**Software Requirement Specification (SRS) Template**

Title: Pizza Hut Online Ordering System

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1. Introduction

* **Purpose**: The primary purpose is to offer customers a convenient and efficient way to place orders for Pizza Hut products. The online platform allows customers to browse the menu, customize their orders, and complete transactions without the need to visit a physical store or make a phone call.
* **Scope**: The scope of Pizza hut Online Ordering System is to provide users with a platform for searching, Customising, and booking pizzas from different customers while adhering to regulatory and quality standards, excluding functionalities related to administrative functions, and marketing activities.
* **Background**: The Pizza hut Online Ordering System is designed to address the need for a user-friendly and technologically advanced platform that connects foodies with various pizza options while ensuring regulatory compliance and quality standards.

2. Functional Requirements

* **Requirement 1**: User Registration and Authentication
* Users should be able to verify the mobile number.
* Users should be able to create accounts, provide personal information, and log in securely.
* **Requirement 2**: Nearest Shop Search and Listing
* Users should be able to search for the nearest shop based on location and the option to collect from the store.
* The system should be able to display detailed listings including varieties of food items which is available on the store, the pricing, and the detailed description about the ingredients.
* **Requirement 3**: Menu Browsing and Customization.
* Users should be able to browse the menu with detailed descriptions of items.
* Customization options for toppings, crusts, and other preferences should be available.
* **Requirement 4**: Filtering and Sorting.
* Customer should be able to filter the items according to their preferences.
* **Requirement 5:** Order Placement and Tracking
* Customer should be able to review and confirm their orders before submission.
* Customer should be able to track the order.
* **Requirement 6**: Customizing the delivery time.
* **C**ustomer should be able to set the order time that is when to deliver the order.
* **Requirement 7:** Discount and promotions.
* Integration of promotional offers and discounts on online orders.
* Apply and display coupons accurately during the ordering process.
* **Requirement 8:** Payment Processing.
* The system should support various payment methods, including credit/debit cards, digital wallets, and cash payments during the booking.
* It should securely process payments and generate invoices or receipts.
* **Requirement 9:** Review and Feedbacks.
* Users should be able to leave feedback for the orders, helping other users make informed decisions.
* **Requirement 10:** Customer support and Help Centre
* Provide a support system for users to contact customer service for inquiries, problem resolution, and assistance.
* Maintain a help centre with FAQs, guides, and contact information.

4. Non-Functional Requirements

* **Requirement 1:** Security
* Specify authentication and authorization requirements for users and staff.
* Define encryption standards for sensitive data, such as payment information.
* **Requirement 2**: Performance.
* Response Time: Specify the maximum acceptable response time for various operations (e.g., search, booking, cancellation).

4. Use Cases

* **Use Case 1**: User Registration.
* A new user can create an account by providing personal information, such as name, email, and password and also to verify their mobile numbers. The system stores this information for future authentication and personalization.
* **Use Case 2**: Search and Book.
* Users can search for nearby shops by entering criteria like location. The system returns a list of available food items which the user can book according to the preferences.
* **Use Case 3**: Update User Profile.
* Registered users can update their profile information, including contact details, and payment methods.
* **Use Case 4**: Make a Payment.
* The system interacts with payment gateways to process transactions securely, ensuring payment is made and confirmed.
* **Use Case 5**: Modify and Cancel Booking.
* Users can cancel a previously made booking within a time frame. The system should handle refunds if applicable.
* **Use Case 6**: Order Tracking
* Users can track the delivery boy to know when the food will be delivered.

5. System Architecture

* **Architecture Overview**: 3 tier architecture. UI, API to request.
* **Data Model**: Collection of indexed data.

6. Constraints

* **Constraint 1**: Geographical Constraint.
* Regional variations in user preferences, regulations, and market conditions, which may affect the system's adaptation in different areas.
* **Constraint 2**: Regulatory Constraint.
* Compliance with local and international laws and regulations related to data privacy, consumer protection, and payment processing.
* **Constrain 3:** Content and Data Licensing.
* Constraints related to content and data licensing agreements for hotel listings, images, and other information.

7. Assumptions and Dependencies

* **Dependency 1**: Payment Gateway
* The system relies on third-party payment gateways for processing customer payments securely. Dependencies on the availability and functionality of these gateways are critical.
* **Assumption 1**: User Authentication
* Users are assumed to have valid email addresses or mobile phone numbers that can be used for registration and authentication. Users are also assumed to provide accurate information during registration.