

## 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 view ratings of dishes so that I can decide easily.
US_C_2 ✓	As a customer I want to collaborate with other customers to place group order.
✓	As a customer I want to filter menu according to my needs.
✓	As a customer I want to be able to customize my dish.
✓	As a customer I want to receive points on each of my order so that I can redeem them later for discounts.

### Additional Restaurant Manager/Staff User Stories:

US_S_1	As a manager I want to give promotional offers to our frequent customers.
	As a manager I want to manage customer support to resolve issues.
	As a manager I want to manage delivery personnel commission on order.
	As a manager I want to add new dishes according to customer suggestions.
	As a manager I want to verify the placed order.

### Additional Deliver Personnel User Stories:

US_D_1	As a delivery personnel I want to transfer orders to other riders in case of emergency.
	As a delivery personnel I want to filter order request according to specific area.
	As a delivery personnel I want to receive bonus after delivering orders consistently for the whole day.



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Customer Functional Requirements (FRs)

- |        |   |
|--------|---|
| R_C_1. | Customer shall be able to make bulk Order.  |
| ✓      | Customer shall be able to suggest new dishes -  |
| ✓      | Customer shall be able to view ratings  |
| ✓      | Customer shall be able to review ordered items.   |
| ✓      | Customer shall be able to filter the menu according to taste (Vegetarian, Non-Vegetarian, etc.) |
| ✓      | Customer shall be able to get compensation points for late delivery -                           |

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R\_C\_20

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# Restaurant Staff Functional Requirements (FRs)

R\_S\_1

managers shall be able to give the promotional offers to frequent users

Managers shall be able to keep track of customer support.

Managers shall be able to set delivery personnel commission.

Managers shall be able

to add new dishes according

to customer suggestions.

Managers shall be able to verify order.

format:

R\_S\_20



very Personnel Functional Requirements (FRs)

- U\_1 I shall be able to manage account data.
- I shall be able to see contact details.
- I shall receive new orders instantly.
- I shall be able to set alerts for missing order.
- I shall be able to withdraw earning quickly.

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~~Criteria~~ Criteria (Topic 3)

### Non-Functional Requirements (NFRs)

NFR1-

manager should receive order notifications within three seconds of order placement

NFR2- User shall receive order personnel arrival notification within 3 seconds

NFR3- System shall provide smooth and easy to interact GUI.

NFR4- System shall meet privacy policy standards for the customer personal information.

