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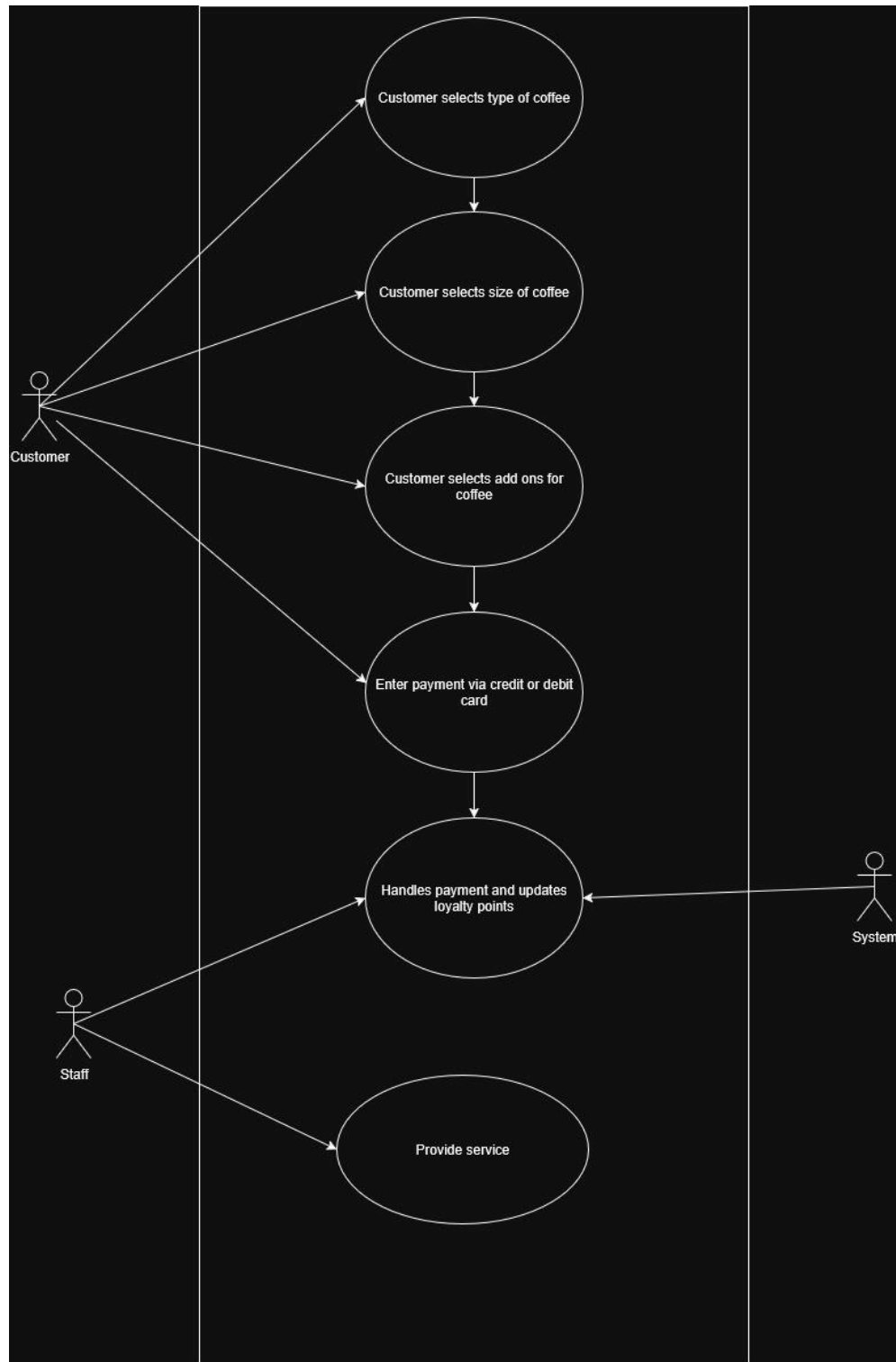
Class:5H

Requirements Table

Req ID	Type	Description	Priority	Acceptance Criteria	Rationale (short)
FR-001	Functional	The system shall allow a customer to select a coffee type (Espresso, etc.)	High	When a customer taps "Espresso," the screen highlights Espresso and displays "Size"	Core ordering functionality
FR-002	Functional	The system shall allow the customer to select a drink size.	High	When a size is selected, it is shown as chosen and the next step is prompted.	Required for price calculation and preparation
FR-003	Functional	The system shall allow customers to customize their drink with add-ons (Extra shot, Soy/Almond milk, Syrups).	Medium	When a customer selects add-ons, they are displayed in the order summary.	Supports personalization and upselling.
FR-004	Functional	The system shall allow customers to pay via credit/debit card or mobile wallet.	High	When a valid payment method is selected, the system connects to the payment	Essential for completing transactions.
FR-005	Functional	The system shall print a receipt with order details and update loyalty points.	Medium	After payment, the receipt is printed with coffee type, size, add-ons, total price, and loyalty points.	Provides confirmation and customer engagement.
JFR-001	Nonfunc	The system shall complete any order (selection to	High	A timing log shows < 60 s from first tap to	Ensures quick service during peak

		payment) in under 60 s.		transaction approval	hours
JFR-002	Nonfunc	The kiosk interface shall be responsive and usable by a first-time customer without training.	High	User testing shows at least 90% of new customers complete an order successfully without help.	Improves usability and reduces queue time.

Use-Case Diagram



Use-Case Flow

Main Success Scenario

1. Customer starts interaction at the kiosk.
2. System displays coffee options (Espresso, Americano, Latte, Cappuccino).
3. Customer selects a coffee type.
4. System displays available sizes (Small, Medium, Large).
5. Customer selects a size.
6. System prompts for add-ons (Extra shot, Soy/Almond milk, Syrups).
7. Customer selects desired add-ons.
8. System generates an order summary with price.
9. System prompts for payment method (Credit/Debit card, Mobile wallet).
10. Customer selects payment method.
11. System connects to payment gateway and authorizes payment.
12. System updates backend with order details and loyalty points.
13. System prints receipt with order details and points.
14. Use case ends successfully.

Alternate Flow: Payment Declined

- 11a. Payment gateway declines transaction.
 - 11a1. System displays payment failed message.
 - 11a2. Customer is prompted to try another payment method.
 - 11a3. If payment fails again after 2 attempts, the order is cancelled and the customer is notified.