

# ESD.051 Pizza Ordering Homework Parts 1+2

## Notes:

- Scripts & Call Flow Diagram due **Tuesday, February 22, 2011** (should take 1 hour).
- We will review your designs in class – PLEASE bring printed scripts and call- flow diagram to class.
- See Chapters 4 and 5 in the book as a reference to using state tables and constructing call-flow diagrams.

## The Problem:

You are tasked with designing a pizza ordering system for a small, independent pizza parlor that will take orders with a voice application. At minimum, a customer should be able to:

1. Choose a size (small, medium, or large).
2. Choose one topping (pepperoni, sausage, mushrooms, olives, onions, or green peppers).
3. Decide if the order is for pickup or for delivery.
4. If the customer asks for delivery, record their address. In Angel, you will record to an audio file using a Voicemail page. Play back the order, namely the size, toppings, and whether the customer asked for pickup or delivery.
5. Save the entire order, including the recording of the delivery address if applicable, to a spreadsheet. An employee at the pizza parlor will then be able see all the orders that need to be filled. In Angel, you will implement this with a Data page. Additionally, you should include one retry prompt and one timeout prompt for each question.

## Part I - Script

For the first part of this assignment, you should write scripts that demonstrate the complete experience you plan to build. For example, you may want to write two scripts: one where a customer orders a pizza for pickup, and second where a customer orders a pizza for delivery.

Note that requirement #6 (saving the order) will not change the design of your script, as it is not part of the customer-facing experience. Please follow the three column format shown in class, namely: Who is speaking, What they say, and Notes.

**In this first part, you are just writing the scripts.** Later you will be designing a state diagram, and then implementing the system on Angel.com.

## Part 2 - Call Flow Diagram

For the first part of this assignment, you should write create a call-flow diagram that reflects the design of your script. You can use Microsoft Visio (Windows), Omnigraffle (Mac, and available at the 26-139 Athena cluster), or you can use a free online tool such as <http://draw.labs.autodesk.com/ADDdraw/draw.html> - or another one of your choosing.

**In this second part, you are just creating the call-flow diagram.** Later you will be implementing the system on Angel.com.

## **Additional Challenges – if you want:**

If you would like to make a more complete pizza ordering system, consider adding these features:

- Allow customers to choose multiple toppings.
- Allow customers to confirm the order, rather than just reading it back to them. If part of the order is wrong, return to the very beginning of the ordering process.
- Anything else you'd like. But be careful; some ideas may be very difficult to design and implement. Others may be impossible due to the limitations of the technology. If you have questions about the feasibility of an idea, feel free to ask the staff!