University of Technology, Jamaica

Cup of Uplifting Coffee Web Application User Documentation, v1.0.0

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Table of contents

1. Introduction

This user instruction manual is designed for both new and experienced kiosk users to explain the ways in which a user can navigate throughout the Cup Uplifting People (CUPS) touch-screen self-service kiosk. CUPS kiosk is divided into several distinct parts. Most notably it consists of a database server and a user client application. CUPS uses the MongoDB server to create and store all its data. The server starts automatically when the application is launched. Although this software is intended to facilitate users with a minimal experience level, you can find step-by-step instructions on how to register, order from menu, update menu etc. There are two different accounts that can be created: customer account and admin account. When you login with a customer account you will enter the customer mode of the application. The customer account allows a customer to register, after which they are able to access the menu to order. The admin account gives a manager the option to update, add, remove items as well as retrieve statistical sales reports.

The sole purpose of this developmental project is to provide a pro bono service that incorporates Artificial Intelligence through computer vision and speech recognition as well as to establish an empowering environment that is built on self-services.

2. Theory

The kiosk system for placing food or coffee orders has become a preference for customers. A kiosk is a self-service machine that empowers users to complete tasks at their convenience. In fact, about 79% of customers believe that restaurant kiosks improve their experience offering a quick and convenient way to get food. While absorbing the information being conveyed, self-service kiosks keeps the users' interest intact.

The easiest way to understand how restaurant kiosks work is thinking of a touch screen ordering of food. This is a guest-facing restaurant POS system where customers browse through a digital version of a restaurant menu. They then select the items they want and customize what items they need in the order. The last step is to place the order and make the payment without the need to involve a human cashier. Payment can be done through credit cards or mobile payment options. Once the order has been placed, the customer selection is sent straight to the kitchen. The order is instantly synced with the restaurant POS system and taken through the other ordinary stages of ordering food.

3. Procedures

Customer Guide

This section consists of a detailed step by step breakdown of the features in user mode.

3.1. Register User
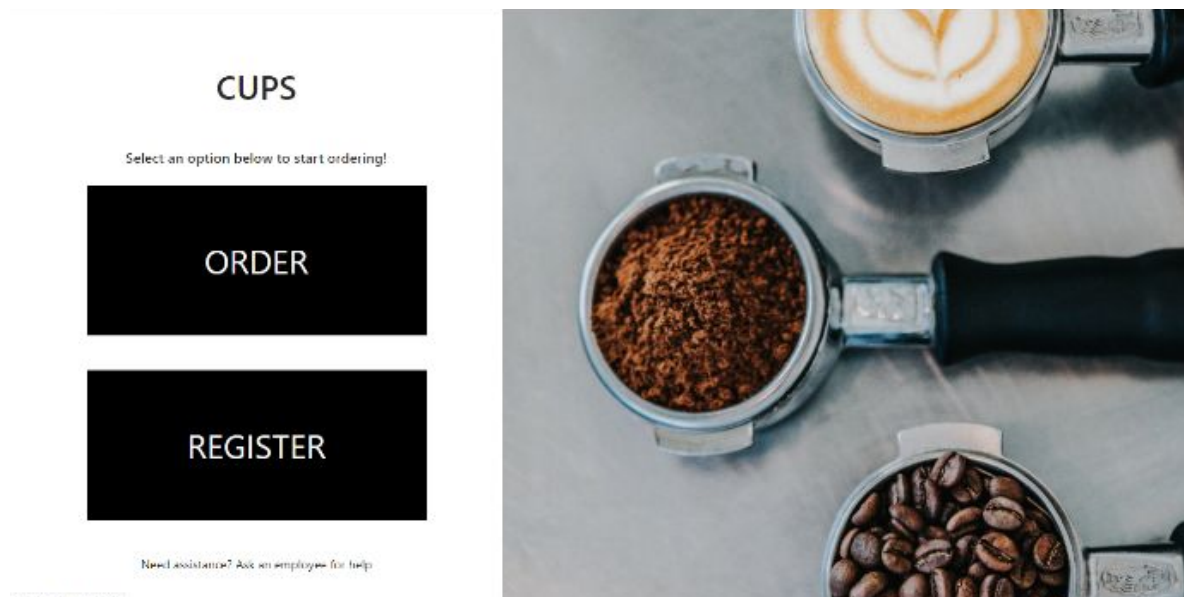
The page displayed above depicts the landing page for a new customer. To register tap the "register" option.

Afterwards, you will be directed to the register page depicted above where a customer

will be able create a self-service account using their first name, last name, email, phone

number and digital id (password, an image of a signature pose, voice recording). After

entering user information, tap "Register" to successfully create a user account.

3.2. Menu Dashboard
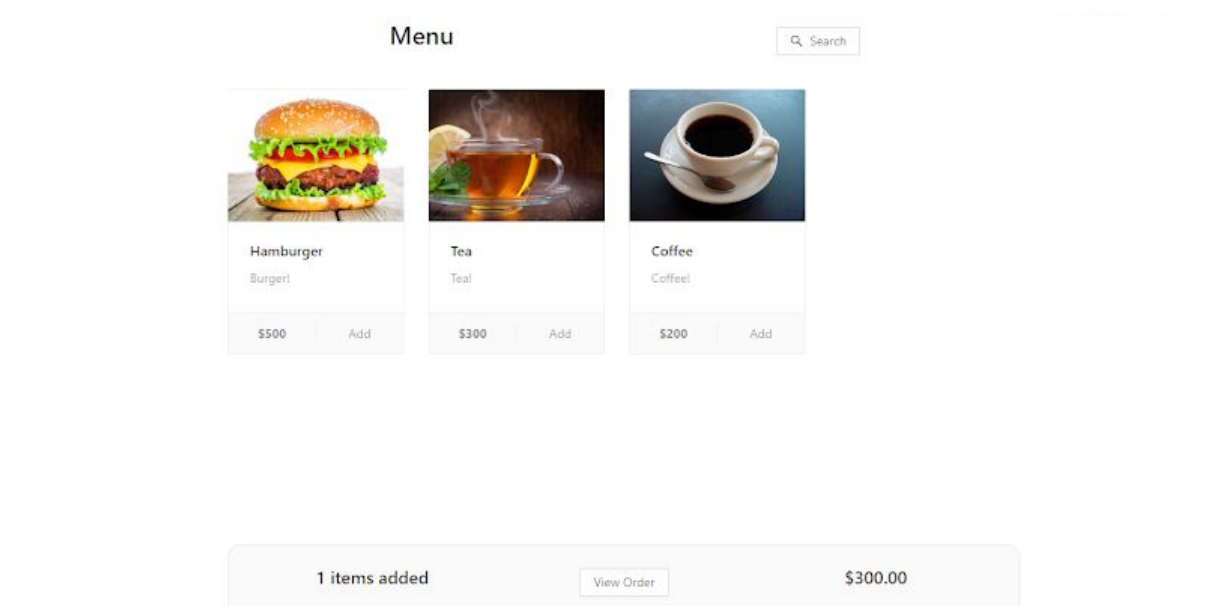
The dashboard consists of two buttons: Search and View Order. Located at the top right-hand

side is the Search button. In the centre, a list of items available is displayed. Each item card

displays their price, item name, item's image and add to checkout button. Located at the

bottom listed from left to right, a customer is able to view the number of items added, view

their order and the grand total.

3.3. Search Item
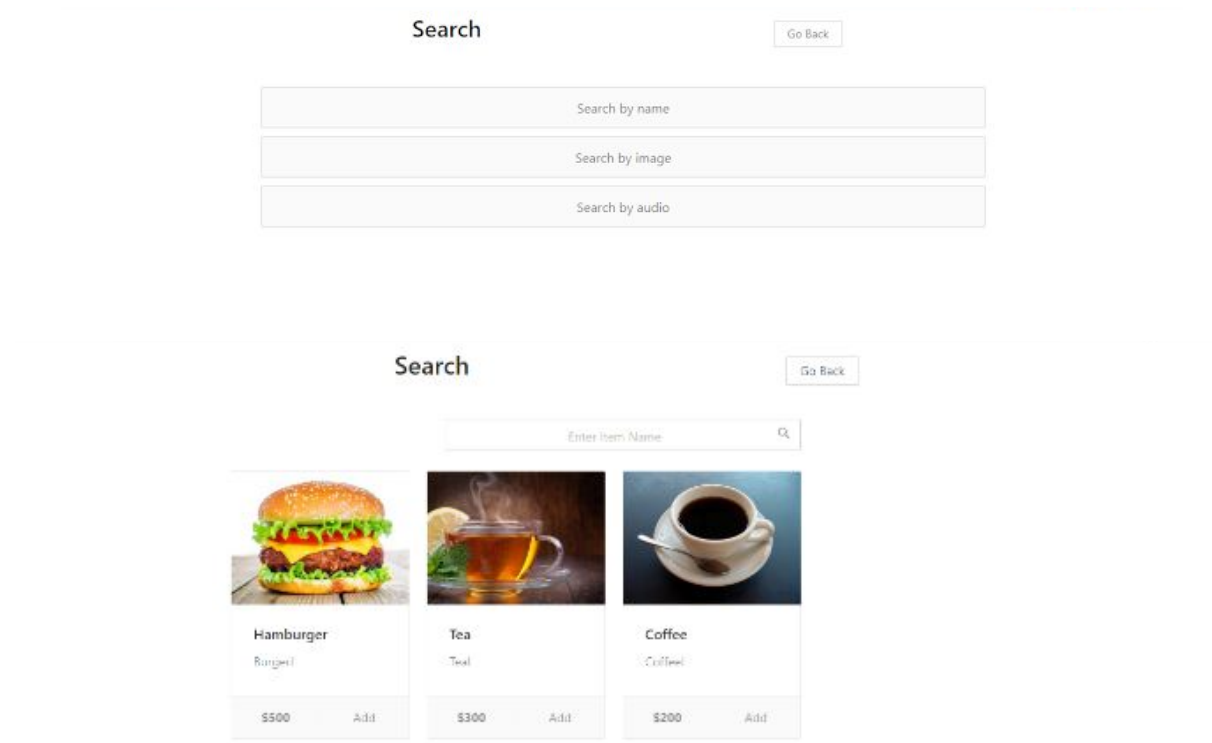
The search page displays three options to search by: name, image and audio. A customer should select the option that suits them or a customer can select "GoBack" if they wish to return to the menu dashboard.

The image above depicts the page you will be directed towards when you select "search by name" search option.
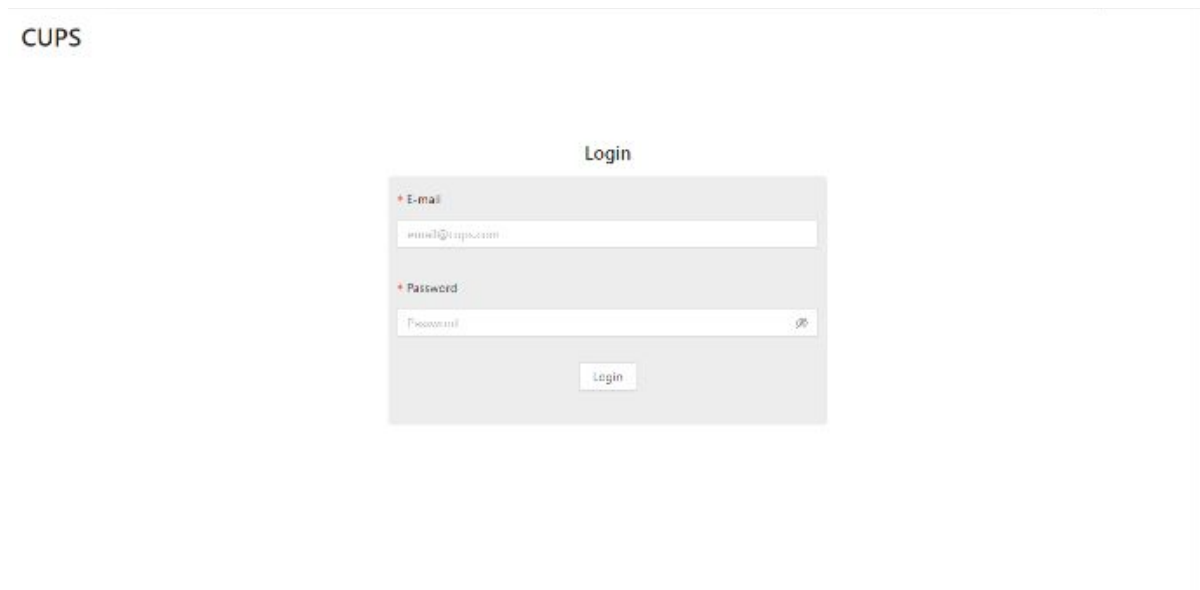
3.4. View Order
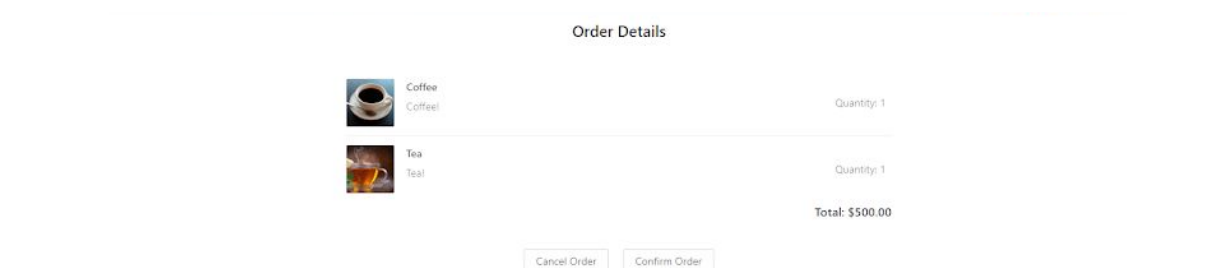
The View Order page displays all the items the customer selected from the menu item list.

If a customer wished to complete order, the customer should tap "Confirm Order" option

If a customer wishes to cancel order, the customer should tap "Cancel Order"

3.5. User Login

After a customer taps the confirm order option, the customer is prompted to login by

email and digital id. Enter your credentials, tap "Login", this will confirm user order.
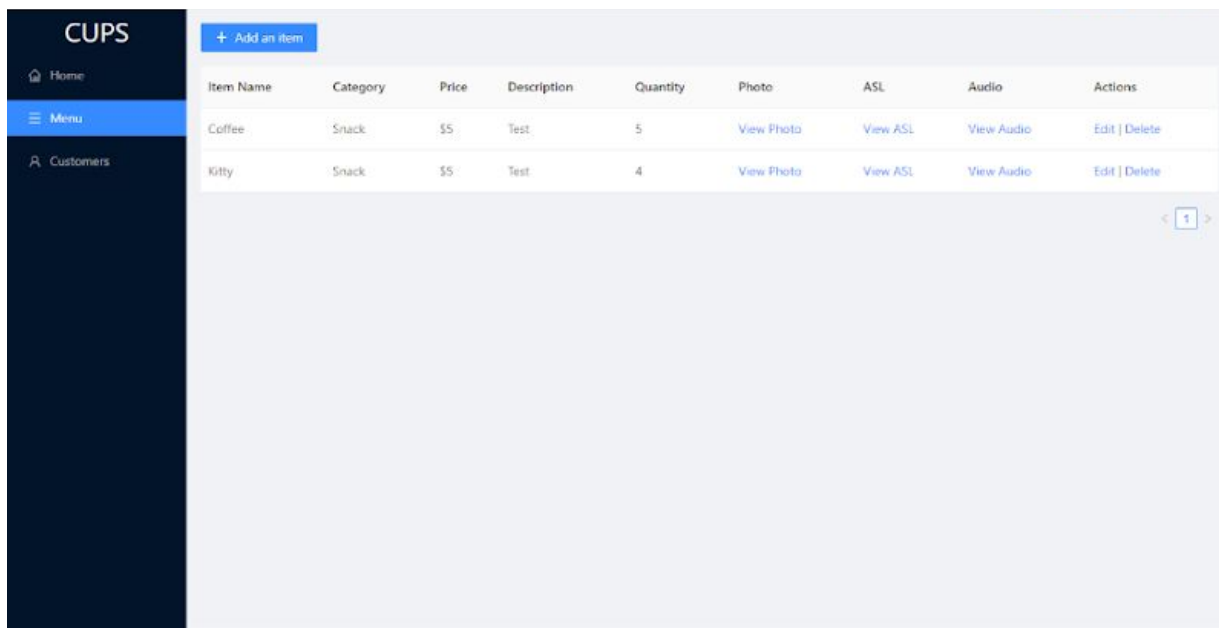
Manager Guide

This section consists of a detailed step by step breakdown of the features in manager

mode.

3.6. Home Page

On the manager's dashboard the manager can tap the appropriate button to be navigated to its respective pages. At home a manager is able to view active users/customers, total sales for the day or the month, the latest news (on items) and graphical data.

3.7. Menu Page

On the menu page a manager is able to view detailed information on each item. If a manager wishes to add a new item to the list, the manager can select the "Add an item" option that is located at the top left-hand side above the item list. If a manager wishes to edit or delete an item, the manager can do so by selecting "edit" or "delete" located under the "Actions" column.

3.8. Add Item

The "Add an item" option allows a manager to add a new item to the list. Once added this

will be viewed by both manager and customers. To add an item, enter the required item

information in its respective fields. The category field allows a manager to select between

three categories the item might fall under: beverage, snack or daily surprise. To

successfully add an item to the list, select "Add Item" and to dismiss item entry, select

"Cancel". After selecting either of the aforementioned options the manager will be

redirected to the manager's menu page.

3.9. Edit Item

When a manager selects the "Edit" action, the manager is able to modify the data of an existing item. To successfully edit an item, the manager should change the value/text in the desired field then select "Edit" and to dismiss item modification, select "Cancel". After selecting either of the aforementioned options the manager will be redirected to the manager's menu page.

3.10. Delete Item

When a manager selects the "Delete" action, the manager is able to permanently delete an existing item. To successfully delete an item, the manager should select "OK" and to dismiss item removal, select "Cancel". After selecting either of the aforementioned options the manager will be redirected to the manager's menu page.
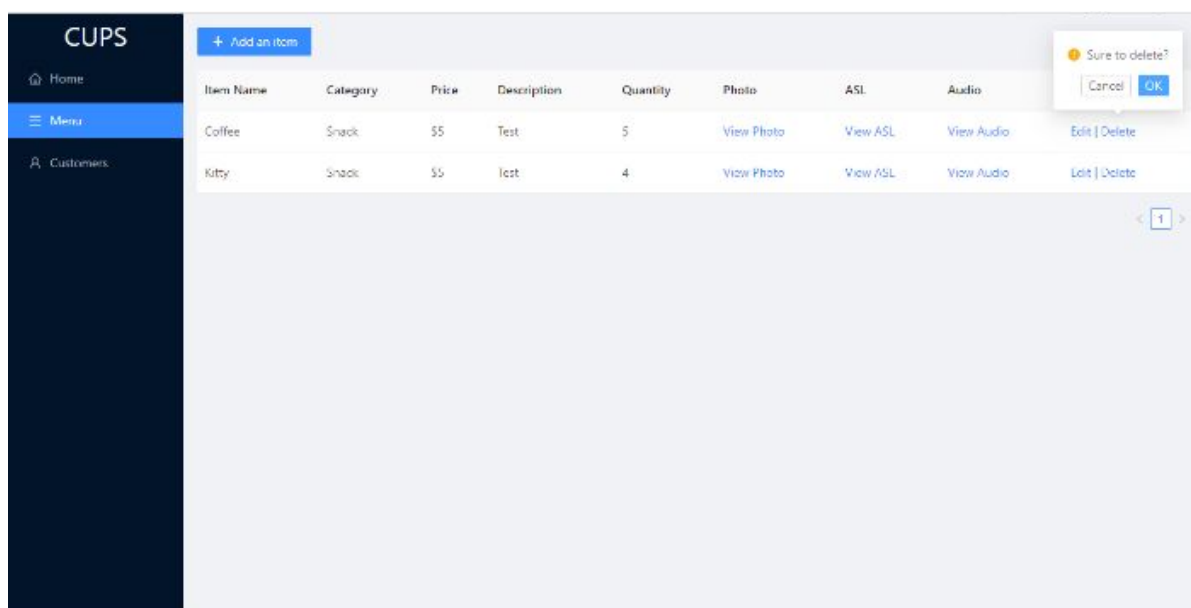
4. Bibliography

Team, T. L. (2020, January 21). *Guide to Understanding Restaurant Kiosk* . Retrieved

from lauv.com:

https://lavu.com/guide-to-understanding-restaurant-kiosks/#.XqOStGhKi01

5. Appendix

Warranties: The CUPS warrants that the web application will perform substantially in accordance with the accompanying written materials for a period of 90 days from the date of receipt, and support services provided by CUPS developers shall be substantially as described in applicable written materials provided to you. Should you have any questions concerning this application, or if you desire to contact the developers for any reason, please contact Jordan Liu, Racquel Bailey and Tarique Jemison.

The above said warranty is void if failure of the web application has resulted from accident, abuse or misapplication. Any replacement kiosk will be warranted for the reminder of original warranty period or thirty (30) days, whichever is longer.

6. Glossary

Kiosk: A kiosk is a self-service machine that empowers users to complete task at their convenience.

Usage mode: Primary manner in which the document issuer expects the document to be used. This standard recognizes two usage modes: instructional and reference.

User mode: Usage mode that is intended for the customers.

Manager mode: Usage mode that is intended for the manager of the coffee shop.

CUPS: Acronym for Cup of Uplifting Coffee