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.

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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, I want to cancel the order at any time.
US_C_2	As a customer, I want to recieve confirmation email ~~of~~ my placed order that ~~my order~~ is placed.
US_C_3	As a customer, ~~I~~ want to add Food items to my favourite.
US_C_4	As a customer, I want all types of food separated by filter.
US_C_5	As a customer, I can make payment of any kind.

Additional Restaurant Manager/Staff User Stories:

US_S_1 ✓	As a manager, I want to resolve customer complains and issues quickly to maintain customer satisfaction.
US_S_2 ✓	As a manager, I want to check food quality so that customer should come again.
US_S_3 ✓	As a manager, I want to offer personalized recommendation to encourage repeat business.
US_S_4 ✓	As a manager, I want to ensure that all correct items are packed for dilevery.
US_S_5 ✓	As a manager, I want to provide discount to our most regular or permanent customer and free home dilevry

Additional Deliver Personnel User Stories:

US_D_1 ✗	As a delivery person, I want to check the Fuel in the ride so that the order must not be late.
US_D_2 ✓	As a delivery person, I want to contact customer if I stuck in traffic so that he mantains patience.
US_D_3 ✓	As a delivery person, I want to confirm the order details when I pick it up so, I can ensure I have correct items before heading customer.
US_D_4 ✓	As a delivery person, I want to tell the expected delivery time.
US_D_5 ✓	As a delivery person, I want to confirm if customer has paid for order so that I know I don't collect cash.

Customer Functional Requirements (FRs)

R_C_1	Browse Menu
R_C_2	Place Order
R_C_3	Customize order
R_C_4	Payment online or Cash
R_C_5	Order Confirmation
R_C_6	To Order Tracking
R_C_7	Dilevery Address
R_C_8	Contact Resturant
R_C_9	Order history
R_C_10	Apply discounts or Promo Codes
R_C_11	Rate and Review
R_C_12	Cancel or Modify order
R_C_13	Save favourite items
R_C_14	Recieve Notification
R_C_15	View dilevery time
R_C_16	Track delivery location
R_C_17	Save payment information
R_C_18	Multiple order support
R_C_19	view resturant information
R_C_20	Secure account login

Restaurant Staff Functional Requirements (FRs)

?	R_S_1	Food availability.
?	R-S-2	Contact manager
✓	R-S-3	Update menu
✓	R-S-4	Update order
✓	R-S-5	Block a customer
✗	R-S-6	Mantain cleaniness of food.
✓	R-S-7	~~Vei~~ View Sales report
	R-S-8	
	R-S-9	
	R-S-10	
	R-S-11	
	R-S-12	
	R-S-13	
	R-S-14	
	R-S-15	
	R-S-16	
	R-S-17	
	R-S-18	
	R-S-19	
	R_S_20	

b/
will
NFR

Delivery Personnel Functional Requirements (FRs)

R_D_1	Send notification
R_D_2	Recieve Notification
R_D_3	Contact customer
R_D_4	Contact Resturant
R_D_5	Track address of delivery
R_D_6	Get feedback.
R_D_7	
R_D_8	
R_D_9	
R_D_10	
R_D_11	
R_D_12	
R_D_13	
R_D_14	
R_D_15	
R_D_16	
R_D_17	
R_D_18	
R_D_19	
R_D_20	

Non-Functional Requirements (NFRs)

NFR1	User friendly interface
NFR2	Take maximum 2 sec for every step
NFR3	Availability must be 24/7. ?
NFR4	The system must be reliable
NFR5	Payment must be done securely
NFR6	The system must be portable
NFR7	System must be interoperability
NFR8	System must be effective
NFR9	System must be efficient.
NFR10	System must be smooth under high load.
NFR11	System logins must be secure completely.
NFR12	System must be scalable so that many users can use at the same time.
NFR13	System must be mantainable easily.
NFR14	
NFR15	
NFR16	
NFR17	