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**National University of Computer & Emerging Sciences**  
Department of Software Engineering  
Software Requirements Engineering

**In-Class Group Assignment - Fall 2024**

Name	Roll No.
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Time allowed: 1 hour

Total Marks: 15

Marks Obtained:

**Scenario: Online Food Delivery System**

You have been approached by PopularDesiFood chain to help transition to an online food delivery system. Your requirements engineering team agrees to design an **Online Food Delivery System (OFDS)** that serves three primary user groups: **Customers, Restaurant Managers, and Delivery Personnel**. The system aims to make the process of ordering, preparing, and delivering food seamless and efficient.



**Description of the System:**

Customers can browse menus, place orders, and track delivery status in real time. Restaurant managers receive order notifications, update menu availability, and manage operational reports. Delivery personnel can access optimized delivery routes, update order statuses, and receive push notifications about order assignments. The system integrates with third-party services like payment gateways, map APIs, and SMS notification systems.

**User Stories**

**Customer User Stories:**

1. As a customer, I want to browse restaurant menus categorized by cuisine and price so I can decide what to order.
2. As a customer, I want to place an order with multiple items so that I can buy a complete meal in one go.



### Instructions for the Activity

**Duration: 1 hour**

Read the scenario and user stories provided. Can you think from the perspective of customer, restaurant manager/staff, and delivery personnel and add more user stories?

First, add more user stories.

Identify **Functional Requirements (FRs)** for the system against user stories for each user group.

Identify **Non-Functional Requirements (NFRs)** such as performance, security, and usability etc.

**BE CREATIVE! BRAINSTORM!**

Use of AI is strictly not allowed. There is a second part to this activity. To ensure that the second part of the activity is successful all requirements must be manually generated.

#### Additional Customer User Stories:

US-C-1	As a customer/user, I want to rate my favourite dishes by giving feedback.
US-C-2	As a user/customer, I want notifications from my favourite restaurants about new deals.
US-C-3	As a customer, I want to keep in touch with a delivery person.
US-C-4	As a customer, I want different methods of payment.
US-C-5	As a customer, I want to filter/change my menu according to price and dishes.

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Additional Restaurant Manager/Staff User Stories:

US-S-1 ✓	As a restaurant manager, I want to receive inventory notification so that I can retake items on time.
US-S-2 ✓	As a restaurant manager, I want to view dashboard of customer feedback.
US-S-3 ✓	As a manager, I want to assign orders based on worker's workload so that they can work efficient.
US-S-4 ✓	As a manager, I want to update menu availability so that customers see the stock items.

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Additional Deliver Personnel User Stories:

US-D-1 ✓	As a delivery person, I want to receive real-time navigation so that I can find best route.
US-D-2 ✓	As a delivery person, I want to view traffic conditions so that there is no delay in delivery.
US-D-3 ✓	As a delivery person, I want to track my daily earnings so that I can monitor my performance.



# Customer Functional Requirements (FRs)

R_C_1	customer can access virtual menus with augmented reality feature.
2-	customers can register and log in using email, phone, or social accounts.
3-	customers can search for restaurants by location or delivery time.
4-	customers can enable or disable notifications for promotions.
5-	customers can compare dishes from different restaurants in a single view.
6-	customers can view estimated preparation and delivery times.
7-	customers can save multiple addresses.
8-	customers can pre-pay or choose cash-on-delivery options.
9-	customers can get notified about their delivery reaching.
10-	customers can browse trending dishes or special menus curated.
11-	customers can access a dedicated help section for FAQs and chat.
12-	customers can place an order for pickup instead of delivery.
13-	customer can opt for eco-friendly delivery packaging at checkout.
14-	customer can share gift cards or vouchers with other users.
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R_C_20	

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# Restaurant Staff Functional Requirements (FRs)

✓ R_S_1	Managers can define and update delivery zones.
✓ 2	Managers can assign high-priority orders to specific staff
✓ 3	Managers can customize menus for specific time slots
✓ 4	Manager can push notifications to customers about flash sales
✓ 7 X	Manger can push notifications to customer
✓ 5	Manger can track peak ordering hours to optimize staff schedules
✓ 6	Managers can set loyalty discounts
✓ 7	Managers can enable pre-ordering for events or busy seasons
✓ 8	Managers can activate geotargeted promotions
✓ 9	Managers can set thresholds for minimum and maximum order values
✓ 10	Managers can track late or missed deliveries to improve processes.
R_S_20	



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## Delivery Personnel Functional Requirements (FRs)

✓ R_D_1	Delivery personnel can receive specific pickup instructions from the restaurant.	
✓ 2-	Delivery personnel can mark orders as partially delivered if issues arise.	
✓ 3-	Delivery personnel can pause delivery assignments for breaks during long shift.	
✓ 4-	Delivery personnel can receive reminders for high-priority orders.	
✓ 5-	Delivery personnel can earn performance <del>unclear</del> -0.5	
✓ 6-	Delivery personnel can update their availability.	
✓ 7-	Delivery personnel can view detailed weather updates.	
✓ 8-	Delivery personnel can manage and update their work shift.	
R_D_20		

