

## 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, I want a method to pay online using my bank account.
✓	As a customer, I want to rate the item that I have ordered and also services of delivery personnel.
✓	As a customer, I want to track the history of previously ordered product.
✓	As a customer, I want an <del>interface</del> <sup>interface</sup> to view my personal information and update it if needed.
✓	As a customer, I want to see others review about a dish before ordering it.

### Additional Restaurant Manager/Staff User Stories:

US_S_1	As a restaurant manager, I want to view the rating of dish given by customers.
✓	As a restaurant manager, I want to view the performance of third party applications.
✓	As a restaurant manager, I want an interface to provide discount to the customer.
✓	As a restaurant manager, I want to see the performance of delivery personnel.

### Additional Deliver Personnel User Stories:

US_D_1	As Delivery Personnel, I want to view the rating of customer about my services.
✓	As delivery personnel, I want to upload my status of availability.



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# Customer Functional Requirements (FRs)

✓ R_C_1	The system shall allow customers to browse menu.
✓	The system shall allow customers to place order.
✓	The system shall allow customer to track <sup>delivery</sup> status.
✓	The system shall allow customer to order multiple items.
✓	The system shall allow customer to save favorite dishes.
✓	The system shall allow customer to claim promo codes and discounts.
✓	The system shall allow customer to pay online.
✓	The system shall allow customer to rate dishes.
✓	The system shall allow customer to view others review.
✓	The system shall allow customer to rate delivery personnel.
✓	The system shall allow customer to view personal information.
✓	The system shall allow customer to update personal information.
✓	The system shall allow customer to cancel the order.
✓	The system shall allow customer to save history of previous order.
✓	The system shall allow customer to give feedback of restaurant.
R_C_20	

SPS

# Restaurant Staff Functional Requirements (FRs)

R\_S\_1

The system shall send order message to restaurant manager.

The system shall allow restaurant staff to ~~update~~ update menu availability.

The system shall allow restaurant staff to manage operational reports.

The system shall allow restaurant manager to mark item out of stock.

The system shall allow restaurant manager to view sales reports.

The system shall allow restaurant manager to analyse performance trend.

The system shall allow restaurant manager to communicate with delivery personnel.

The system shall allow restaurant staff to view rating of product.

The system shall allow restaurant manager to view rating of delivery personnel

R\_S\_20



## Delivery Personnel Functional Requirements (FRs)

[illegible]

## Non-Functional Requirements (NFRs)

NFR1

✓ ~~system~~ should be secure

✓ ~~system~~ should be reliable

✓ ~~system~~ should be robust

✓ ~~system~~ should provide interoperability

✓ ~~system~~ should be easy to use

✗ ~~system~~ should be integrated with Paypal.

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