**Business Requirement Specification (BRS) for Swiggy Food Ordering Platform**

**Title:** Swiggy Food Ordering Platform  
**Document Version:** 1.0  
**Date:** 16/11/2023  
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**1. Introduction**

* **Purpose:** To outline the business and functional requirements for the Swiggy food ordering platform.
* **Scope:** The platform will facilitate food ordering, delivery, and payment services for various restaurants and users within specified regions.
* **Background:** Swiggy is aimed at providing a seamless and efficient food delivery service, connecting users with a diverse range of restaurants.

**2. Business Objectives**

* **Objective 1:** Establish a user-friendly and reliable platform for food ordering and delivery.
* **Objective 2:** Ensure a wide selection of restaurants and menu items to cater to diverse customer preferences.
* **Objective 3:** Provide secure and convenient payment options for users.

**3. Functional Requirements**

* **Requirement 1: User Login**
  + The ability to create accounts and manage profiles
* **Requirement 2: Restaurant Listings and Search**
  + The capability to list and search foods should be available to users.
* **Requirement 3: Order Placement**
  + Ordering the food should be possible for users.
* **Requirement 4: Payment Processing**
  + Support various payment methods, both online and offline.
* **Requirement 5: Ratings and Reviews**
  + Based on their experiences, users have the ability to rate restaurants and leave reviews.
* **Requirement 6: Customer Support**
  + Provide a support system for users.

**4. Non-Functional Requirements**

* **Requirement 1: User-Friendly Interface**
  + Ensure an intuitive and responsive interface for easy navigation and order placement.
* **Requirement 2: Platform Performance**
  + Optimize platform speed and responsiveness to ensure swift order processing and minimal loading times.
* **Requirement 3: Data Security**
  + Implement robust security measures to safeguard user data and payment information.
* **Requirement 4: Scalability**
  + Design the platform to accommodate increasing user and restaurant volumes without compromising performance.

**5. Use Cases**

* **Use Case 1: Users should be able to login**
* **Use Case 2: Users should be able to place an Order**
* **Use Case 3: Users should be able search for foods**
* **Use Case 4: Users should able to track order**
* **Use Case 3: User should able to give Rating and Review**

**6. Constraints**

* **Constraint 1: Restaurant Availability**
  + Delays or closures of restaurants might affect the availability of certain menu items.
* **Constraint 2: Payment Gateway Dependency**
  + Reliance on external payment gateways might impact transaction processing times.
* **Constraint 3: Network Connectivity**
  + Users require stable internet access for browsing, ordering, and tracking deliveries.

**7. Assumptions and Dependencies**

* **Dependency 1: Restaurant Partners**
  + The platform relies on restaurants to update menu items and availability in real-time.
* **Assumption 1: User Device Compatibility**
  + Users are assumed to use compatible devices and up-to-date applications to access the platform effectively.