System Design Documents

# Conceptual System Design

## Report Formats

Register Receipt

|  |  |
| --- | --- |
| Customer… | [NAME] |
| Phone Number… | [PHONE NUMBER] |
| Address… | [ADDRESS] |
| Delivery Method… | [PICKUP OR DELIVERY] |
| Payment Method… | [CASH CARD OR CHECK] |
| Date… | [CURRENT DATE] |
| … | … |
| Order… | [ORDER ITEMS] |
| Total… | [ORDER TOTAL] |

## Screen Layouts/Shots

Graphical user interface, text, application, chat or text message

Description automatically generated

Figure 1

Graphical user interface

Description automatically generated

Figure 2

Graphical user interface

Description automatically generated

Figure 3

Graphical user interface, application

Description automatically generated

Figure 4

Graphical user interface, website

Description automatically generated

Figure 5

Graphical user interface, application

Description automatically generated

Figure 6

### Log-in (Figure 1)

Users will be prompted to enter their phone number, which will be used to identify their order and pull up their account information.

### Build-A-Pizza (Figure 2)

Users will be able to build their own pizza and add it to their cart.

### Pizzas (Figure 3)

Users will be able to order typical pizzas.

### Sides (Figure 4)

Users will be able to order sides.

### Drinks (Figure 5)

Users will be able to order drinks in different sizes.

### Checkout (Figure 6)

Users will be able to see order items and order total. They will be able to choose cash or card for payment. If cash or card is chosen, a text field will appear to enter their card number. They will be able to choose pickup or delivery. If pickup is chosen, a text field will appear for the user to enter their zip code for the nearest shop. If delivery is chosen, a text field will appear for their street address.

# Technical Design (High Level)

## Class Diagrams

Diagram

Description automatically generated

## Database Table DescriptionsDiagram Description automatically generated

## Technical Support Specifications

A user can expect 24/7 technical support team which includes a variety of options depending on the need of the customer. This includes a knowledge base that grants access to articles relating to common solutions to problems, software updates webpage which grants access to software updates, quick-fixes, and any documentation related to the software, and a technical support service which a customer can use to create, update, and manage support cases. Our technical support team is available by phone from 10AM to 5PM, by email depending on the severity level of the case, but guaranteed response within 24 hours, and a live chat that is always available 24/7. Technical support begins with an Artificial Intelligence robot and if required, can be transferred to a live agent. The fastest response time would be when the product is failing to perform specifications and as a result impacts the critical business operations and/or security. Upon contacting technical support, the customer should have information prepared to be shared with the agent, including the customer’s name, phone number, email, and address. To provide maximum security for the customer, we will require an extra level of authentication which consists of either an email or text message confirming the customer’s information. When the customer is verified, an agent will be assigned to them to provide a solution to the customer’s inquiries. Once the process has been completed, an email will be sent with a feedback survey for quality assurance. All the contact information may be accessed through the app and/or website.