**Software Requirement Specification (SRS) Template**

Title: Pizza Hut

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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**
* A new user can create an account by providing personal information, such as name, email, and password and to verify their mobile numbers.
* The system stores this information for future authentication and personalization.
* **Requirement 2**: **Outlet Searching**
* Option to search for the nearest shop based on location and the option to collect from the store.
* Provide the option to change the location so that the user can order from anywhere in the country.
* Provide option to pick from the hut or take away.
* **Requirement 3**: **Menu Browsing**
* There should be multiple ways to browse through the menus such as deals, pizzas, sides, desserts, drinks.
* **Requirement 4**: **Customization**
  + - Provide options to customize the orders according to the deals of the day, size and flavours of the pizza.
* **Requirement 5**: **Filtering and Sorting**.
* Provide options to filter the items according to their preferences

such as veg and non-veg.

* **Requirement 6: Order Placement and Cancellation**
* Users should be able to review and confirm their orders before submission.
* User should be able to add, edit, delete items from the cart.
* Users should be able to cancel the order according to the cancellation policy.
* **Requirement 6**: **Setting the delivery time**.
* The system 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 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: Delivery Tracking**
* The system should be able to track the status of their delivery in real-time.
* The system should provide updates on the order's preparation, dispatch, and estimated arrival.
* **Requirement 10: Customer Feedback**
* Customer should be able to give the feedback of service provided.
* Maintain a help centre with FAQs, guides, and contact information.

4. Non-Functional Requirements

* **Requirement 1**: **Performance.**
* The system should respond to user actions within a maximum of 3 seconds.
* It should support a minimum of 500 simultaneous user connections during peak times.
* **Requirement 2**: **Security.**
* All transactions and user data should be encrypted using industry-standard protocols.
* The system should have measures in place to prevent unauthorized access, such as secure user authentication.
* **Requirement 3**: **Availability**
* The system should be available 24/7, with scheduled maintenance windows communicated to users in advance.
* **Requirement 4**: **Data Management**
* The system should perform regular backups of user data and order history.
* It should have mechanisms in place to prevent data corruption or loss.
* **Requirement 5**: **Maintenance and Support.**
* The system should be designed with modular components to facilitate updates and maintenance.

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 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**: RDBMS

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.