

# **Business Requirement Document**

## **Talabat**

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# **Content:**

**Introduction -----**

**Document Purpose -----**

**Document Objective -----**

**Scope -----**

**Document Target Users -----**

**Non-Functional Requirements -----**

**Functional Requirements -----**

- **Home Page -----**
- **Restaurant List -----**
- **Order Placement-----**
- **Payment -----**
- **Review and Rating-----**
- **Offers -----**

## **Introduction :**

The Business Requirements Document (BRD) serves as a comprehensive guide for the development and enhancement of the Talabat website. This document outlines the business objectives, functional requirements, and expectations that will drive the successful implementation of the project.

## **Document Purpose :**

The "Document Purpose" section of a Business Requirements Document (BRD) clarifies why the document exists and what its primary objectives are. This section helps stakeholders understand the broader context and goals of the document.

## **Document Objective :**

The primary objective of this BRD is to establish a clear and shared understanding of the project's goals, requirements, and deliverables among all stakeholders. It will serve as a reference point for project management, development teams, quality assurance, and other relevant parties involved in the Talabat website project.

## **Scope :**

The scope of this BRD includes the entire development lifecycle of the website, from its initial design and launch to ongoing maintenance and updates. It addresses various aspects, including but not limited to user experience, technical functionalities, business processes .

## **Document Target Users :**

The "Document Target User" section of a BRD specifies the individuals or groups for whom the document is primarily intended. Identifying the target users helps ensure that the content meets the needs and expectations of stakeholders .

## **Non-Functional Requirements :**

## **Functional Requirements :**

- **Home Page :**

The home page has many tabs which are language , country , registration/login , search and navigation(Search bar for finding restaurants and dishes and filters for cuisine type, location) , promotions and offers (Display ongoing promotions and special discounts) , Restaurants>Showcase popular or recommended restaurants) , quick links (quick access links to categories like "Top Rated , New Restaurants and Nearby ") , interactive map (To access restaurants details).

- **Restaurant List :**

Users can search for any restaurant through navigation bar and view restaurant details , menus , reviews.

- **Order Placement :**

Users can manage the orders :

- \* Users can search for restaurants by (name, cuisine type, location )
- \* Users can click on a restaurant to view its details .
- \* Allow users to add dishes to their cart with quantity selection .
- \* Apply any valid promotions or discounts to the order .
- \* Users can select their preferred payment method .
- \* Ensure secure payment processing .
- \* Display a summary of the order, including items, quantities, prices, delivery address, and payment method .
- \* Send a confirmation notification to the user's registered email address .
- \* Store order details in the user's profile for future reference .
- \* Allow users to cancel an order within a specified time frame.
- \* Send order details to the chosen restaurant in real-time.

- **Payment :**

- \* Support multiple payment methods, including credit/debit cards, digital wallets (PayPal, Google Pay), and cash-on-delivery (COD).
- \* Integrate with secure payment gateways to process transactions.
- \* Allow users to enter credit/debit card details securely.
- \* Verify the user's payment method for authorization before order confirmation.
- \* Store payment transaction history in the user's profile for reference.
- \* Send an email receipt to the user's registered email address.
- \* Notify restaurants of successful payments for order preparation.

- **Review and Rating :**

- \* Implement a rating system, typically on a scale of 1 to 5 stars, for overall restaurant or dish satisfaction.
- \* Allow users to provide written feedback or comments about their dining experience.
- \* Limit review submissions to users who have completed an order from the restaurant.
- \* Allow users to sort and filter reviews by date, rating.
- \* Notify the restaurant when a new review is posted, allowing them to respond if desired.

- **Offers :**

- \* Support various types of offers, including discounts, promotions, combo deals, and loyalty rewards.
- \* Display offers prominently on the homepage and restaurant listings.
- \* Provide clear details about each offer, including the discount percentage, promo code (if applicable).
- \* Allow users to filter restaurants or dishes based on available offers.
- \* Provide a mechanism for users to apply offers to their orders during the checkout process.
- \* Notify users of available offers through in-app notifications, email, or SMS.
- \* Maintain a history of offers that users have redeemed or saved for future reference.