<Csc 32200>

<Online Restaurant>

Software Requirements Specification

Version <1.0>

Revision History

Date	Version	Descript-io n	Author
<10/20/20>	<1.0>	<details>	<Group K>

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Software Requirements Specification

1. Introduction

1.1 Purpose

The purpose of this project is to build an Online Restaurant management system which include features for food ordering and food delivering. In addition, this system will help managers to handle daily restaurant issues such as firing/hiring employees, handling customers' compliments and complaints. This system also allows the customers to browse and order their food, and allows them to file a rating(1-5) everytime they order their food. This document will also cover the hardware, software, and various other technical dependencies.

1.2 Scope

The purpose of the online restaurant system is to ease restaurant management and to create a convenient and easy-to-use application for customers, trying to order food online. We will have a small database server supporting our daily chefs with their personal dishes as well as the rating and price for each dish with different delivery men. Above all, we hope to provide a comfortable user experience along with the best pricing and service available.

1.3 Definitions, Acronyms, and Abbreviations

Terms	Definition
Database	A **database** is a data structure that stores organized information.
GUI-Graphical User Interface	GUI is a system of interactive visual components for computer software.
User	a person who uses or operates the system. We have Super user(Privileged), User(regular), and Visitor
Python	Python is an interpreted, high-level and general-purpose programming language.
HTML- Hypertext Markup Language	HTML is the standard markup language for documents designed to be displayed in a web browser.

SRS-Software requirements specification	A software requirements specification (SRS) is a description of a software system to be developed.

1.4 References

We do not have any references yet.

1.5 Overview

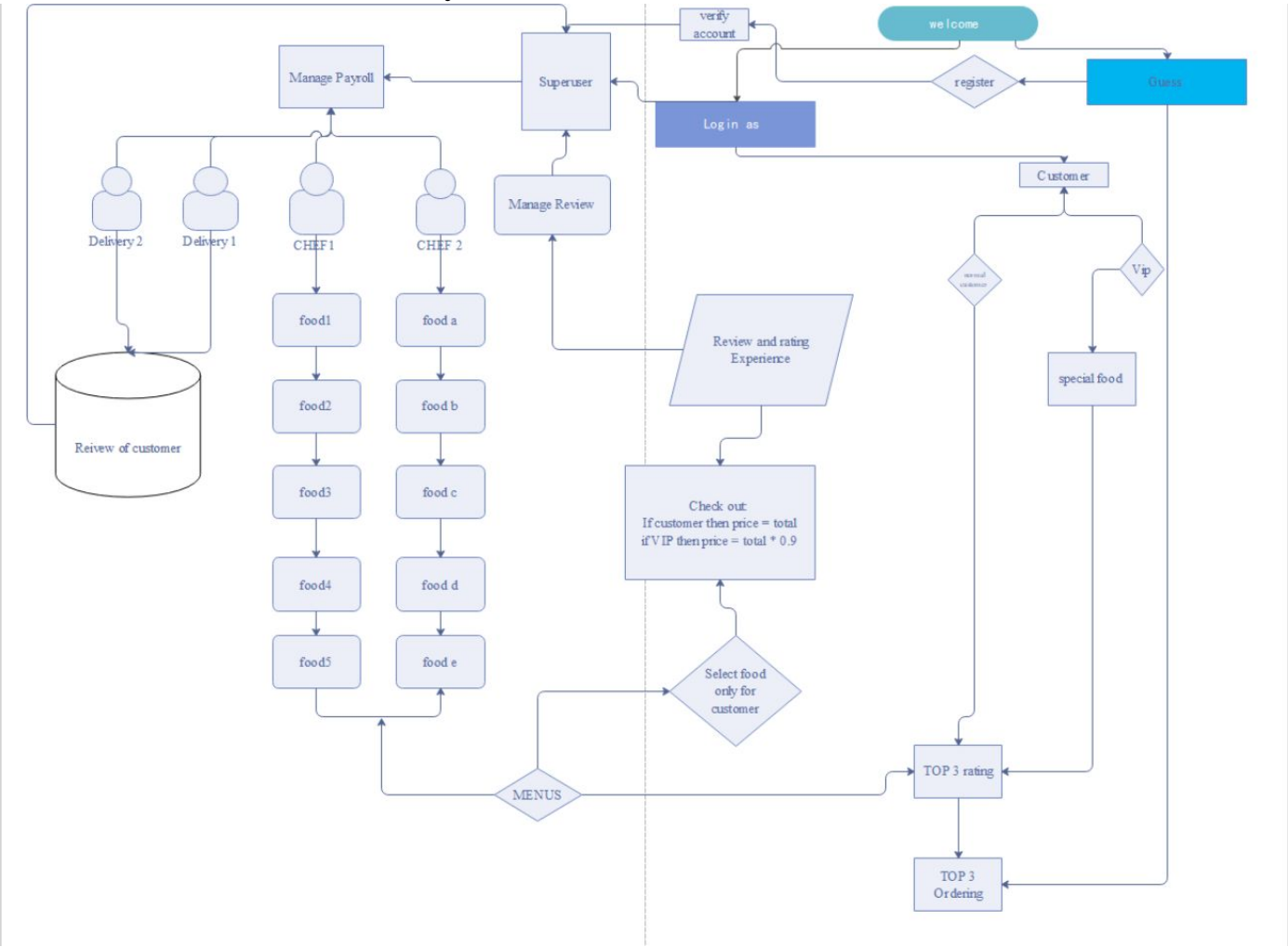
The next section **Overall Description** provided a description of this system. It shows how each user (Super Users, Ordinary Users, and Visitors) interacts with different functionality of the system which includes registration, ordering, promoting/demoting, and filing a compliment/complaint.

The section **Specific Requirements** provided all the requirements that we need in order to design a system including the usage of use case diagrams.

The last section **Supporting Information** will provide useful steps to make this system more user friendly.

2. Overall Description

2.1 Use-Case Model Survey



There are three types of user in this system: Super users, ordinary users, and visitors.

The Super User is the administrator of the system also where the manager will use it. It will handle approval of the visitor's register to become a customer, manage employee's promotion and salary, and disable User accounts who are not following the rule.

The original user is the customer, we have two types of customers.

1. Normal customers – only get access to normal menus and get no discount at check out.
2. V.I.P. customers – normal users who spend more than 500 dollars or order 50 dishes. They have access to special menus and get discounts at checkout.

The last one is Visitor, the people who did not register, they can only view and search the picture and menus created by the Super User and have no power, Can be registered to become an ordinary user.

2.2 Assumptions and Dependencies

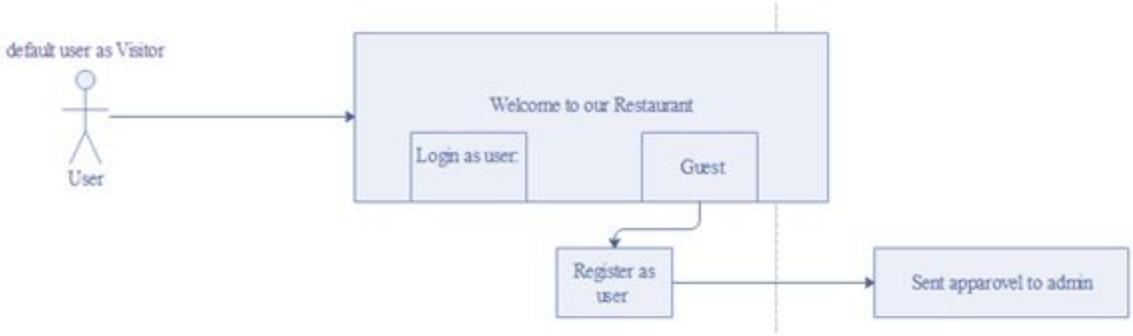
The server software is assumed to be active at least till 2030.
The GUI of the software is well versed and may not be altered.
Server is assumed to have enough storage capacity to satisfy the space requirement for all the datas related to customers, food, menu along with their images.
The Server is assumed to have enough resources to handle multiple simultaneous real time requests from the users.

3. Specific Requirements

3.1 Use-Case Reports

Use Case: Login as user, Login as guest / register

Diagram:



Description: anyone who browse the website will set as default : Visitor / Guest

Step By Step Description:

1. Visitor / guest will get to choose to stay as guest or register as user
Visitors can only visit the web.
2. Visitors can choose to register by sending an application to super users and wait for approval.
3. Visitors can browse the menus and ratings.

Description: Users and VIP users can order and file a rating

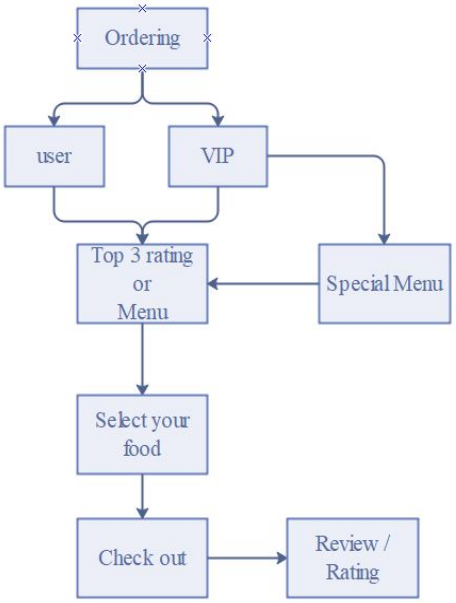
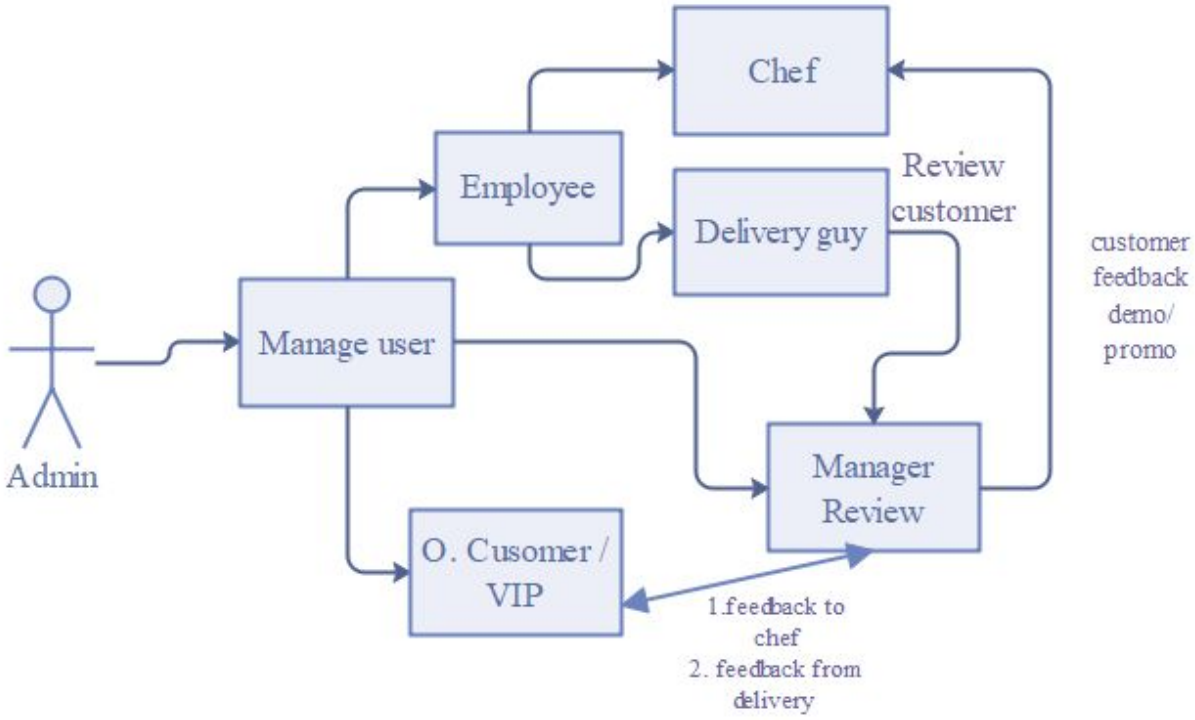


Diagram:

A. Customers(Users) can choose to order a dish from the menu which is made by one of the chefs. Vip users have special dishes and they can have discounts for their dish.
B. Once the food is ordered, the system will subtract the money from the user's account. If the user doesn't have enough deposit, the transaction will freeze until the user deposits more money.
C. Users can choose where they want to eat their food by either selecting delivery, eating in the restaurant or pick up.
D. Customers can choose to file a compliment or complaint to the chef or to the delivery person after they receive the food.

Manager User case: The managers can manage all of the other users, include ordinary customers, vip customers, visitors, chefs and delivery people



A. Complaints/Compliments from customers/delivery people
B. Manager need to view all the complaints and compliments
    - If received a complaint：

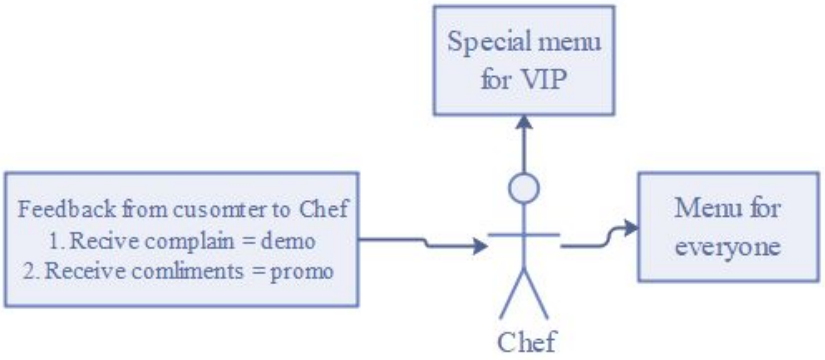
      Manager need to made the final decision to dismiss the complaint or convert to a warning and inform the impacted party
    - If received a compliment：

      Manager needs to check the compliment, if the compliment is without any merits or reasons, the manager needs to send a warning to the customer/delivery people who are sending this compliment. Otherwise, the receiver will be rewarded.

C. Manager needs to clear the deposit and close the account for those customers who are kicked out of the system or choose to quit the system.
D. Manager keeps a taboo list words
    - If customer use one of those word, giving a warning to the customer and replace that word by *.
    - If a message appears 3 words from the taboo, block that message.
E. Demote/Promote staffs
    - If staff received 3 complaints or no order for 3 days, will be demoted, and a staff demoted twice is fired.

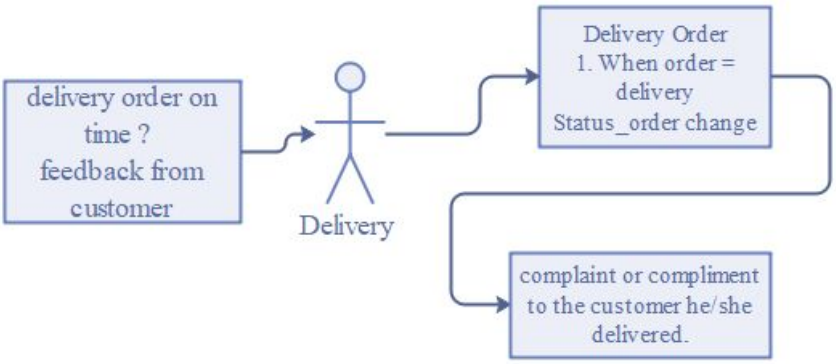
- If staff received 3 compliments will be promoted.

Chef User Case:



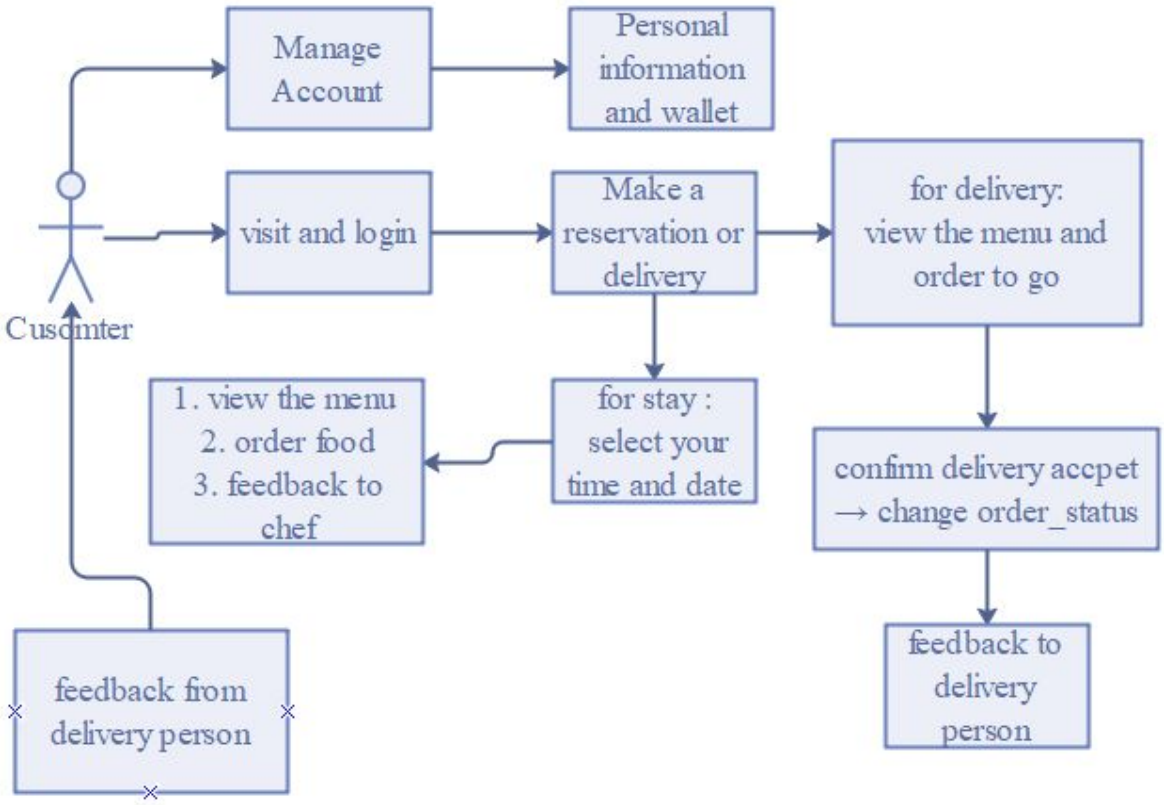
A. Chef independently decided the menu.
B. Set the descriptions and keywords for the customers.
C. Received compliments to promote.
D. Received complaints to demote.

Delivery People User Case:



1. File a complaint or compliment to the customer he/she delivered.
2. Delivery on time or no (feedback from customer) → change the status of order delivery
3. Received compliments to promote.
4. Received complaints to demote.

Customer User Case:



Description: Customers can access their personal account.

1. The customer has the ability to access their account which they can update their personal information or deposit money into their account.
2. The customer can login to their account to start ordering the food from the chef.
    a. They have the option to dine in or make a reservation for delivery/ take out.
3. Once the customers receive their dishes, they can give a rating to the chef and delivery person(if they choose delivery) about the quality of the services that they received.
4. The delivery person can also choose to file a compliment/complaint about the customers.
5. In times of customers using taboo words in a message, The warning is given to the customers followed by replacing the word with “*”.
6. After 3 warnings, the customer is de-registered. VIP customers will be downgraded to regular registered customers after 2 warnings given that both the warnings are cleared.

3.2 Supplementary Requirements

For the assurance of the systems prolonged compatibility and efficiency, the Software should comply with the stated requirements.

I. Accuracy and Efficiency
   - The system might be subject to huge workload in the present or in future. Hence, the system design should fully consider all the possible outcomes of the workload to make sure that the system is strong enough to handle the information and simultaneous requests from the users and direct them accurately to their respective areas.

II. Future Updates
   - Window for improvements in the system should always be open. For the system to be able to keep up with the future requirements. The data will only keep on getting larger and the requirements will only keep on increasing. So enough flexibility should be provided within the system for it to be able to adapt to the ever changing environment and be open to any future enhancements ,system configuration which includes hardware or software repair and/or system updates.

III. User-Friendly Interface
   - One of the most important requirements of the System is User Interface. As the software handles the online food business, the key component of the system should be as user friendly as possible. The system might be subject to various customers, hence should be simple and attractive at the same time so that the users can easily surf through the System without complication.

4. Supporting Information

3 Specific Requirements

3.1 Use-Case Reports

3.11 Visitor / Guest Case

3.12 Order and file a rating

3.13 Manager User Case

3.14 Chef User Case

3.15 Customer User Case

3.2 Supplementary Requirements

3.21 Accuracy and Efficiency

3.22 Future Updates

3.23 User-Friendly Interface