

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:

2	US_C_1 Rating and Feedback	As a customer, I want to view my previous orders so that I can reorder my favourite meals easily.
1	Order History	As a customer, I want to rate and provide feedback on orders so that I can share my experience
3	Order Scheduling	As a customer, I want to schedule orders for a specific time so my food arrives when I need it.
4	Order Customization	As a customer, I want to add special instructions for my order (for example, no onions, extra raita etc).
5	Account Management	As a customer, I want to update my profile and saved addresses to make my orders in future more easy.

Additional Restaurant Manager/Staff User Stories:

US_S_1 Promotion Management	As a restaurant manager, I want to create and manage promotional offers to attract more customers towards my restaurant.
Inventory Management	As a restaurant manager, I want to monitor stock levels to ensure that popular items remain available.
Staff Assignment	I want to assign specific staff members to handle coming orders for improving efficiency.
Customer Feedback Review	I want to receive customer reviews and feedback to improve service and menu offerings.
Holiday Scheduling	I want to mark the restaurant as closed during holidays or special events. —?

Additional Deliver Personnel User Stories:

US_D_1 Route update	As a delivery person, I want to receive real-time updates about traffic and traffic blocked roads so that I can avoid delivery delays.
Earnings Tracking	As a delivery person, I want to track my earnings daily to monitor my income.
Multiple Order Management	I want to manage multiple orders efficiently when delivering to nearby locations.
Emergency Support	I want a feature to contact support quickly in case of delivery issues or emergencies. —?
GPS Integration	I want GPS directions to ensure accurate and efficient delivery.

Restaurant Staff Functional Requirements (FRs)

R-S-1	Managers can update menu items, prices and descriptions
R-S-2	Staff receive instant notifications when a new order is placed.
R-S-3	Managers can mark items as "out of stock" dynamically.
R-S-4	Managers can view sales data daily, weekly or monthly for performance analysis.
R-S-5	Managers can create and manage promotional campaigns (e.g. discounts etc).
R-S-6	Managers can view customer feedback and respond if needed.
R-S-7	Managers can communicate with delivery person about special instructions
R-S-8	Managers can toggle the restaurant's availability (e.g. during holidays)
R-S-9	Managers can assign tasks to specific staff for efficient order handling
R-S-10	The system can alert managers about low stock levels for critical ingredients.

format?

Customer Functional Requirements (FRs)

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Non-Functional Requirements (NFRs)

NFR1

- ✓ The system must process order placement within two sec.
- ✓ The system should handle peak traffic with over ten thousand users
- ✓ The system must encrypt sensitive data like payment details
- ✓ The platform must have 99.9% person uptime to ensure reliability.
- ✓ The interface should be user friendly
- ✓ The system should integrate with third parties e.g: payment gateway
- ✓ The platform should support multiple language.