

## 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 to have an option to cancel my orders in real time.             |
| 2.     | As a customer, I want deals on my favourite dishes.                                   |
| 3.     | As a customer, I want to have different payments options.                             |
| 4.     | As a customer, I want to have an option of complaint if I didn't get the right order. |
| 5.     | As a customer, I want to give ratings on my orders.                                   |

### Additional Restaurant Manager/Staff User Stories:

|        |   |
|--------|---|
| US_S_1 | As a restaurant manager, I want to receive notification when stock is updated.        |
| ✓ 1.   |   |
| ✓ 2.   | As a restaurant manager, I want feedback from customers (about menu).                 |
| ✓ 3.   | As a restaurant manager, I want quick updates on the complaints for the facilitation. |
| ✓ 4.   | As a restaurant manager, I want to track the location of delivery personal.           |
| ✓ 5.   | As a restaurant manager, I want direct link with the staff.                           |

### Additional Deliver Personnel User Stories:

|        |  |
|--------|--|
| US_D_1 | As a delivery person, I want to receive notifications for order cancellation.            |
| ✓ 1.   |  |
| ✓ 2.   | As a delivery person, I want to have different payments option to receive order payment. |
| ✓ 3.   | As a delivery person, I want to have the exact location of customer.                     |
| ✓ 4.   | As a delivery person, I want area range updates.   |
| ✓ 5.   | As a delivery person, I want a record of my delivered orders.                            |



# S/S

## Customer Functional Requirements (FRs)

|        |   |
|--------|---|
| R_C_1  |   |
| 1.     | The system shall allow the customers to browse.                         |
| 2.     | The system shall allow the customers to place orders.                   |
| 3.     | The system shall allow the customers to track delivery status.          |
| 4.     | The system shall allow the customers to apply promo code.               |
| 5.     | The system shall allow the customers to cancel order.                   |
| 6.     | The system shall allow the customers to give deals on favourite dishes. |
| 7.     | The system shall allow the customers to give different payment option.  |
| 8.     | The system shall allow the user to give complaints on order.            |
| R_C_20 |   |

4/5

# Restaurant Staff Functional Requirements (FRs)

|        |  |
|--------|--|
| R_S_1  |  |
| ✓ 1.   | The system shall allow the managers to update menu items.                        |
| ✓ 2.   | The system shall allow the managers to track the location of delivery personnel. |
| ✓ 3.   | The system shall allow the managers to receive complaints.                       |
| 4.     | The system shall allow the managers to receive notification when stock updated.  |
| 5.     | The system shall allow the managers to mark items out of stock.                  |
| ✓ 6.   | The system shall allow the managers to communicate with delivery personnel.      |
| R_S_20 |  |



4/5

# Delivery Personnel Functional Requirements (FRs)

|        |   |
|--------|---|
| R_D_1  |   |
| 1.     | The system shall allow the delivery personnel to receive notifications for orders cancellation. |
| 2.     | The system shall allow the delivery personnel to see optimized routes.                          |
| 3.     | The system shall allow the delivery personnel to receive notification of new orders.            |
| 4.     | The system shall allow the delivery personnel to track location of customers.                   |
| 5.     | The system shall allow the delivery personnel to report delivery delays.                        |
| R_D_20 |   |

# Non-Functional Requirements (NFRs)

| NFR1 |  |
|------|--|
| 1.   | The system should allow the users to give feedback                 |
| 2.   | The system should allow the rating option.                         |
| 3.   | The system should have simple interface.                           |
| 4.   | The system should have minimum response time.                      |
| 5.   | The system should have better accessibility                        |
| 6.   | The system should have the option for saving the favourite dishes. |
| 7.   | The system should have the option to select the color theme.       |