Primary User

User Needs

	User group			Decision / action execution
Resource	The customer must **have**...	a phone, tablet or computer	...In order to...	place an order for pizza.
		an internet or phone connection		call the restaurant or use the web/phone application online.
		an option to write a note under each order item		get each pizza exactly to their liking.
		a way of altering the order		make adjustments if they change their mind or make a mistake.
		valid digital payment methods		pay online.
Information	The customer must **have**...	an overview of the restaurants available for delivery to their location	...In order to...	decide where to order from considering the distance.
		An overview of reviews from previous customers		assess which restaurants are good and decide where to order from.
		the restaurant menu		decide which items to order.
		information about the ingredients on each item		make a decision based on preferences and specific dietary needs
		information about extra toppings		decide on if they want extra toppings and which extra toppings to add.
		information about the price of each item		decide which items to buy based on their budget.
		information about the size of each pizza		decide which items to buy based on how hungry they are, or the number of people they are ordering for.
		information about the type of crust		to decide on a specific crust they would like to have.
		Information about any special deals		decide if they would like to order a special deal.
		information about the items they have selected already before paying		make sure everything is correct.
		information about the available payment methods		make a decision on how to pay.
		have some indication of the order status		make sure their order was placed successfully.
Competence	The customer must **have**...	knowledge on how to use online ordering systems	...In order to...	use a web or mobile application for ordering online.
		knowledge on using online payment methods		pay for orders online.
		the ability to read and see a digital screen		read the menu and see the overall application.

User requirements

User group	Subject of use / type of use		Recognize / input/ output / share	Under conditions in the context of use (if applicable)
The customer must **be able to**...	enter any special requests under each order item in	...the system...	so that they can customise their order	if they have specific preferences or dietary needs.
	enter their bank account details into the		so that they can pay for the order	If they do not want to pay cash upon delivery.
	enter their address into		so that they can search for restaurants that are closest to their location	When they want to make sure the order won't take too long.
	view reviews from previous customers in		to select from a restaurant with the best reviews	If they want to be more certain of the quality of the food.
	have access to the entire restaurant menu on		to make a decision on the food items they want to order	
	check the ingredients used on each food item on		to make a decision on the food items they want to order	If they have specific preferences or dietary needs.
	see what extra toppings can be added to each food item on		to decide which extra toppings to add	If they want extra toppings.
	see the size of each food item on		to decide which items to buy based on how hungry they are, or the number of people..	
	see the crust type on the pizzas on		so that they can decide which crust they want to get.	
	see any special deals on		to decide if they want to get any of them.	
	have an overview of all the food items they are about to purchase		to ensure that they have ordered the correct items before paying.	
	alter their order		so that they can fix mistakes or add more items before checkout	
	view the status of their order		so that they are sure the order was placed successfully	

Secondary User

User Needs

	User group			Decision / action execution
Resource	The order manager must **have**...	a phone, tablet or computer	...In order to...	take orders.
		an internet or phone connection		call the restaurant delivery persons, customers and suppliers, or use the web/phone application online.
		an option to write a note under each order item		make sure each customer gets exactly what they ordered.
		a way of altering the order		make adjustments if the customer changes their mind or they make a mistake.
		valid digital payment methods		receive payment online.
		a way to send all the orders to the relevant branches		give each branch their relevant orders
		a way to get an overview of the cashflow		keep the finances in check.
		a method of monitoring the inventory		stock the necessary ingredients.
Information	The order manager must **have**...	the customer's phone number	...In order to...	check if the customer is already in the system or call the customer of any ordering issues.
		the customer's address		provide the delivery person the address to deliver.
		an overview of all the available/missing items at each branch		inform the customer if a product is unavailable.
		information about the ingredients on each item		inform customers who request information for specific dietary needs
		information about extra toppings, prices, pizza sizes, and pizza crust types		inform customers about it.
		information about any special deals		to promote it to customers and inform them if requested.
		an overview of the items the customer has selected already before paying		make sure everything is correct.
		the delivery person's contact details		check the delivery status.
		Information on how long each branch takes for preparing orders		Inform the customer.
		contact details for all branches		contact them about their inventory or order status
		have some indication of the order status		make sure their order was placed successfully.
Competence	The order manager must **have**...	knowledge on how to use online ordering systems	...In order to...	use a web or mobile application for taking orders online.
		knowledge on using online payment methods		receive payments online.
		the ability to read and see a digital screen		read the menu and see the overall application.
		the skills to organise a team		Make sure the entire ordering process runs smoothly.

User Requirements

User group	Subject of use / type of use		Recognize / input/ output / share	Under conditions in the context of use (if applicable)
	add customer's information to		so that the information is available when they order again.	
	look up if the customer is already in		by entering their phone number	to make the ordering process faster.
The order manager must **be able to**...	enter any special requests under each order item in	...the system...	so that they can customise orders	to meet the preferences and dietary needs of the customers.
	alter orders already in		so that they can fix mistakes or add more items	In case the customer changes their mind or the chef informs him of missing ingredients.
	send the order information to the relevant brach after entering it into		so that the order can be processed	
	take online payments through		so that customers can conveniently pay online.	
	view all the ingredients in the food items in		to be able to give customers the information when requested.	
	view all information about extra toppings, prices, pizza sizes, and pizza crust types in		to be able to give customers the information when requested.	
	keep track of any special deals at the branches via		to be able to give customers the information when requested.	
	track the order preparation process via		to ensure that the order is being processed in a timely manner.	
	track the delivery person through		to ensure that the order is being delivered in a timely manner.	
	Retrieve contact details of each branch via		to have quick access to phone numbers	In case of an emergency.
	keep track of the inventory at each branch using		so that the necessary ingredients can be bought.	
	get an overview of the cashflow through		to keep track of the finances	