Project Title: Smart Kitchen & Delivery CRM

❖ Requirement Gathering:

- Collect details from customers, kitchen staff, and delivery managers on the current order and delivery process.

- Identify pain points in the existing manual/semi-digital process (late deliveries, missed orders, poor tracking).

- Gather requirements for customer self-service (order placement, order tracking, cancellation).

- Collect reporting requirements for managers (order trends, delivery performance, customer satisfaction).

❖ Stakeholder Analysis:

- **Customers** – place food orders, track delivery status, give feedback.

- **Kitchen Staff** – receive and prepare orders, update cooking status.

- **Delivery Agents** – receive delivery assignments, update delivery status.

- **Managers/Owners** – monitor overall operations, delivery performance, and customer satisfaction.

- **IT/Salesforce Admin** – maintain Salesforce system, create objects, manage users, and handle enhancements.

❖ Business Process Mapping:

- **Current Process:** Customers place orders via phone/website → kitchen prepares manually → delivery agents assigned without system tracking → late/missed updates → limited reporting for managers.

• **Desired Salesforce Process:** Customer places order → order logged in Salesforce → kitchen receives and updates preparation status → system auto-assigns delivery agent → real-time delivery tracking → dashboards update for managers.

❖ <u>Industry-specific Use Case Analysis:</u>

- Benchmark against food delivery companies (Swiggy, Zomato, Uber Eats, DoorDash) automating kitchen and delivery management
- Identify standard practices such as:
- ○ Real-time order dashboards for kitchens.
- ○ Automated delivery agent assignment based on availability/location.
- ○ Notifications to customers (order placed, prepared, out for delivery).
- Ensure compliance with food delivery SLAs (timely delivery, accurate status updates).

❖ <u>AppExchange Exploration:</u>

- Explore existing Food Delivery/Order Management apps on Salesforce AppExchange for ready-to-use components (order dashboards, delivery tracking maps).
- Identify reusable free components (maps for delivery tracking, notification add-ons, customer feedback modules).
- Leverage prebuilt dashboards and LWC components from AppExchange to accelerate development instead of building all features from scratch.