Business Requirement Development

For

Zomato Case Study Project

Prepared by

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Contents

1. INTRODUCTION

Zomato Case Study Project is designed to automate the customer services for buying the desired food from a particular restaurant and to build the strategic planning for the restaurants to grow their business. Here is the entire overview of the BRD Documentation.

1.1.   Document Purpose

The purpose of this document is to describe the business requirements of an application completely, accurately and unambiguously in restaurant manner. This document illustrates the list of business requirements and emphasizes on the needs and expectations of the client. It contains the functional and non-functional requirements of the system.

1.2.   Intended Audience

The intended audience for this document is the administration and management. Restaurants and the Customers are also the targeted audience for this document. This document is for the overview of the system and it is easy to understand. Stakeholder and Investors can read the documentation and check the accuracy of the project.

1.3.   Project Background

As it states System Users: Customers, Restaurants

Restaurants Features

- Restaurants Login
- Restaurants can access Restaurants Dashboards
- Restaurants can place a list of menus available
- Restaurants can add food in menu list
- Restaurants can remove the food from menu
- Restaurants can change the price per food
- Auto-Update bill receipt

Customers as Users

Customer Login

- Customers can access their Dashboard
- Customer can place order
- Customer can modify their order
- Customer can delete their order
- Customer Update Password
- Pay the bill receipt
- Customer Logout

To be state: Organizational structure, performance measures, Policies

1.4.   Purpose of Business Requirements

The purpose of the business requirements is to define the Zomato Case Study Business Needs Business Requirements are the means to fulfil the organizations objective

- Business Requirements for major enhancements for the existing users and restaurants
- Business Requirements for adding the new users and restaurants
- Business Requirements for editing/modification in customers and restaurants details
- Business Requirements for a request for proposals

1.5.   Business Goals/Objective

Zomato Case Study will help the restaurants and customers to eliminate the paper work and give accurate data. Zomato Case Study make it hassle free for both customers and restaurants to track their food and also helps in time-off requests.

1.6.   Benefits Summary
- Real-Time monitoring
- Tracking Accuracy
- Auto updated bill
- Ease of use
- Eliminate paperwork
- Customers can check their ordered food status
- Reduce time and efforts

1.7.   Stakeholders

Zomato's success hinges on a delicate balance among its diverse stakeholders. Customers, the end-users, turn to Zomato for seamless restaurant discovery and food ordering experiences. Restaurants, partnering with the platform, leverage its extensive reach to broaden their customer base. The dedicated workforce, comprising various professionals, including tech experts and customer service representatives, forms the backbone of Zomato's daily operations and innovation initiatives. Investors, driven by financial interests, contribute to strategic decisions and the platform's overall growth trajectory. Media and the public play a crucial role in shaping Zomato's brand image and public perception. Lastly, suppliers provide the essential resources needed for Zomato's technological infrastructure and service delivery. The interconnected involvement of these stakeholders illustrates the complexity and collaborative nature of Zomato's operations in the competitive landscape of the food delivery and restaurant discovery industry.

2. Requirement Scope

The Scope of "Zomato Case Study" is to help the customers and restaurants of a academic institution in the whole process of ordering and cancelling the food orders.

2.1.   In Scope

The Zomato case study in academic institute wants to reduce the paper work, there are two users' customers and the restaurants both can access the system. Customer can login to the application by any mode and place the order as per their desire and can also modify or else cancel the order they have various option from the menu. Restaurants can

access their dashboards and supply the ordered food to the particular customer address for the restaurants their will be option like Accept/Cancel/Out of Stock order.

2.2.   Out Scope
- Customer cannot place order without login.
- Restaurant cannot supply the ordered food without login
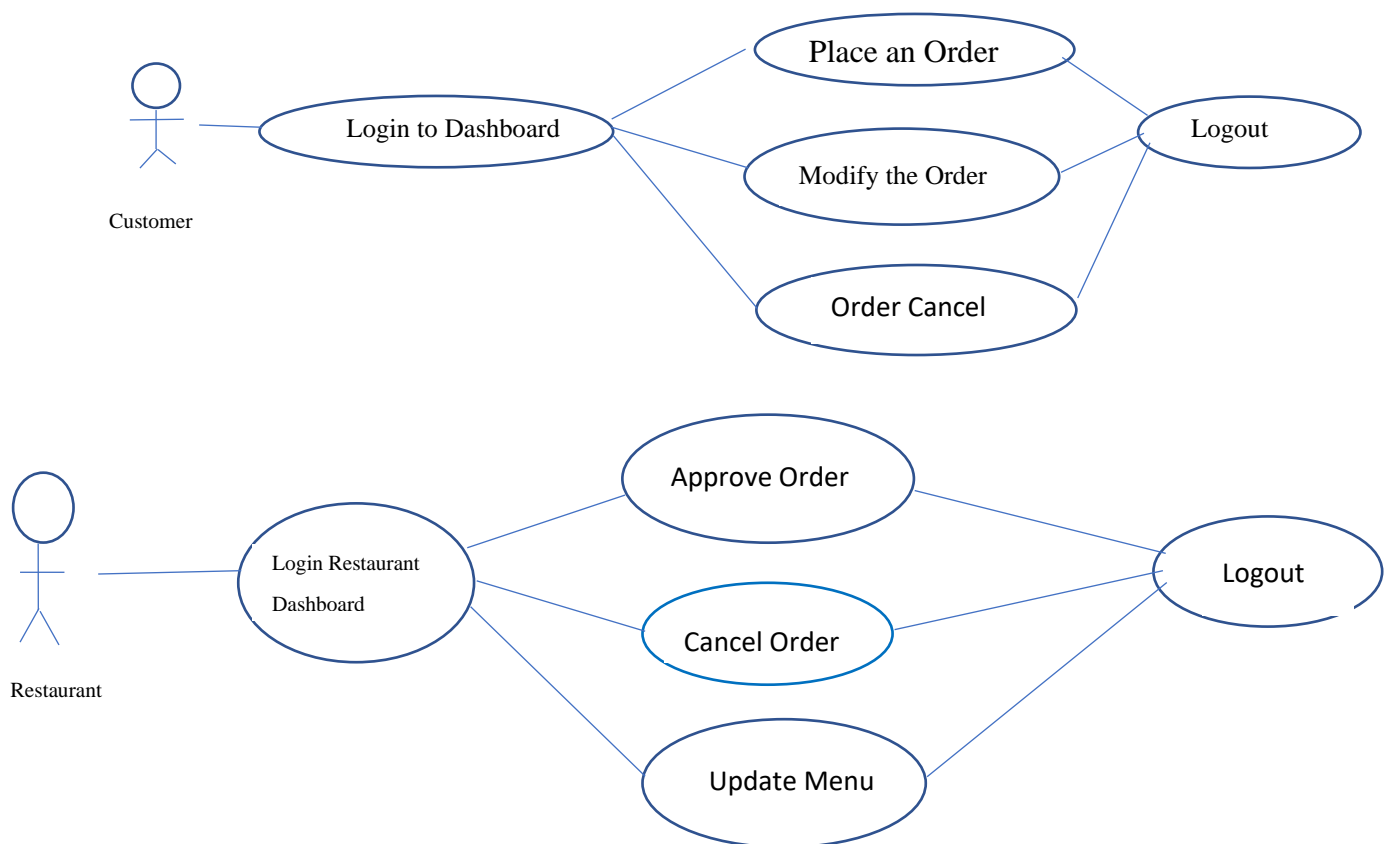
3. Functional Requirements
- Check for the food availability
- Place the order
- Approve/ Cancel Order
- Maintain Customer records
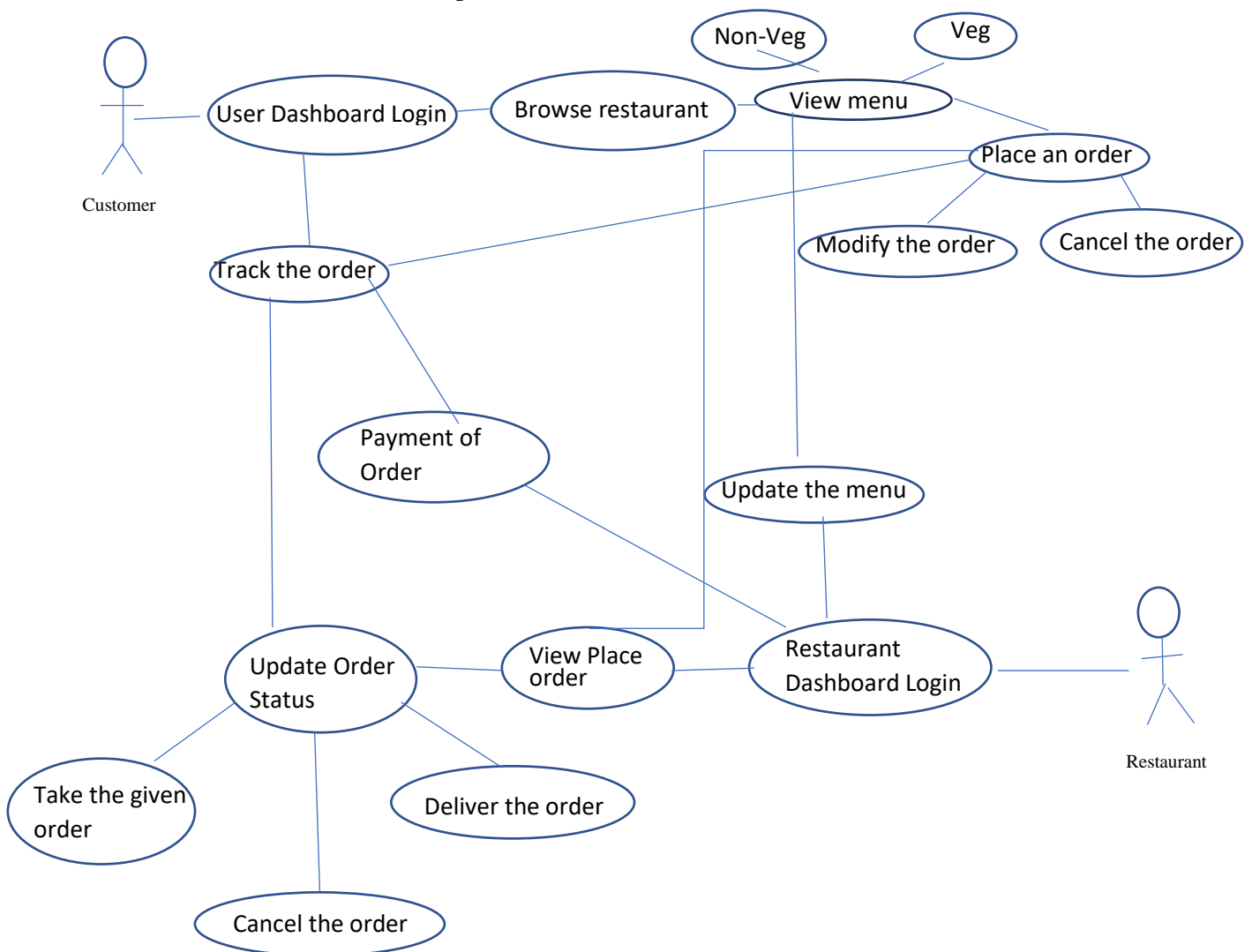- Track the Order
- List of Food Menu

3.1.   Actor Specification
- Restaurants: Who can receive inputs from the customers and gives the resultant output.
- Customer: Who gives the input and wait for the output
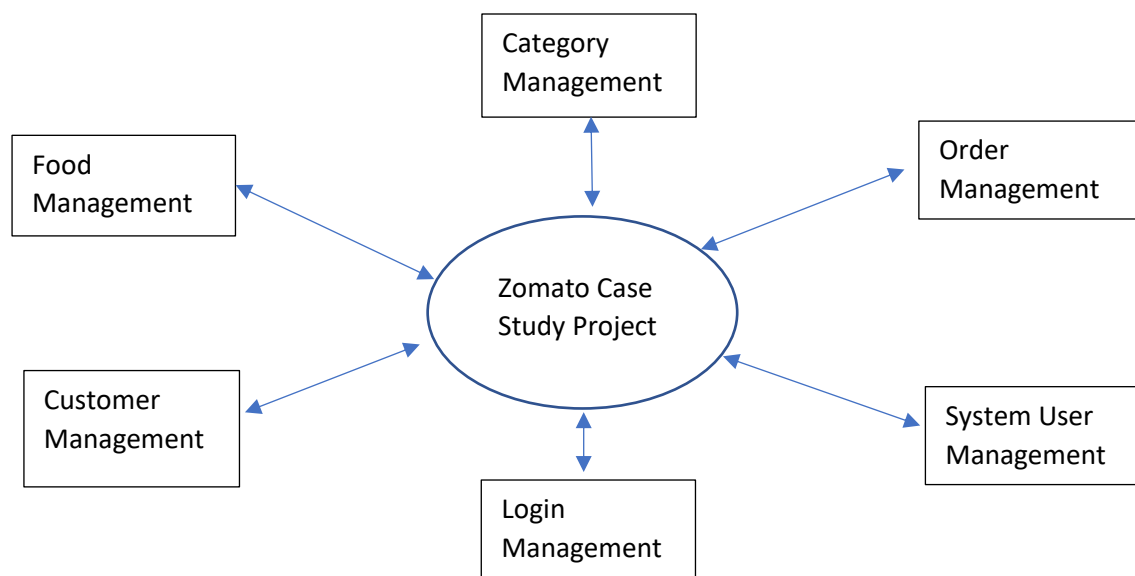
3.2.   Essential Use Case Diagram

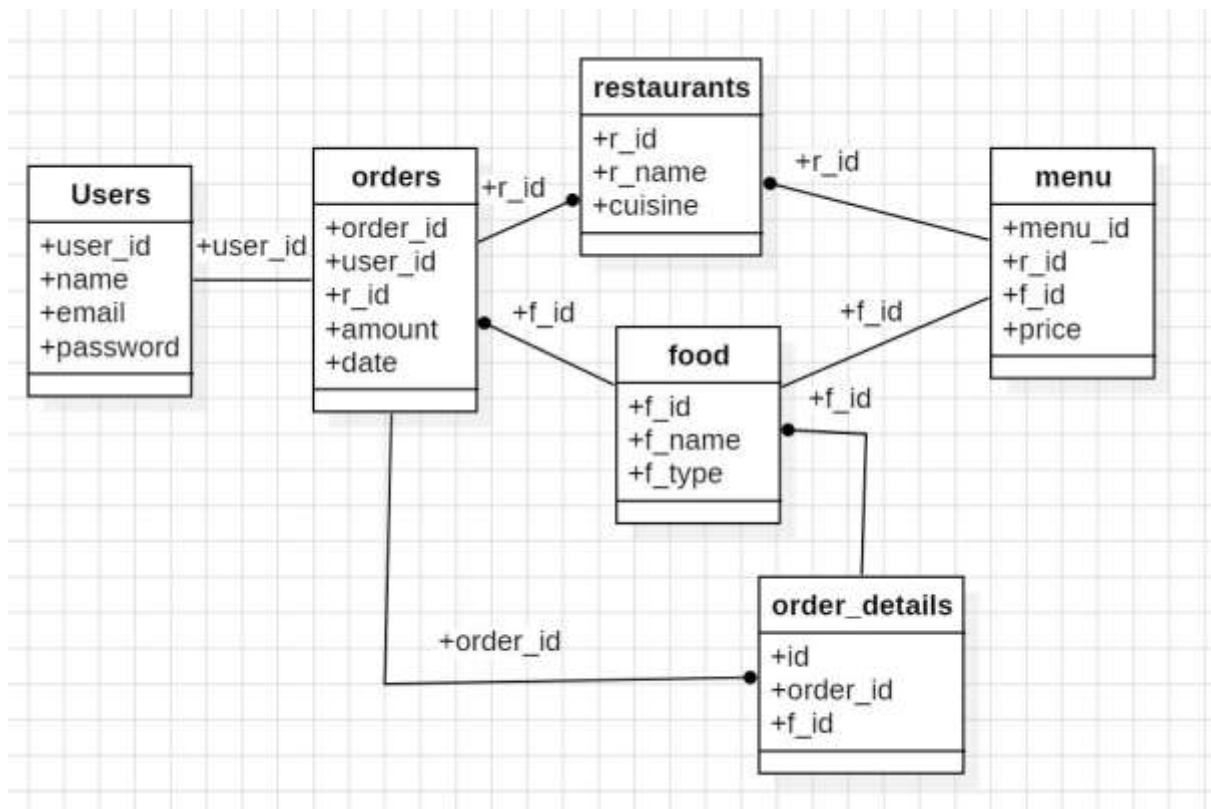### 3.3.   Essential Use Case Specification

3.4.   Context Diagram

Provide a context diagram of the Zomato case study project. This refers to the relationship and the connection between the system and its environment.

3.5.   Entity Relationship Diagram

4. Non-Functional Requirement

The user needed to be able register into the portal with his own set of attributes as required in entity attributes

4.1.   Security Requirements

Restaurants and Customers both of them can access the system. Customer can't check information and reports of restaurants dashboard. Restaurants and Customer should check the username and user_id. It should be unique.

4.1.1.   Authentication

Zomato Case Study Project, has advanced security features such as data encryption multi-factor authentication to keep customer information safe.

4.1.2.   Authentication and Access Control

Access control mechanism helps to set restriction and prevent authorised access and manage access to keep data secure, Both Restaurants and Customers restrict for unauthorised users access for data security restaurant will not be see customers personal data they can only access the place order.

4.1.3.   Information Security Classification and Labelling

Restaurant and Customer details should be confidential for example, user_id, and password.

4.2.   Availability Requirement
The System will be available 24*7

4.3.   Usability Requirement
Interactive dashboard and easy to use.

4.4.   System Help Requirement
There will be a Chat Section into the application itself through which Restaurants and Customer can interact with each other.

4.5.   Performance Requirements
- System can handle load
- Take less Memory
- Result will be in live
- Food ordered will be in one click
- Give accurate data

4.6.   Scalability Requirements
In future we will be adding new features and also, they will be easy to use.

4.6.1.   User Scalability
Zomato Case Study, customers can increase in future workload and high numbers of transaction will be there.

4.6.2.   Application Scalability
As per new business requirements adding new features can increase the size of Zomato Case Study Project.

5. Interface Requirement

Screen Name	Description
Login	Login to the System
Customer	Display Customer Dashboard, Place/Cancel/Modify an Order
Restaurants	Accept/Cancel the Orde, Update menu, Update Order Status