

WOMPOM PIZZA CASE STUDY

Team 4

Naresh Choudhary (427008954)

Pooja Chourey (527002563)

Rhea Sharma (526005337)

Shagun Shukla (627005365)

Executive Summary

Wompom Pizza is facing lack of exponential growth even after being popular for years. We understand that this could be due to reasons like conventional ordering system, manual billing, reporting methods and poor communication between employees. Due to fear of losing tradition, you have been skeptical about bringing innovation. We understand your concerns and, as a team, believe in upholding traditions while constantly innovating.

Aforementioned circumstances have led to company's stagnant revenue over the past decade. After thorough research, alternatives that can be considered include re-staffing, using off the shelf software, outsourcing to offshore company or contracting a local firm.

Choosing re-staffing can be a good option as it will retain traditions but may not guarantee exponential growth and efficiency. Alternatively, we can use a "ready made" software which may be reliable, proven and affordable. However, it might be inflexible and difficult to customize according to Wompom Pizza's core values. If we go by the option of outsourcing to offshore firm, there is scope of customization but controlling certain aspect will be difficult like budgeting and culture. Lastly, we can consider contracting local firm to develop a software from scratch. It will allow us to personalize the software via effortless communication and easy feedback incorporation. But this will require your continuous involvement.

With your requirements, we believe that contracting a local firm would be your best bet. If you choose our firm, we promise to deliver a system that connects with your legacy, streamlines the internal processes, gives you an online presence and automates billing & reporting without overshooting the budget. Moreover, previously we have delivered a system to XYZ Company with similar requirements which significantly boosted their revenue.

Team bios

Rhex (Manager/architect): Rhex is responsible for overseeing all the administrative activities that facilitate smooth development of project. She has good decision making capabilities and is known for reducing risk significantly by adhering to a policy of open communication. She actively participated in planning, defining scope, resource planning, time estimation and cost estimation of major projects in the past.

Poo Cho (UI developer): Poo Cho has worked on implementation of visual elements for websites so that users can see and interact with them. She has worked on translating wireframes and requirements into functional pages with front end technologies like HTML, CSS, jQuery and Javascript for over 5 years.

Gun Sha (Core developer): Gun Sha is an experienced code developer, who has previously worked on implementation and enhancement of technical requirements in production environment. Her extensive understanding of programming languages like JAVA, C++ and Python has led the team to successfully deliver stable systems.

Naresh Choudhary (Tester): Nar Cho has an experience of 8 years in testing of softwares under different conditions and environments such as UI testing, functional testing, manual testing and automation testing. He has expertise in Selenium and Tosca Testsuite tools. His skills with testing have helped the team create bug free applications.

Requirement Definition

Functional Requirement:

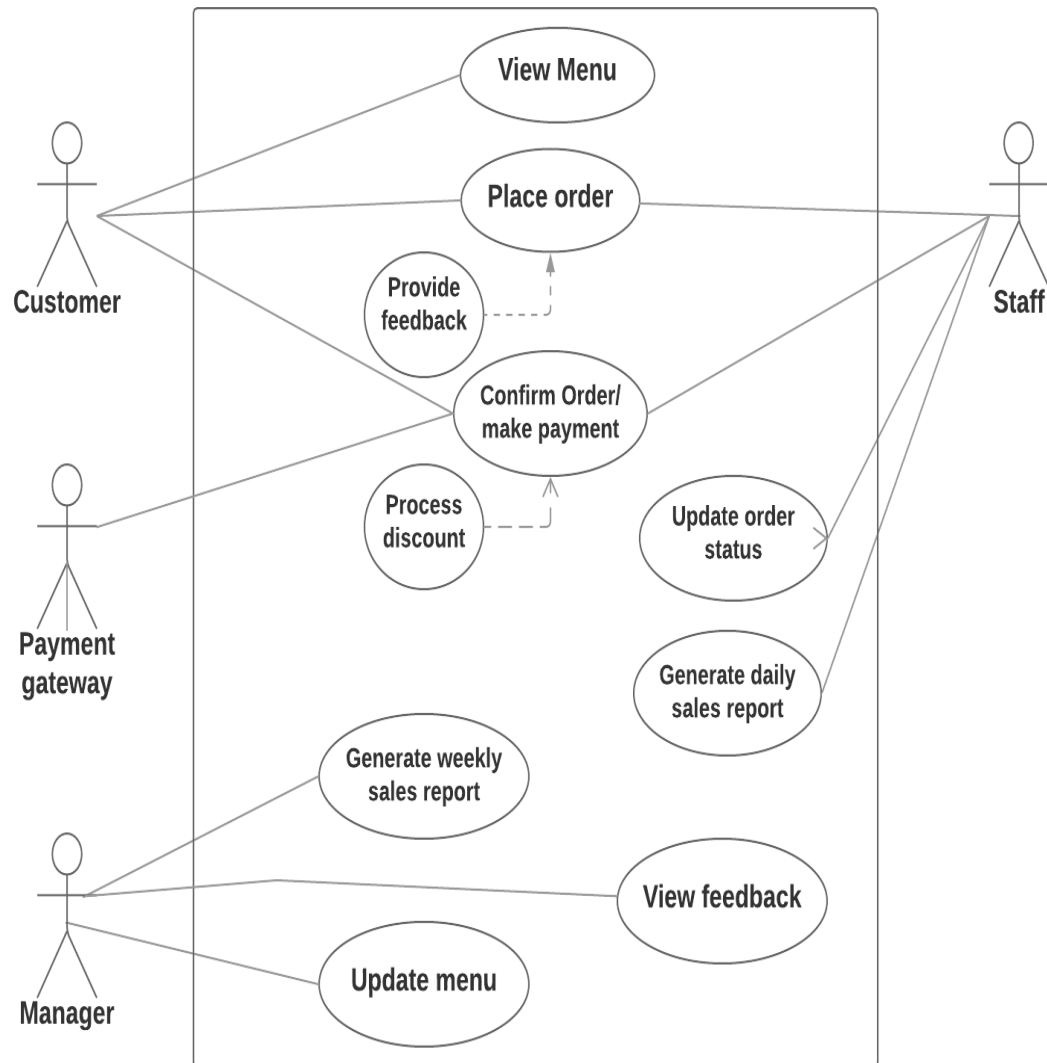
1. Customer can view menu, place order and customize them via website and call.
2. Customer can apply discount and pay via multiple payment method like Credit/Debit card, internet banking and cash on delivery.
3. Customer can provide feedback.
4. Manager can view feedback provided by customer.
5. Pommer can record new order in system for both walk-ins and over phone.
6. Pommer can send order/cooksheet to wommer electronically.
7. Wommer can notify dommer for delivery of pizza and pommer in case of walk in, once the order is prepared.
8. Pommer can generate daily sales report. Manager can generate weekly sales report.
9. Manager can update menu.

Non-functional Requirement:

1. System should be easy to access for users and stakeholders.
2. User should be trained to use new system.
3. Reminders should be sent to dommers every 2 minutes if delivery is not acknowledged by them.
4. System should be compatible on Windows, macOS and other platforms.
5. System performance should be good with low response time, data integrity and easy navigation.
6. System should back up data on weekly basis.
7. Customer, staff and manager should have their corresponding access.
8. System should store basic customer details and maintain a database.
9. System should automate billing process by calculating the final amount, which should include tax, discounts and delivery charge.

Use Case Diagram

WOMPOM- APOLLO X5



Use Case Descriptions

Use Case Name: View menu	ID: 1.1
Description: Customer can view menu through website	
Actors: Customer	
Pre conditions: Customer opens www.wompompizza.com	
Post conditions: Customer can proceed to order or cancel	
Flow of events: <ol style="list-style-type: none"> 1. Customer opens homepage of www.wompompizza.com 2. Customer changes language option, language changes from English to Cheyenne or vice-versa. 3. Customer clicks "Menu" and web page is redirected to Menu page. 	
Alternate flows:	

Use Case Name: Place order	ID: 1.2
Description: Customer/Staff can place the order on Wompom pizza's website or via call	
Actors: Customer, Staff	
Pre conditions: Customer has viewed the menu	
Post conditions: Customer/Staff has added the items to food cart	
Flow of events: <ol style="list-style-type: none"> 1. Customer/Staff clicks "order now". 2. Customer/Staff selects the pizza and quantity. 3. Customer/Staff can add appetizers and beverages. 4. Customer/Staff reviews the order and if there are any changes in the order, go to alternative 3a. 5. Customer/Staff places the order 	
Alternate flows:	3(a). Repeat steps 1-3

Use Case Name: Confirm order	ID: 1.3
Description: Customer provides billing information, makes payment and gets order confirmation receipt	
Actors: Customer, Staff	
Pre conditions: Customer has added items to food cart	
Post conditions: Order is confirmed	
Flow of events: <ol style="list-style-type: none"> 1. Customer/Staff inputs customer's name, customer's address and customer's contact number. 2. If new/loyalty customer, go to 2(a). 3. Customer selects mode of payment and pays. If the payment fails, go to 3(a). 4. Customer receives order confirmation receipt after successful payment. 5. Staff confirms payment mode from customer to confirm the order. 6. Customer can provide feedback. 	
Alternate flows:	2(a). Customer/Staff applies the discount coupon, if available. 3(a). Customer can retry or choose an alternate payment method. 6(a). Staff can input feedback on behalf of customer in case of walk-in.

Use Case Name: Update order status		ID: 1.4
Description: A notification system to streamline the operations within the pizza place		
Actors: Staff (pommer, dommer, wommer)		
Pre conditions: Payment for the order has already been made		
Post conditions: The order has been delivered		
Flow of events:	<ol style="list-style-type: none"> 1. Pommer sends notification to wommer through system when an order is placed with the message: <i>Ready to prepare</i>. 2. Pommer gives the customary traditional shout out of “nehaene” simultaneously. 3. Wommer accepts order and changes the status to “<i>Preparing</i>”. 4. Once the pizza is prepared, Wommer updates the order status to “<i>Prepared</i>” and shouts “hestamevo” in the native language. 5. If order is a walk-in then Pommer is notified by the system. Pommer delivers to the customer and changes order status as “<i>Delivered</i>”. 6. If order is to be delivered then Dommer is notified by the system. He collects the order and two receipts from Wommer and updates order in system as “<i>Delivering</i>”. 7. Once order is delivered and payment is collected from customer, dommer updates order in system as “<i>Delivered</i>”. 	
Alternate flows:	<ol style="list-style-type: none"> 1(a). If order is made via website, Wommer receives order with status as “<i>Ready to prepare</i>” 6(a). In case the dommer does not update status within 2 minutes, a reminder is sent again to the dommer. 	

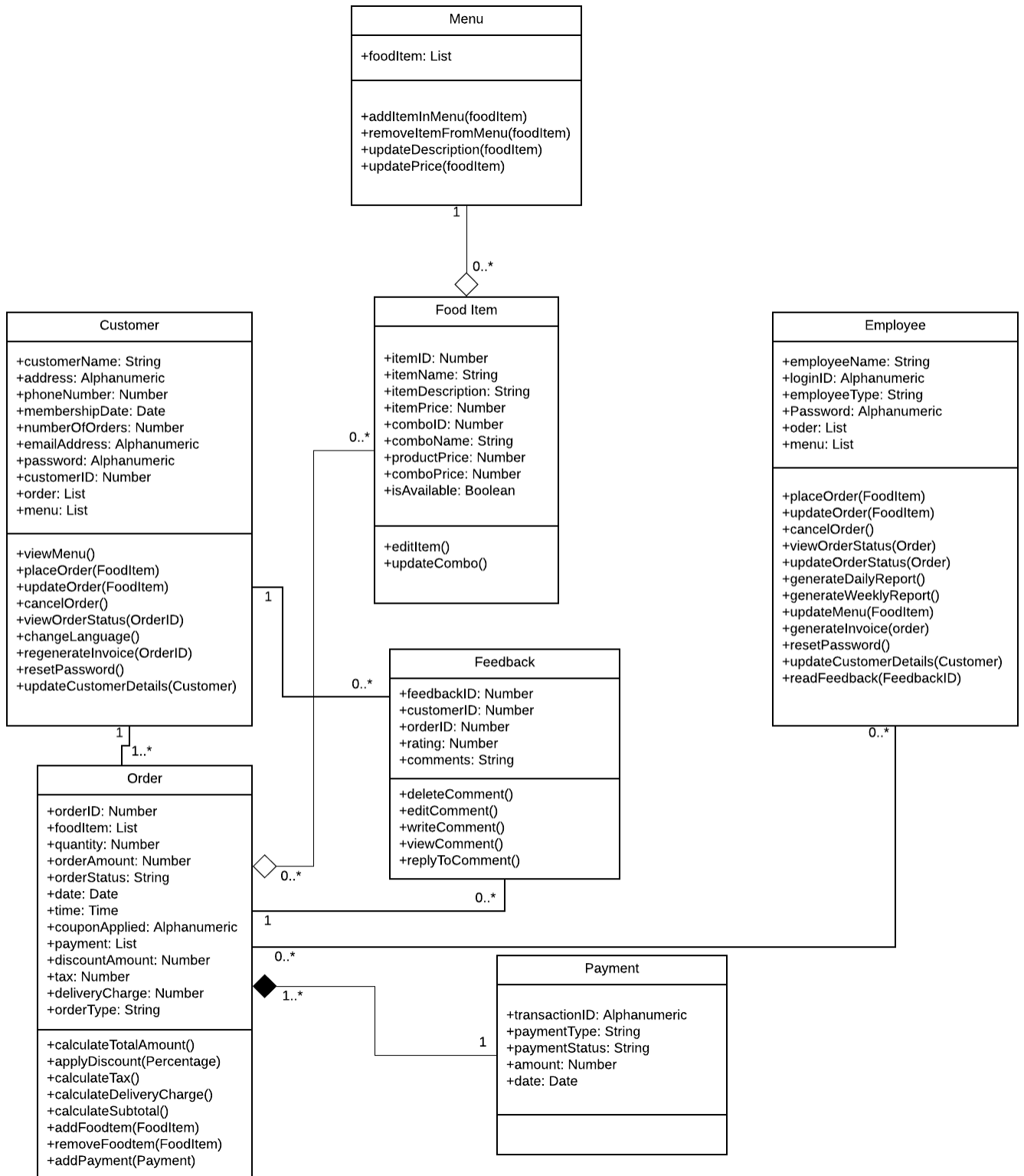
Use Case Name: Generate EOD sales report		ID: 1.5
Description: To generate daily sales report for pommer to tally cash		
Actors: Staff (Pommer)		
Pre conditions: The pizza place has closed for the day		
Post conditions: The reports for the day have been saved and updated into the system for viewing		
Flow of events:	<div><div>1.</div><div>Staff selects “Generate daily report” from staff homepage.</div><div>2.</div><div>Report is generated with all details.</div><div>3.</div><div>Staff has options to “save to local drive” , “email report” or “view report”.</div></div>	
Alternate flows:		

Use Case Name: Generate weekly sales report		ID: 1.6
Description: To generate weekly sales report		
Actors: Manager		
Pre conditions: Daily reports have been prepared for the entire week		
Post conditions: Weekly report has been generated and saved		
Flow of events:	<ol style="list-style-type: none">1. Manager selects “Generate weekly report” from staff homepage.2. Report is generated with all details.3. Manager has options to “save report to local drive”, “email report” or “view report”.	
Alternate flows:		

Use Case Name: Update menu		ID: 1.7
Description: To update menu		
Actors: Manager		
Pre conditions: Manager is logged in with his ID		
Post conditions: Menu is successfully updated		
Flow of events:	<ol style="list-style-type: none">1. Manager selects “Update menu” from staff homepage.2. Manager has options to remove item, add item, update item description and update item price.3. Manager clicks “Submit” to confirm the changes.	
Alternate flows:		

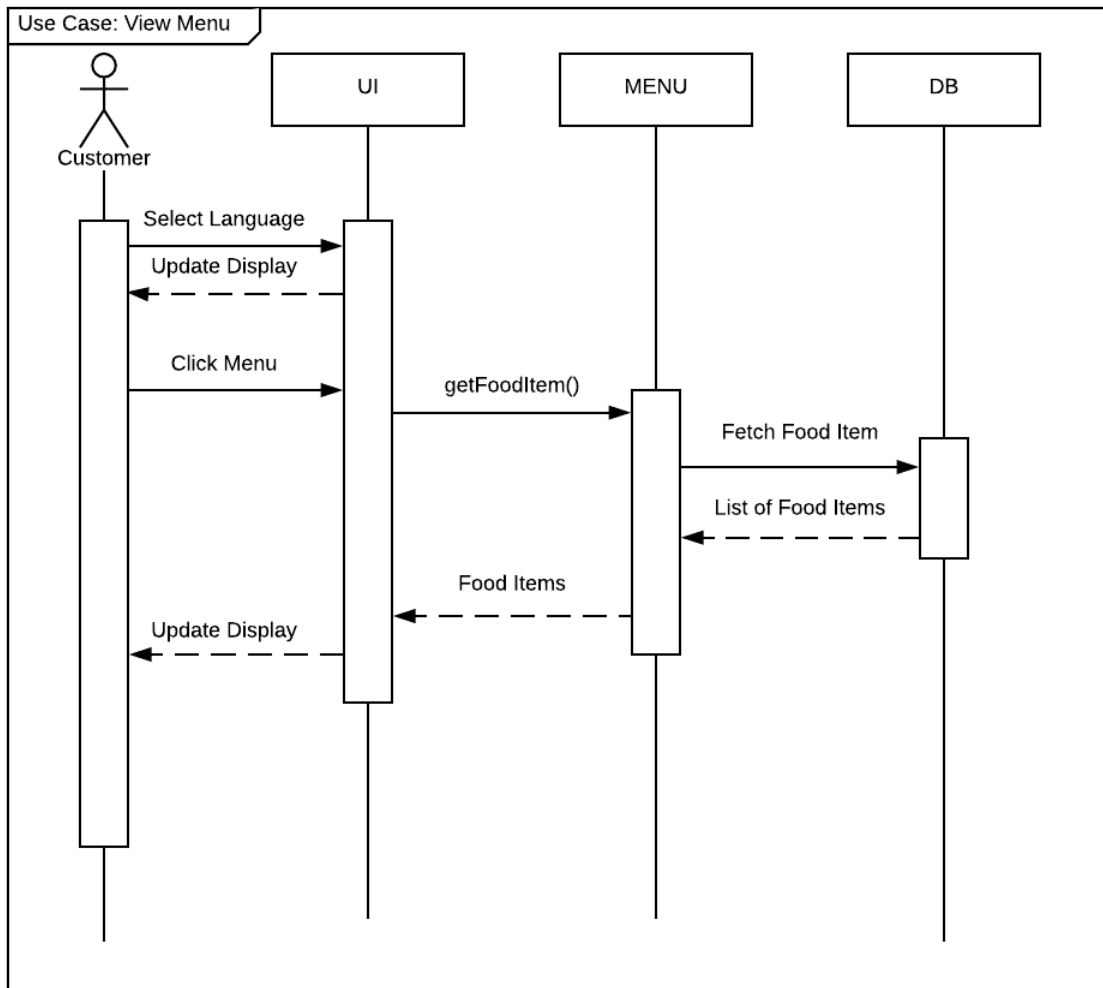
Use Case Name: View feedback	ID: 1.8
Description: To view feedback provided by customers	
Actors: Manager	
Pre conditions: Manager is logged in with his ID	
Post conditions: Manager has acknowledged and processed the customer feedback	
Flow of events:	<div><div>1.</div><div>Manager selects “View feedback” from staff homepage.</div><div>2.</div><div>Manager has options to delete feedback, mark it as “read” or reply to feedback via email.</div></div>
Alternate flows:	

Class Diagram

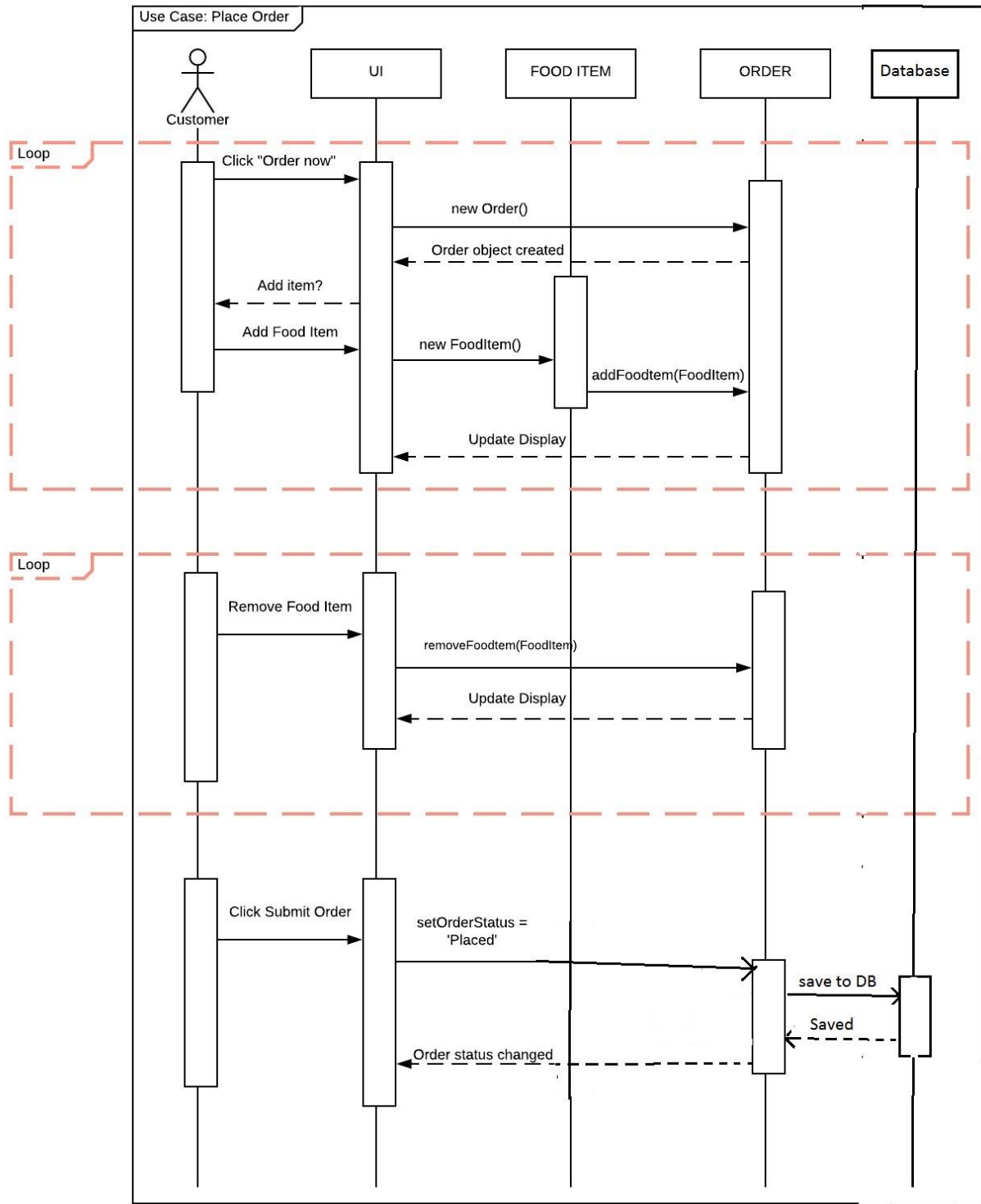


Sequence Diagram

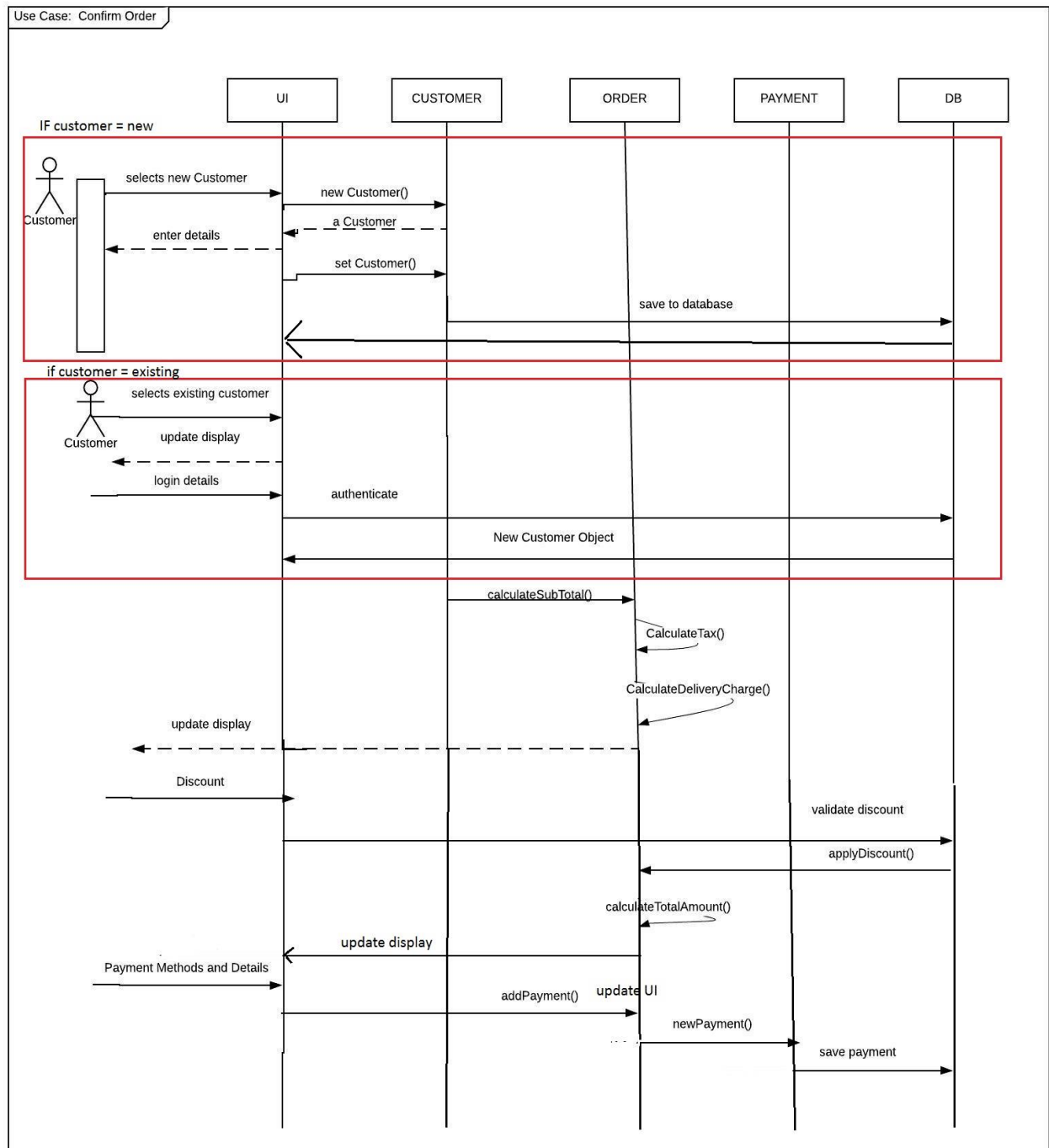
View Menu 1.1

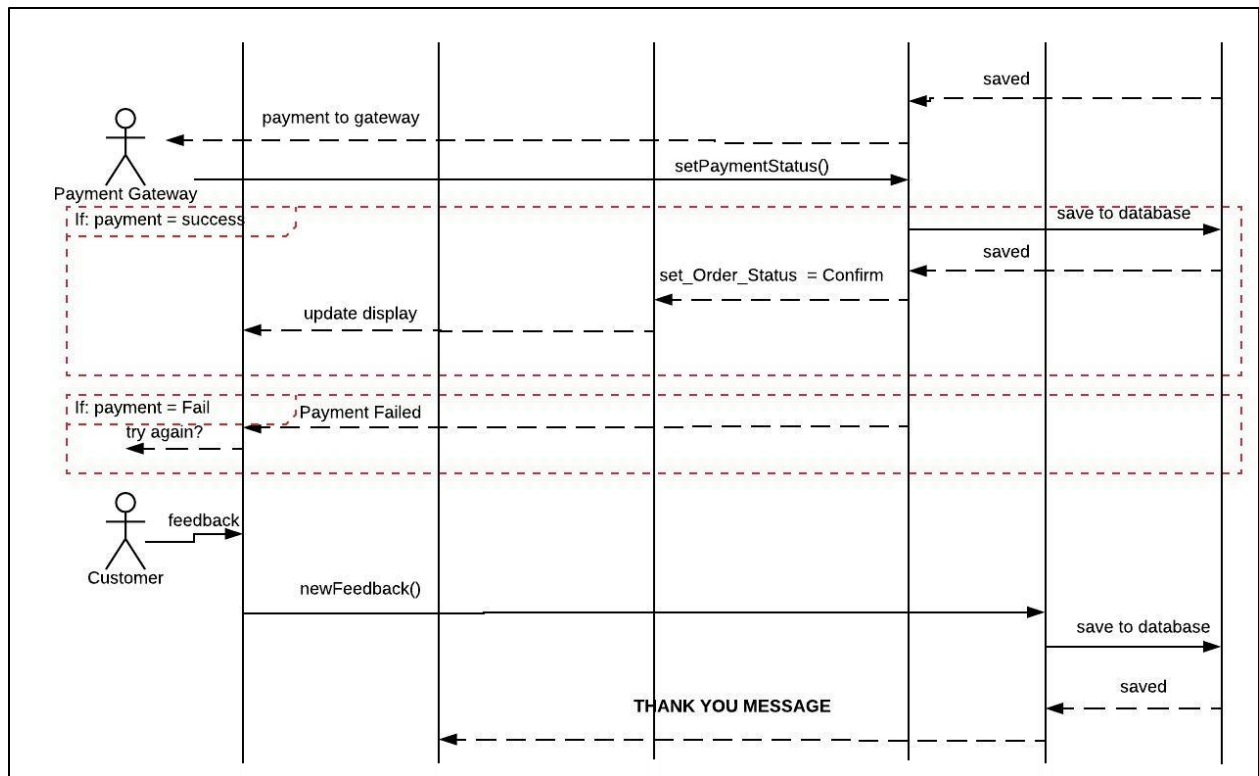


Place Order 1.2

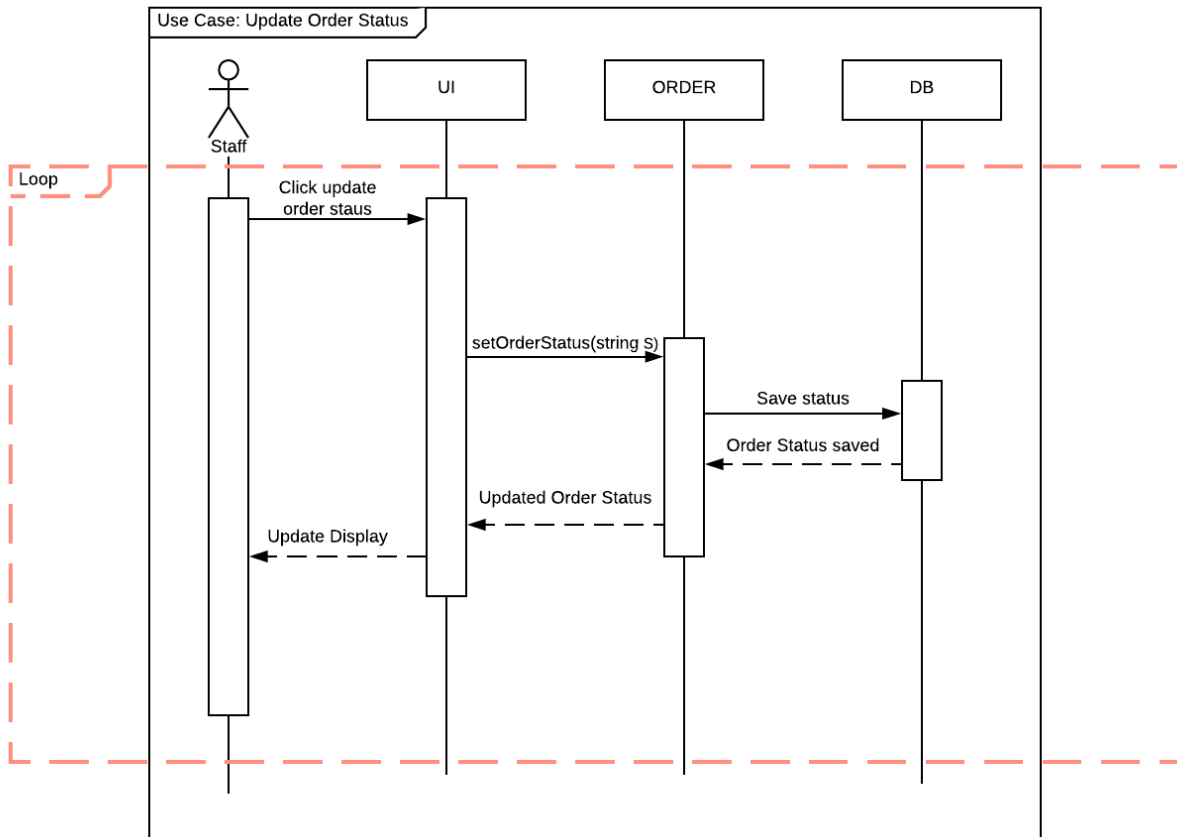


Confirm Order 1.3

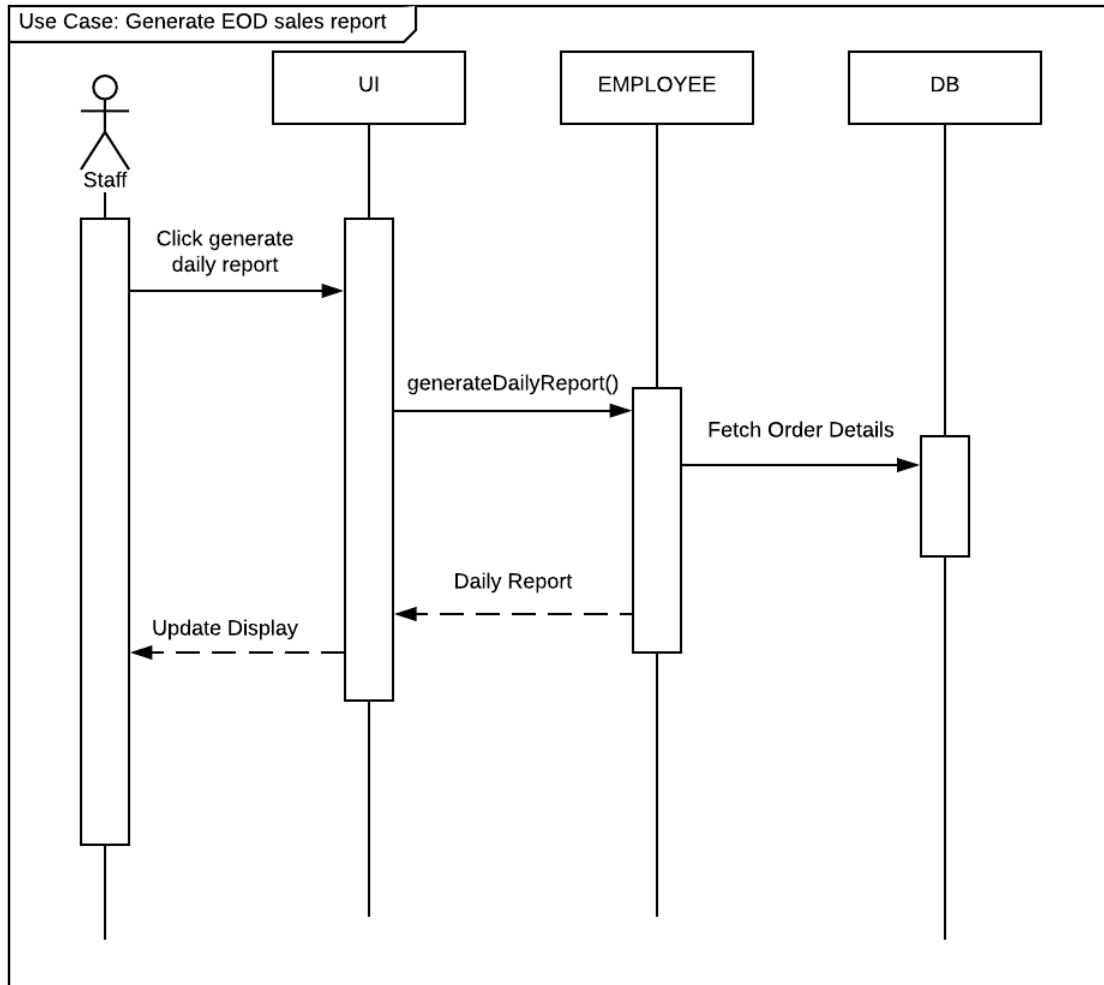




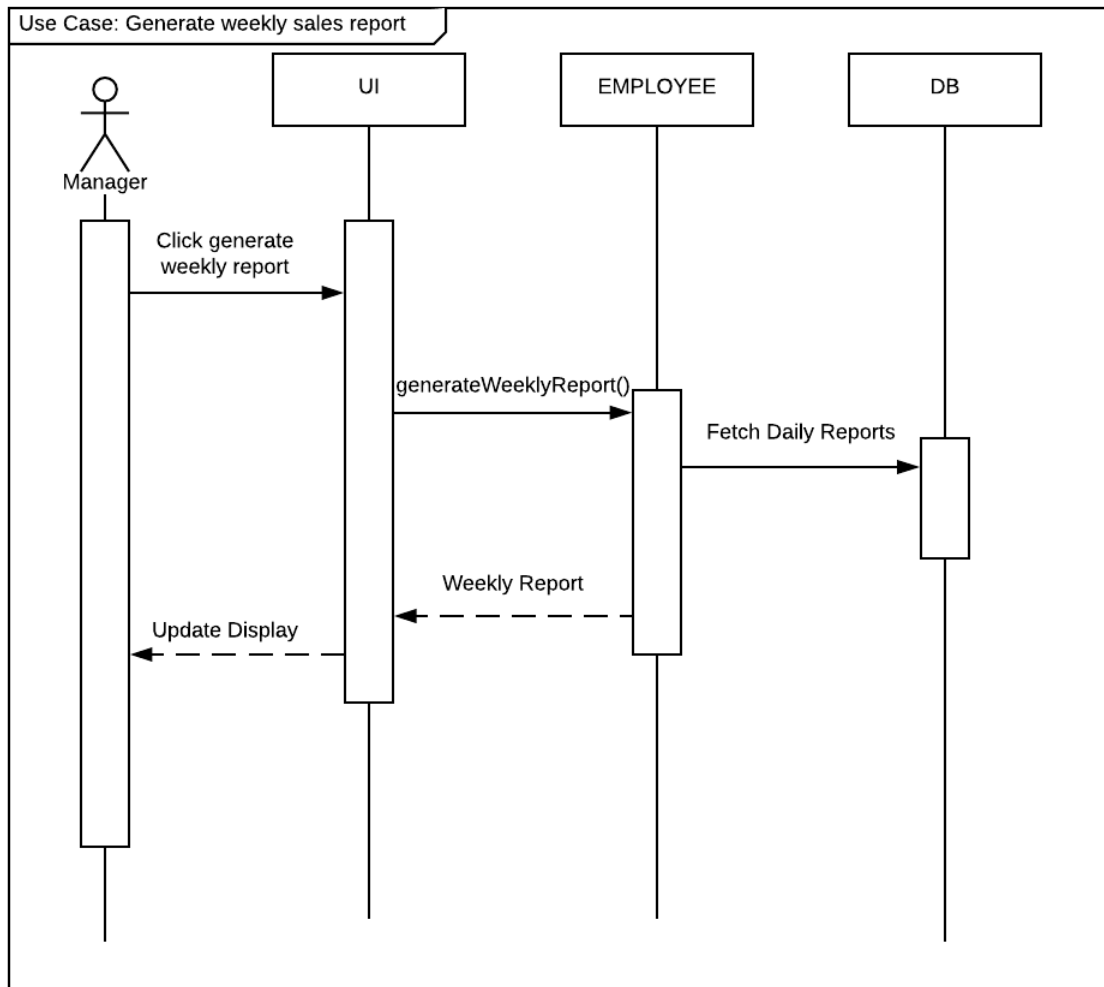
Update Order Status 1.4



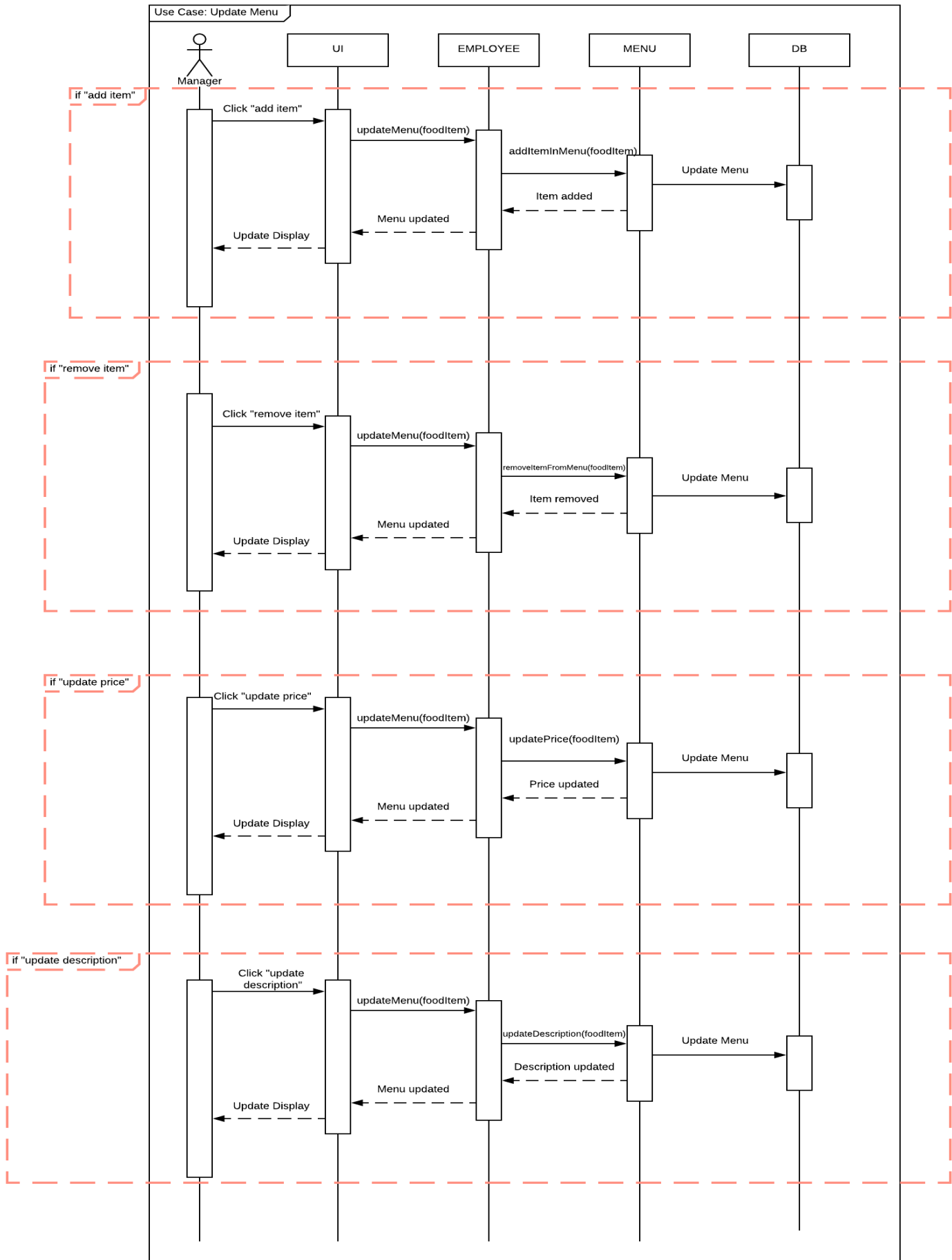
Generate EOD sales report 1.5

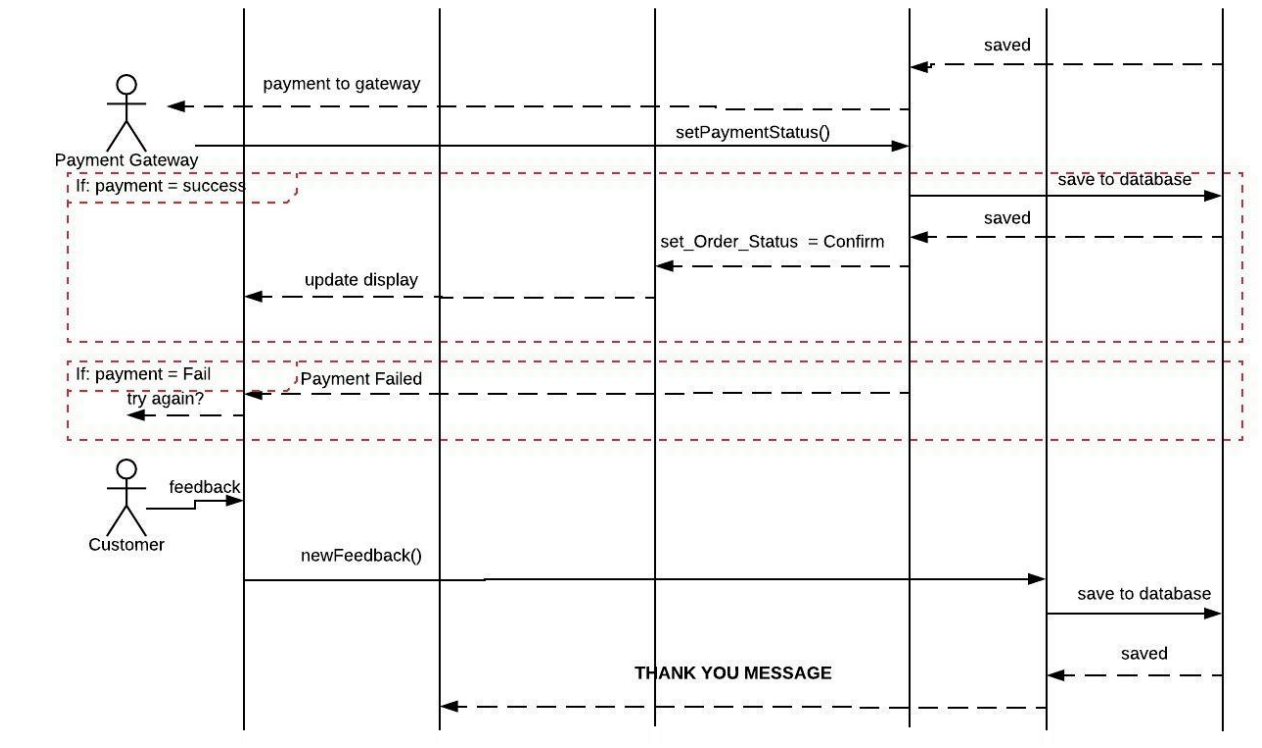


Generate weekly sales report 1.6

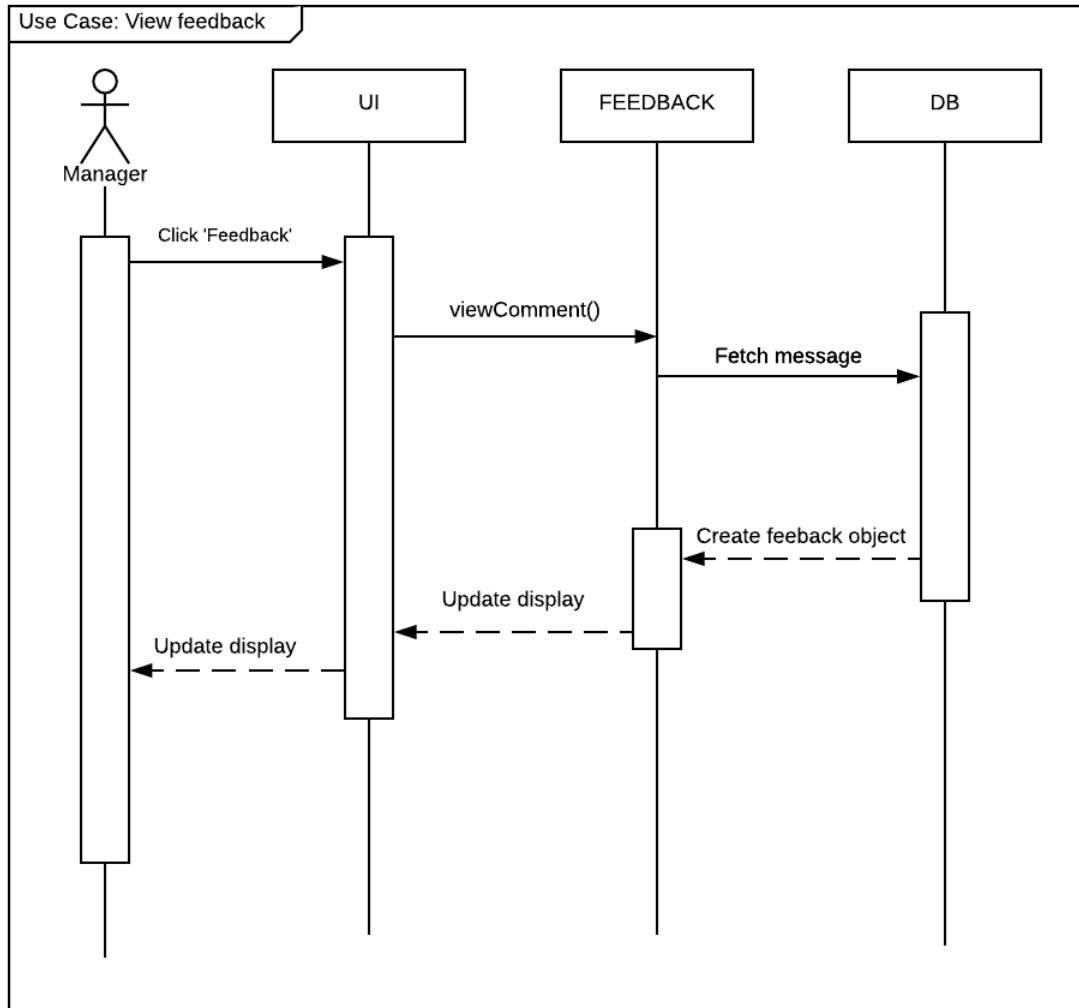


Update Menu 1.7

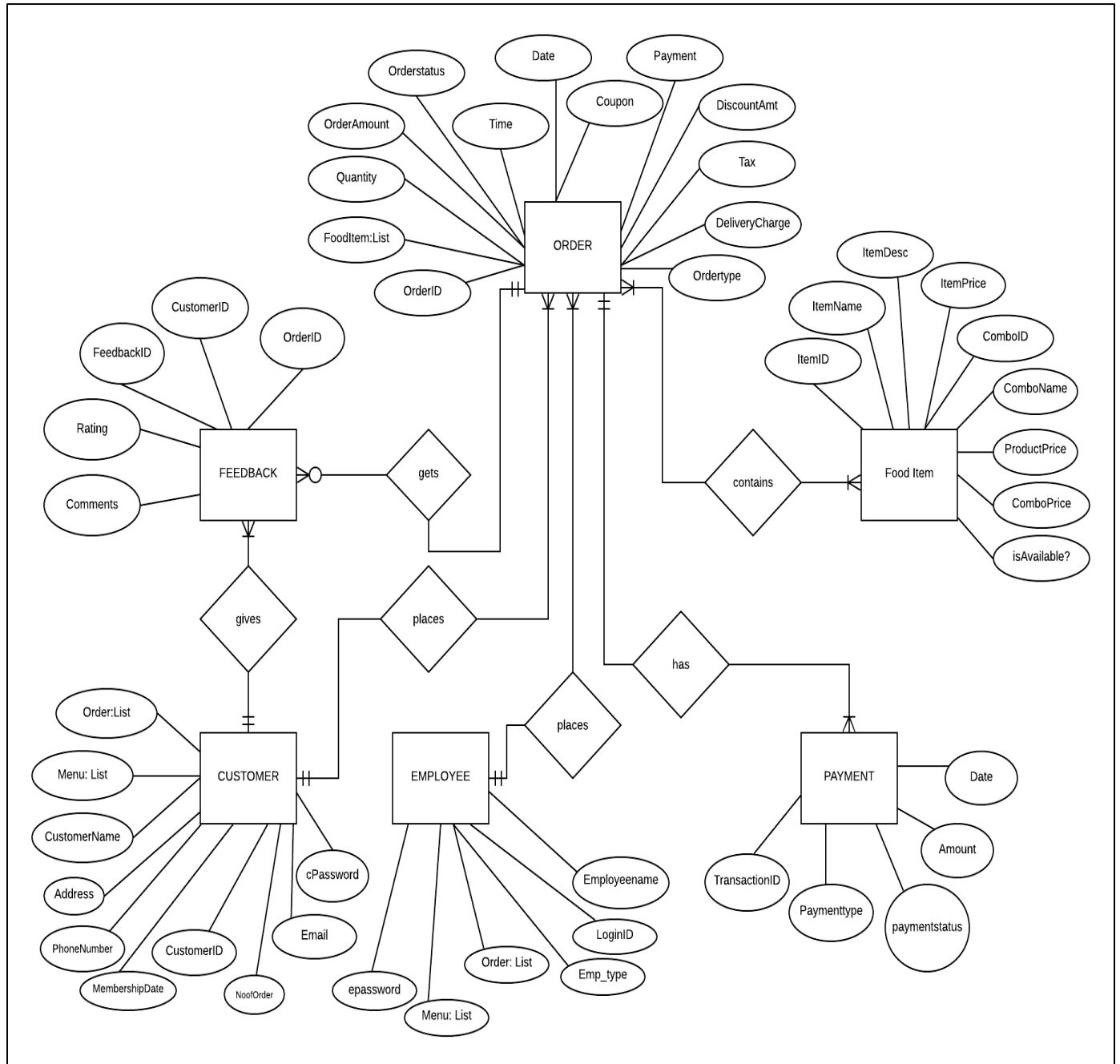




View Feedback 1.8

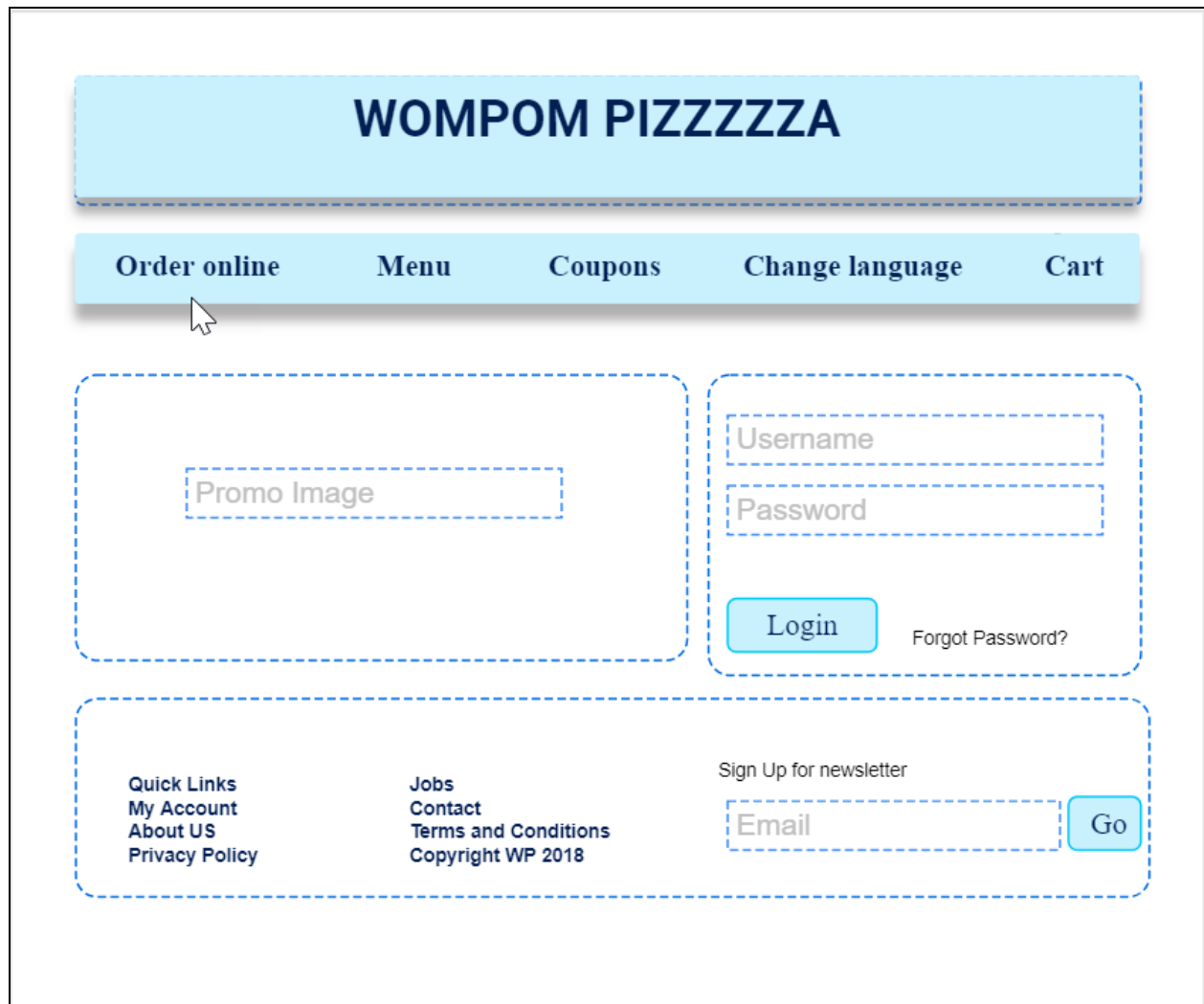


Entity-Relationship Diagram



User-interface Mockup

Homepage



The mockup shows a homepage layout for 'WOMPOM PIZZZZZA'. At the top is a light blue header with the brand name. Below it is a navigation bar with links: 'Order online' (highlighted with a mouse cursor), 'Menu', 'Coupons', 'Change language', and 'Cart'. The main content area is divided into two columns. The left column contains a large dashed box for a 'Promo Image'. The right column contains a login form with 'Username' and 'Password' input fields, a 'Login' button, and a 'Forgot Password?' link. Below these is a footer section with three columns: 'Quick Links' (My Account, About US, Privacy Policy), 'Jobs' (Contact, Terms and Conditions, Copyright WP 2018), and a newsletter sign-up form with an 'Email' input field and a 'Go' button.

WOMPOM PIZZZZZA

[Order online](#) [Menu](#) [Coupons](#) [Change language](#) [Cart](#)

Promo Image

[Login](#) [Forgot Password?](#)

Quick Links
[My Account](#)
[About US](#)
[Privacy Policy](#)

Jobs
[Contact](#)
[Terms and Conditions](#)
[Copyright WP 2018](#)

Sign Up for newsletter
 [Go](#)

My Account

MY ACCOUNT

Member since: DOM

Log Out

Account

Order History

Offers

Payments

Feedback

NAME:

ADDRESS:

DATE OF BIRTH: MM/DD/YYYY


CONTACT:

E-MAIL:


EDIT

SUBMIT

Add Order to Cart

 **CART**

Item Details

Add Item 

Item Image

Item Image

Item Name	Qty:	Cost:
Item Details		
Item Details		

Edit

Remove

Order Details

Items Total:

Tax:


Delivery:

Apply Coupon

Sub-Total:

Place Order

Payment Interface for Customers and Pommers



Order No.:
Amount:

Delivery Address

Card Details

Review

Name

Address line 1

Address line 2

City

State

Mobile Number

Mobile Number 2

Email address

Next Section

Credit/Debit Card number

Name on card

Exp date

cw

Mobile Number

Mobile Number 2

Email address

Next Section

Confirm Order

Pommer interface

WELCOME POMMER!

TAKE ORDER

GENERATE REPORT

UPDATE ORDER STATUS

Wommer, Pommer and Dommer Notification System Interface

ORDER STATUS

● Order ID:

Order Details		
Customer Name:		
Item	Qty	Price
1.		
2.		
3.		
4.		
Total:		_____

Order Placed

In Kitchen

Ready for Delivery

Delivered

● Order ID:

Order Details		
Customer Name:		
Item	Qty	Price
1.		
2.		
3.		
4.		
Total:		_____

Order Placed

In Kitchen

Ready for Delivery

Delivered

Manager System Interface

Employee Login: Manager		Employee ID: xxxxxx	
<u>Update Menu</u>		<u>Generate Daily Reports</u>	
<u>Feedback</u>		<u>Generate Weekly Reports</u>	

Update Menu

<u>UPDATE MENU</u>			
Add Item	Update Description	Update Price	Remove Item
Item No. <input type="text"/>			
Item Type <input type="text" value="Options"/>			
Item Name <input type="text"/>		Price <input type="text"/>	
Item Description <input type="text"/>			
SAVE		CANCEL	