmation, enter name and phone number, confirm event booking.
- Create an Account: When a customer wants to create an account they open the app, select create account, enter their name, email and password.

Other Product Requirements

| Requirements | Description/Justification | Priority | Planned Release |
|---------------------|---|-----------------|------------------------------|
| Usability | The purpose of this system is to provide an alternative means of placing an order at a cafe. In order to achieve this the system must be usable by customers on mobile. | 1 | Mid-November/ End of Project |
| Availability | The website should be available 24/7 however the mobile app only needs to be available during cafe opening hours. | 2 | Mid-November/ End of Project |
| Security | Personal data should be kept securely. Using encryption. | 3 | Mid-November/ End of Project |
| Reliability | The system will have to be reliable for customers to continue using it and to draw more people toward using the system. | 4 | Mid-November/ End of Project |
| Auditing | It's important to track orders and transactions. | 5 | Mid-November/ End of Project |