Requirements Documentation for Coffee Shop Franchise Project

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Overview

The Coffee Shop Franchise project aims to create a system that allows a coffee shop franchise to efficiently manage its employees and incentivize customers to use the service. The project will rely on a web application that enables online ordering and in-person ordering via a special menu accessible through a QR code. The system will also incorporate a point system for customers, allowing for special offers on various items.

Purpose and Scope

The purpose of the Coffee Shop Franchise project is to improve the efficiency of the coffee shop franchise's operations and increase customer satisfaction. The project scope includes the development of a web application that enables online and in-person ordering, a multi-level user system, and a central database for evaluating store and item performances. The system will also include a point system for customers and will enable recording of data for each individual store using a database.

Product Context

The Coffee Shop Franchise project is a digital solution that aims to streamline the coffee shop franchise's operations and improve the customer experience. The project is part of the wider trend of digital transformation and aims to take advantage of the latest technologies to provide a better service.

User Requirements

The Coffee Shop Franchise project has the following user requirements:

* Customers must be able to place online orders and in-person orders using a special menu accessed via a QR code.
* Customers must be able to create their own customer accounts using their cellphone numbers, which should include details regarding past purchases and location.
* Employees must be able to manage orders in the specific store they are registered to.
* Delivery staff must be able to receive orders and mark them as complete upon delivery.
* The system should offer coupons and news regarding the store closest to the customer.

Functional Requirements

The Coffee Shop Franchise project has the following functional requirements:

* A user-friendly website that shows relevant information to visitors, including store locations, available items, and information about the franchise.
* A multi-level user system with 5 different user roles: customer, delivery, store worker, manager, and admin.
* A point system for customers that allows for special offers on various items.
* Recording data for each individual store using a database.
* Recording data for overall item performance and performance across different stores.
* A central database with information on each store location.
* Online order placement by customers using the web app.
* In-person order placement using a special menu that can be accessed via QR code.

Non-Functional Requirements

The Coffee Shop Franchise project has the following non-functional requirements:

* User Interface Requirements: The user interface should be intuitive and easy to use.
* Usability: The system should be easy to use and understand for all users.
* Efficiency: The system should be efficient in processing orders and handling data.
* Performance: The system should be able to handle a large number of orders and users simultaneously.
* Space: The system should be designed to work with limited space in stores.
* Dependability: The system should be reliable and available at all times.
* Security: The system should be secure and protect user data.
* Environmental Requirements: The system should be designed to work in different environmental conditions, such as high humidity

Product Requirements:

* User interface requirements: The user interface should be visually appealing, easy to navigate, and provide clear instructions to the user. It should be accessible on both desktop and mobile devices.
* Usability: The system should be easy to use for all user roles and require minimal training. The online ordering process should be simple and intuitive, with the ability to customize orders and view past orders.
* Efficiency: The system should be fast and responsive, with quick loading times for all pages and minimal lag in processing orders. The database should be able to handle a large volume of data and be scalable for future growth.
* Performance: The system should be reliable and perform well under heavy usage. It should have a high availability and be able to handle multiple simultaneous users without downtime or errors.
* Space: The system should be designed to take up minimal physical space in the stores, with all necessary hardware and equipment being compact and efficient.
* Dependability: The system should be dependable and maintain data integrity. It should have backup systems in place in case of hardware failure or other disruptions.
* Security: The system should be secure and protect sensitive data, including customer information and payment details. It should comply with industry-standard security protocols and regulations.
* Environmental requirements: The system should be designed to minimize environmental impact and energy usage. This can include using energy-efficient hardware and software, as well as minimizing waste and promoting sustainable practices.
* Operational requirements: The system should be designed to integrate smoothly with existing store operations and workflows. It should be easy to maintain and update, with minimal downtime for maintenance or updates.
* Ethical requirements: The system should comply with ethical standards and regulations, including data privacy laws and fair labor practices. It should prioritize customer safety and well-being, as well as employee satisfaction and fair compensation.
* Legislative requirements: The system should comply with all relevant legislation and regulations, including food safety laws, labor laws, and data privacy laws. It should also adhere to local and national regulations regarding franchising and business operations.

User Scenarios:

* As a customer, I want to be able to place orders online and in-person, and receive rewards for frequent purchases.
* As a delivery driver, I want to be able to receive and complete orders efficiently, with accurate information on delivery locations and special requests.
* As a store worker, I want to be able to manage orders and inventory effectively, with easy access to customer data and item performance.
* As a manager, I want to be able to evaluate store and item performance across the franchise, and make data-driven decisions to improve operations.
* As an admin, I want to be able to manage user roles and access levels, as well as ensure compliance with relevant legislation and regulations.