Takeaway Food Delivery Enterprise

Presented by:

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Objective:

The main purpose of this project is to create a database system that can store the data coming from an app called 'Takeaway'. The app is a food order/delivery system which enables the user to order food from their locality and it provides discounts and offers based on their order choices. The system will be designed in such a way that it will display the user's frequently ordered items and frequently visited restaurants on the homepage.

Introduction:

'Takeaway' is a food delivery enterprise which is working as an online customer service portal to order food. People can order food through the website or by using the Takeaway app. The user will be able to order food from his/her's surrounding localities by even entering the Eircode and searching upon accordingly. Once the restaurant receives the order, they will start to prepare the food and pack it. When the food is ready to go, the Takeaway rider will deliver it to the customer's place. There is a special organized order in this system, where a customer can pre-order up to 24 hours in advance with a scheduled delivery service as well.

Target:

The target group in 'Takeaway' will be all the customers who want to order food anytime at home. The customers would have to go to app, select and order food then pay as per their wish.

Kind of restaurants:

There are plenty of top quality restaurants available in the Takeaway system which includes Chinese, Italian, Indian and many other national burger chains.

Food Delivery:

Once the food is ordered; the message from the Takeaway is received by the restaurants and the ordered food will be prepared by the restaurant, which is packed carefully and the rider from the restaurant will deliver the food to the customers place on time as per the instructions on the order.

Background of Food delivery system and Implementation:

Food delivery system has experienced rapid development since the last few years. The use of modern technology makes it even more easier for all kinds of generations. It is very much in demand everywhere.

Implementation of this specific architecture:

The takeway system acts as a catalyst between people who want food just a click away. This framework enables several customers to access and order the food without any hassle.

System Architecture:

Salesforce is the main part of 'Takeaway System' for providing a well customized practical knowledge to the customers to order online food and the management to view the process. This platform aids to create various objects, apps, visualization page etc. which helps in increasing the efficiency and performance of the system and the overall process.

There are several useful factors to use Salesforce:

- Transformation
- Potency
- Community
- Platform
- Efficiency

https://www.salesforce.com/products/salesforce-advantage/

Pros & Cons:

Pros:

- Customization
- Saves time for the customers
- Increased revenue
- Good marketing strategies
- Cloud solution
- Compatibility
- Quick start and easy to manage

Cons:

- Complexity
- Expensive customization
- Interface transformations
- Complicated technical support
- Need of an internet access

Infrastructure of the proposed system:

By using salesforce this online food ordering system can be implemented easily. The customer details are secured in the database of the Takeaway system and can be managed easily. Takeaway can easily identify a customer's desired food item by seeking the most searched food and display it in the priority list, so that the customer can order the food with ease.

Payment methods:

- Online payment by card
- Cash on delivery
- If the payment is made through online, the customer can get a discount of 10%.

Real Time Ordering:

The system will be used for ordering food with multiple items at one go. Here the customer can see the list of menus and then order food at any given point in time of their choice.

Benefits of the proposed system:

The introduction of this system will give customers the seamless opportunity and ease out the stress towards ordering a food delivery system. It will aid in ordering the food any day and any time by just a click away. This system will make delivering the food stress free, with accurate delivery person details (like name, time of expected delivery etc.) with the information of each step saved in the cloud. The system will help the administration harness enough information to create weekly or monthly reports. With these reports, the HR and administrative department can see and assess how well the business is growing and whether improvement is needed in any aspect i.e. in user interface, bug fixes etc.

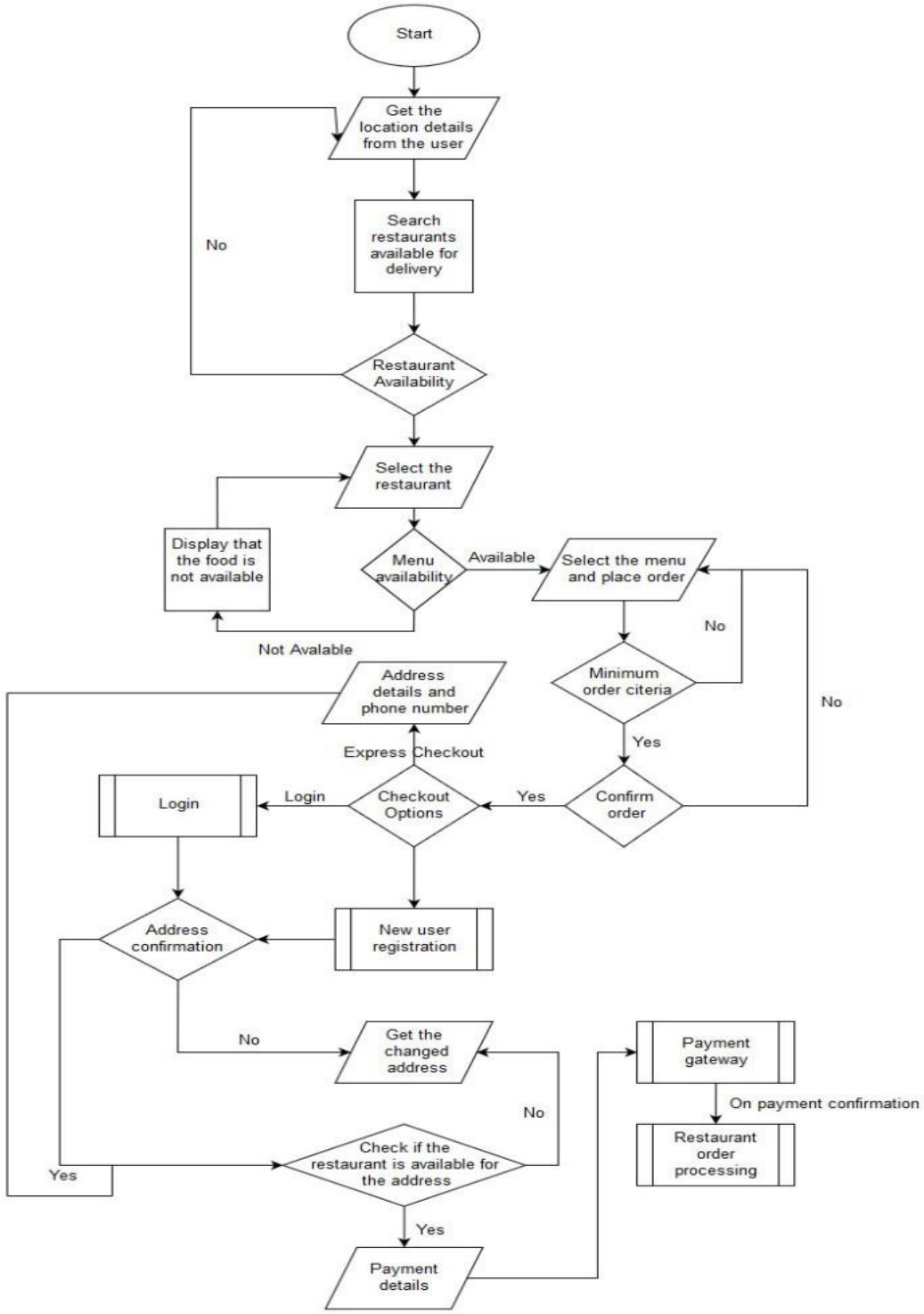
System Infrastructure:

The 'Takeaway' food delivery system will be built and hosted on Salesforce with a developer's account. With an intense competition over the years, Salesforce has come a long way to become one of the leading cloud based Customer Relationship Management System. It helps the business to expand into an effective one and it acts efficiently across several platforms and departments.

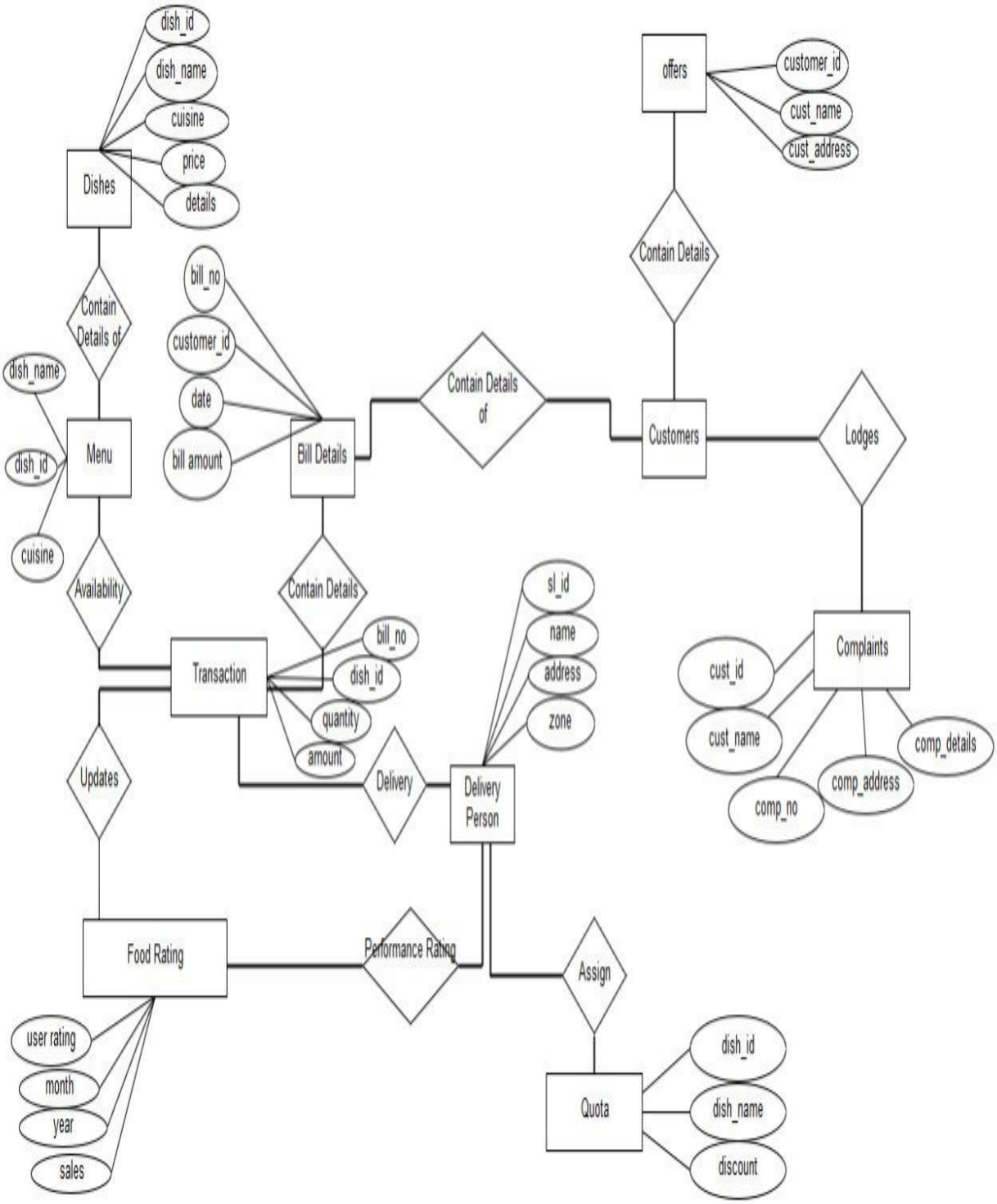
With no maintenance, free setup, and with a good software and hardware free, it can be used across all devices. With a constant interaction with its current and future customers, it helps the organization in every possible way. It lays up various management tasks with numerous methods which helps companies in the long run.

Salesforce is a customer friendly platform as it provides a medium for all the customers to track all their details. It helps all the companies to link them to various social networking websites and operating systems including phones, computers etc. as their app is on every platform.

Flow Chart:


Start
Get the location details from the user
Search restaurants available for delivery
No
Restaurant Availability
Select the restaurant
Display that the food is not available
Menu availability
Available
Select the menu and place order
Not Avalable
No
Minimum order citeria
Address details and phone number
No
Yes
Express Checkout
Login
Login
Checkout Options
Yes
Confirm order
Address confirmation
New user registration
No
Get the changed address
Payment gateway
On payment confirmation
No
Restaurant order processing
Check if the restaurant is available for the address
Yes
Yes
Payment details

Entity Relationship Diagram:



Data Dictionary:

Dish Table:
Stores all the details of the dishes while registration.

Field Name	Data Type	Input Type
dish_id	Varchar (50)	Text Field
dish_name	Varchar (50)	Text Field
Cuisine	Varchar (50)	Text Field
Price	INT	Text Field
Details	Varchar	Text Field

Menu Table:
Stores all the details of the dishes available. Example, the cuisine which a person selects to order, etc.

Field Name	Data Type	Input Type
dish_name	Varchar (50)	Text Field
dish_id	Varchar (50)	Text Field
Cuisine	Varchar (50)	Text Field

Food Rating Table:
Food rating table contains the ratings and reviews of the past customers like which dish is the best, etc.

Field Name	Data Type	Input Type
user rating	INT	Text Field
Month	INT	Text Field
Year	INT	Text Field
Sales	INT	Text Field

Transaction:
This Table contains all the details regarding transaction.

Field Name	Data Type	Input Type
bill_no	INT	Text Field
dish_id	INT	Text Field
Quantity	INT	Text Field
Amount	INT	Text Field

Bill Details:
This Table contains all the details regarding bill.

Field Name	Data Type	Input Type
bill_no	INT	Text Field
customer_id	INT	Text Field
Date	INT	Text Field
Amount	INT	Text Field

Delivery Person:

This table contains the details of delivery person.

Field Name	Data Type	Input Type
sl_id	INT	Text Field
Name	Varchar (50)	Text Field
Address	Varchar (50)	Text Field
Zone	Varchar (50)	Text Field

Quota:

This table contains the quota of food items.

Field Name	Data Type	Input Type
dish_id	INT	Text Field
dish_name	Varchar (50)	Text Field
Amount	INT	Text Field

Offers:

This table contains the offers on food items.

Field Name	Data Type	Input Type
cust_id	INT	Text Field
cust_name	Varchar (50)	Text Field
cust_address	Varchar (50)	Text Field

Complaints:

This table contains the complaints of customers regarding any issues.

Field Name	Data Type	Input Type
cust_id	INT	Text Field
cust_name	Varchar (50)	Text Field
comp_no	INT	Text Field
comp_address	Varchar (50)	Text Field
comp_details	Varchar (50)	Text Field

Architecture Design:

To design our project, we have created multiple objects to contain relevant number of fields as per the layout designed:

1. Orders: This object helps the customers to order food from their app.

2. Products: This object helps to check reports on products.

3. Delivery Person Details: This object helps the customers to know the delivery details of person who is delivering food to them.

4. Cuisines: This object helps the customers to choose from different cuisines

5. Food Ratings: This object shows the food ratings of various items to the customers.

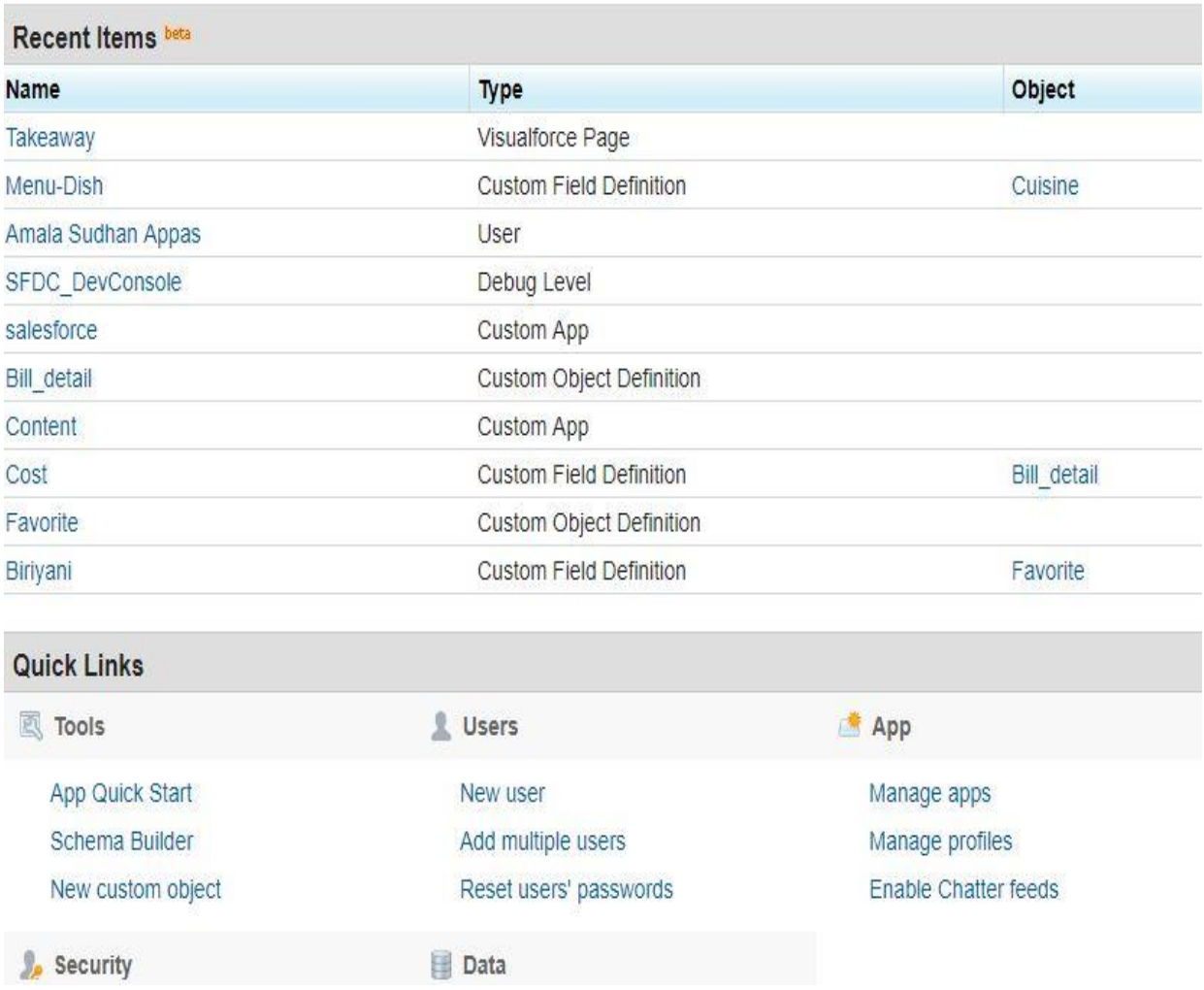
6. Transactions: This object gives the transaction details after ordering the food.

7. Favorites: This object helps the customers to favorite their cuisines, food and other things etc.

8. Bill Details: This object provides the bill details of the order to customers.

Design and Architecture:

Design of the 'Takeaway' Food Delivery System is as follows:



Recent Items beta

Name	Type	Object
Takeaway	Visualforce Page	
Menu-Dish	Custom Field Definition	Cuisine
Amala Sudhan Appas	User	
SFDC_DevConsole	Debug Level	
salesforce	Custom App	
Bill_detail	Custom Object Definition	
Content	Custom App	
Cost	Custom Field Definition	Bill_detail
Favorite	Custom Object Definition	
Biriyani	Custom Field Definition	Favorite

Quick Links

Tools	Users	App
App Quick Start	New user	Manage apps
Schema Builder	Add multiple users	Manage profiles
New custom object	Reset users' passwords	Enable Chatter feeds

Security Data

Standard Fields, Custom Fields and Relationships:

This tab gives us the standard and custom fields and the relationship between them.

Standard Fields Standard Fields Help

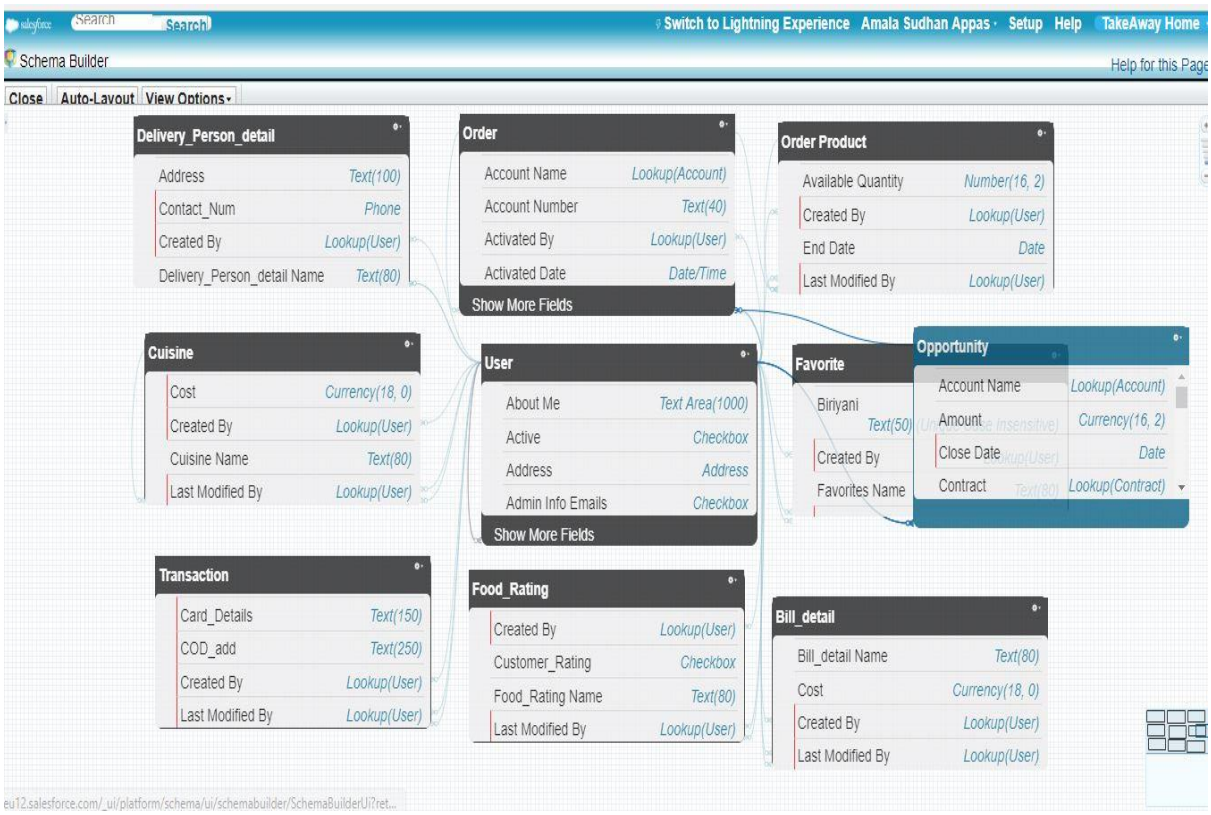
Action	Field Label	Field Name	Data Type	Controlling Field	Indexed	Track History
	Created By	CreatedBy	Lookup(User)			
Edit	Cuisine Name	Name	Text(80)		✓	
	Last Modified By	LastModifiedBy	Lookup(User)			
Edit	Owner	Owner	Lookup(User,Queue)		✓	

Custom Fields & Relationships New | Field Dependencies | Set History Tracking Custom Fields & Relationships Help

Action	Field Label	API Name	Data Type	Indexed	Controlling Field	Modified By	Track History
Edit | Del	Cost	APEX_Cost__c	Currency(18, 0)			Amala Sudhan Appas, 24/04/2018 10:33	
Edit | Del | Replace	Menu-Dish	APEX_Menu_Dish__c	Picklist (Multi-Select)			Amala Sudhan Appas, 24/04/2018 10:23	
Edit | Del | Replace	Menu-Drinks	Menu_Drinks__c	Picklist (Multi-Select)			Amala Sudhan Appas, 24/04/2018 10:24	
Edit | Del	Price	APEX_Price__c	Lookup(Cuisine)	✓		Amala Sudhan Appas, 24/04/2018 10:28	

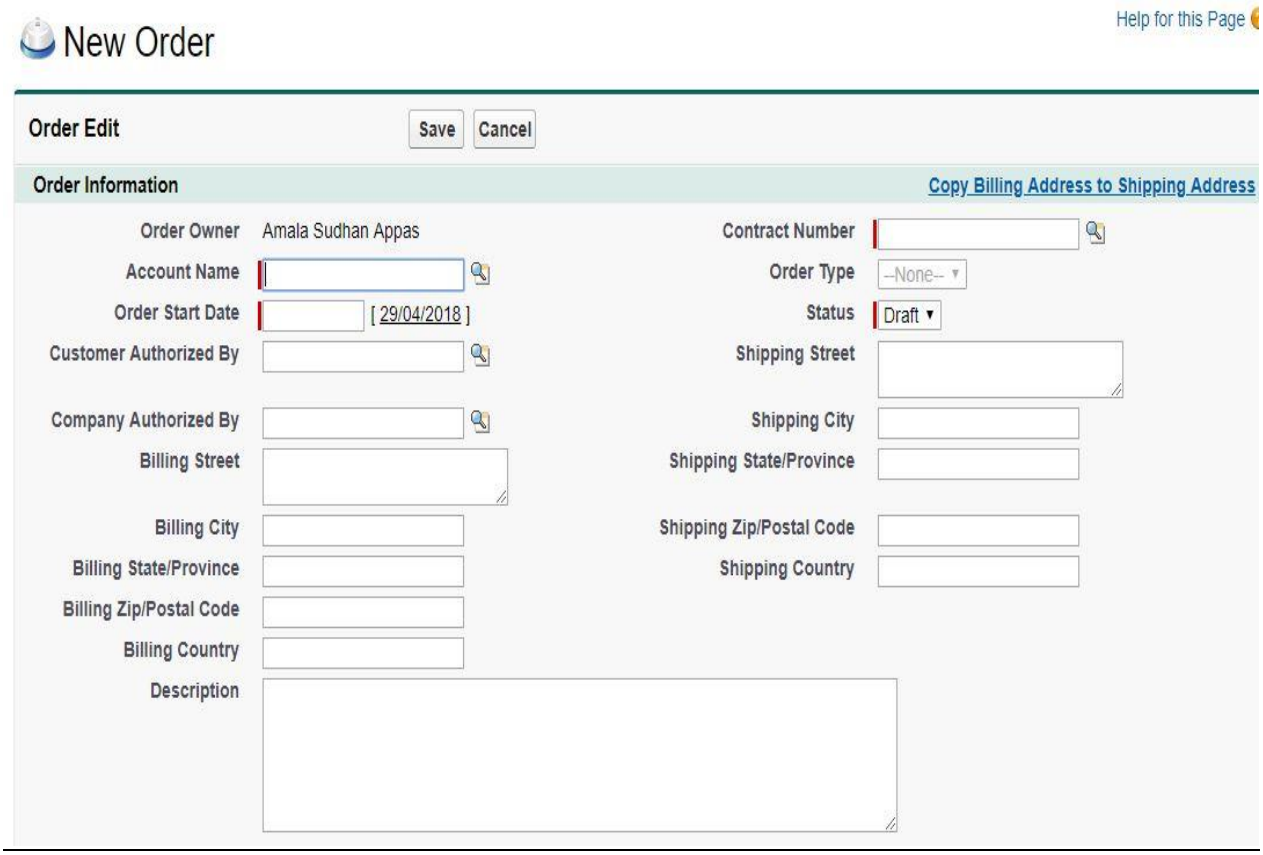
Schema Builder:

Schema builder is a great source of data visualization and we can widely use it for modeling and structuring of our data. For example, you can manage the permissions for your custom fields directly in Schema Builder. It basically works in a very simple way. Just drag and drop to the place where the different objects are created. Those objects which then can be dragged and then dropped to the main area to form a connection in between them which is known as Schema Connections. It's a place where new objects can be created explicitly and then those fields in the object can be dropped from the elements tab into the object. The Schema builder of our project is:



https://trailhead.salesforce.com/en/modules/data_modeling/units/schema_builder

New Order: This is an object created for generating new order details with address, phone number and billing details.

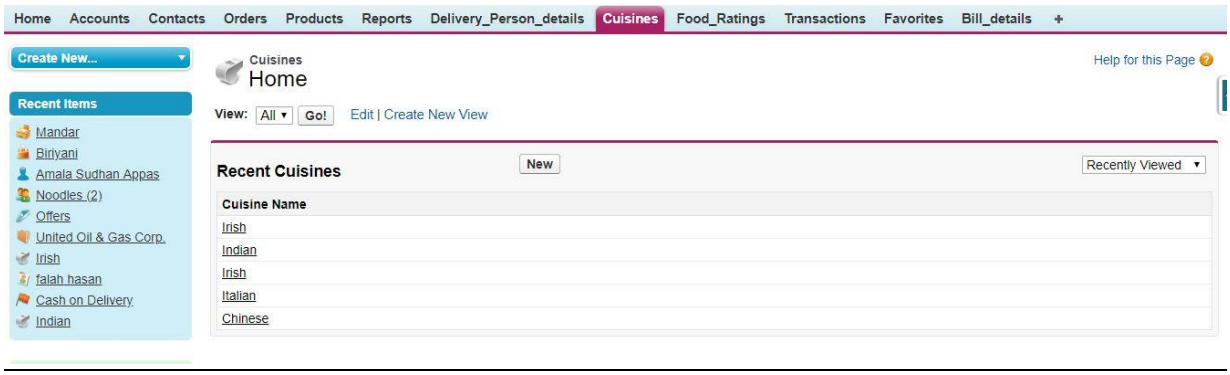


Delivery Person Details: This object gives the delivery person detail name

Delivery Person Details Detail:

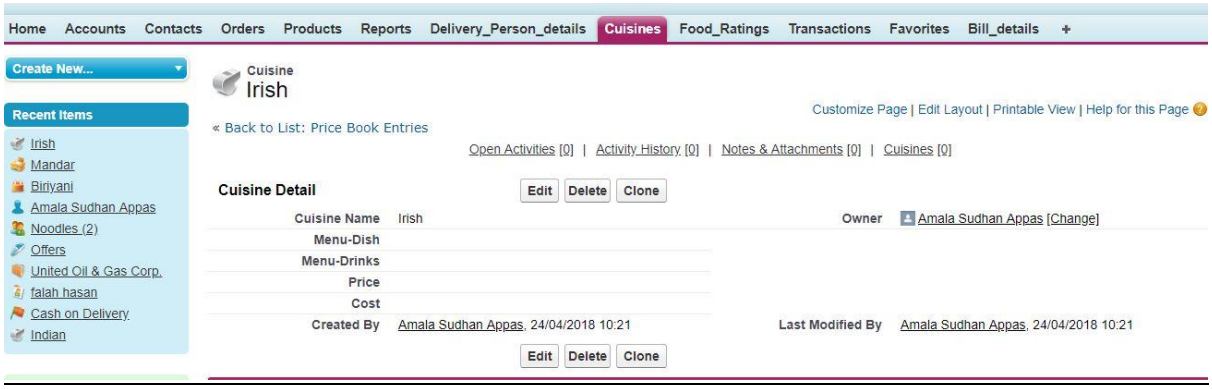
This tab gives the delivery person detail name in details with contact name for quick response.

Cuisines: This tab is generated to choose from different cuisines from the menu.



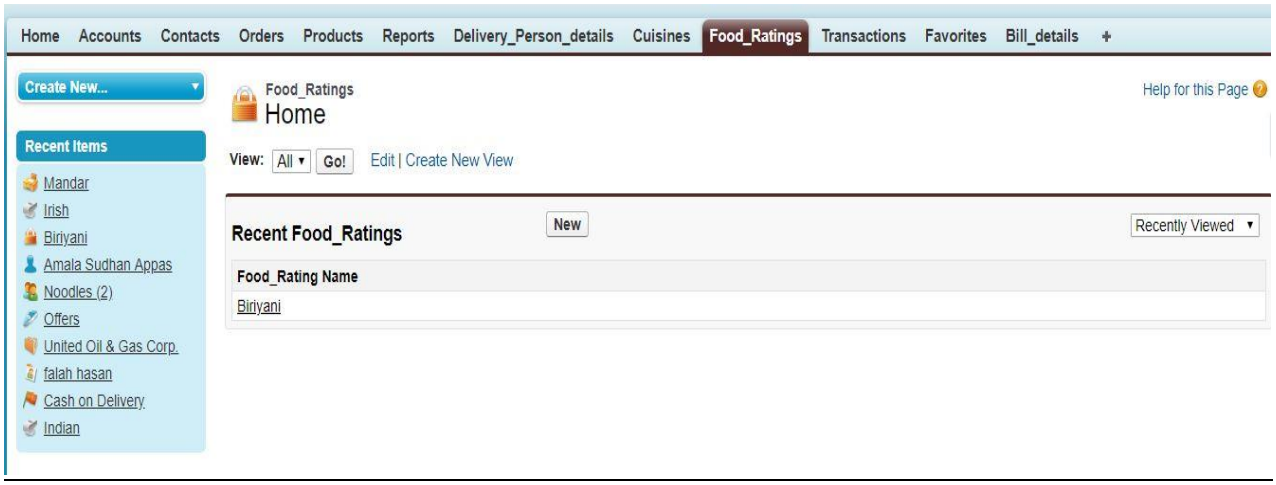
Cuisine Detail:

This tab gives us the cuisine detail with menu-dish, menu-drinks, price and cost of the menu.



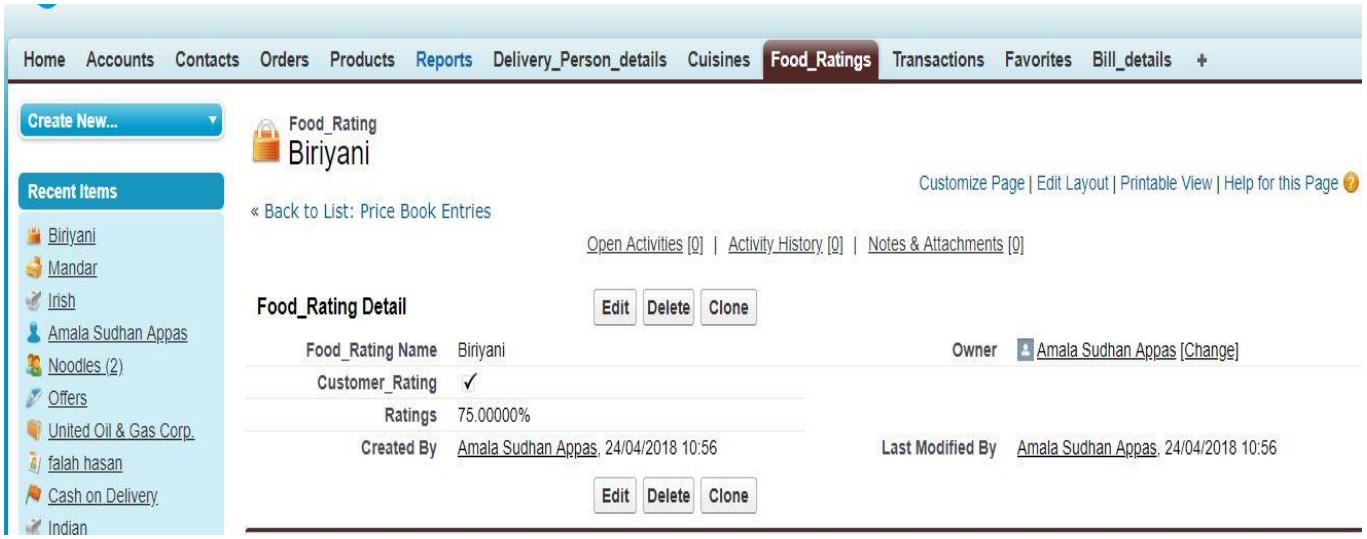
Food Ratings:

This tab is generated to show recent food ratings of updated food items.



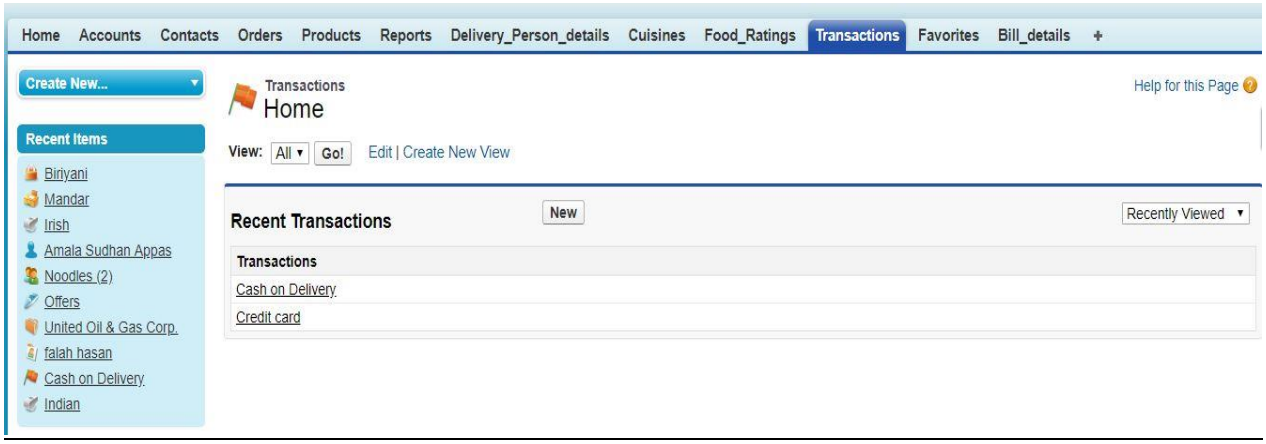
Food Rating Detail:

This tab provides to use the food rating detail with customer rating (right, wrong or neutral) and ratings percentage.



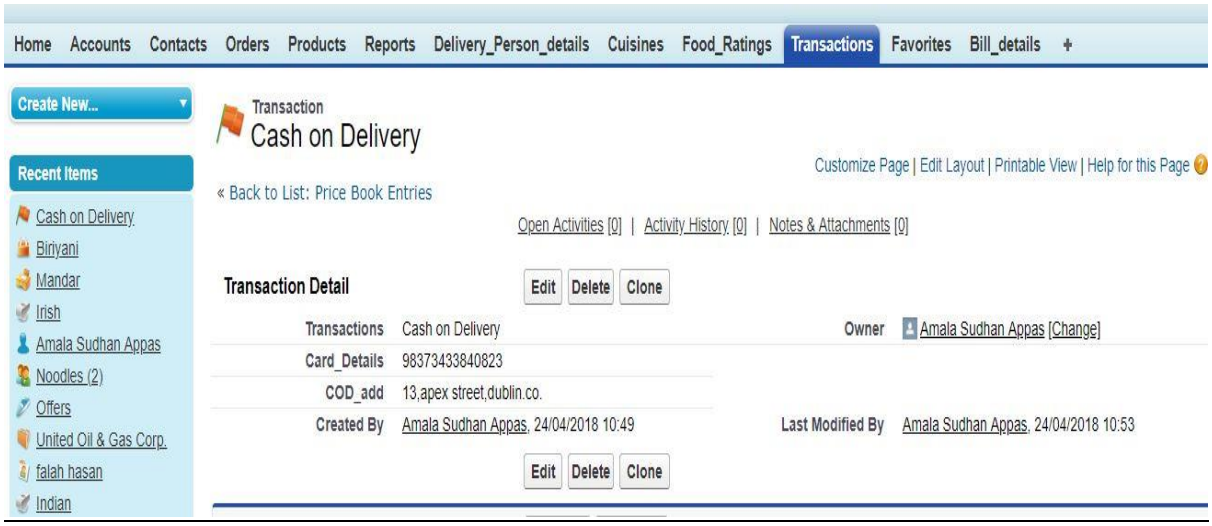
Transactions:

This tab gives us the option of paying through cash on delivery or credit card.



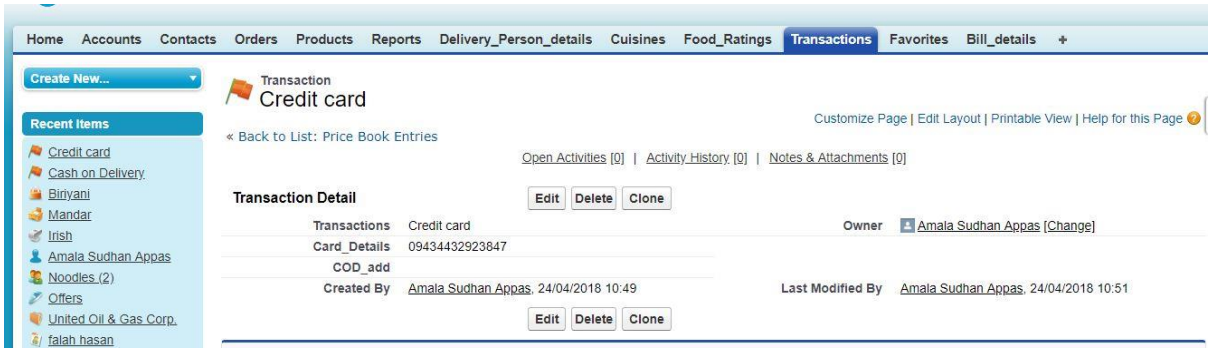
Transaction Details through Cash on Delivery:

This tab gives us the transaction details through cash on delivery with card details and cash on delivery address.



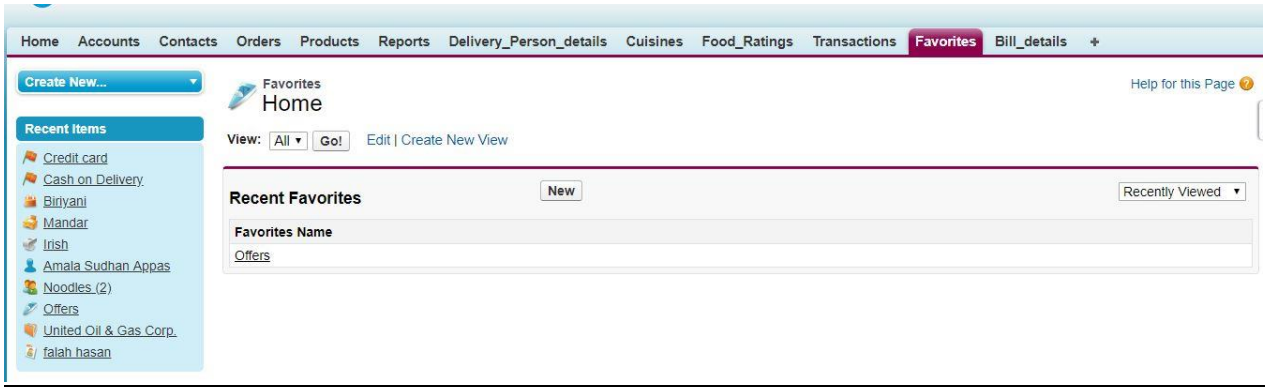
Transaction Details through Credit Card:

This tab provides us the details on transaction through credit card with card details and date and time when the money is transferred.



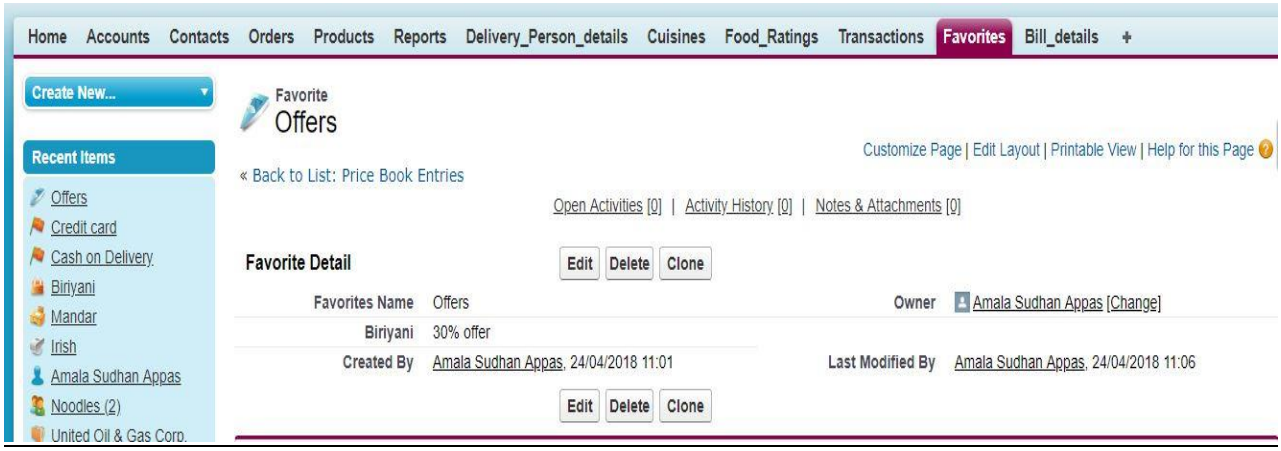
Offers:

This tab gives us the offers of the customer's recent favorites cuisines.



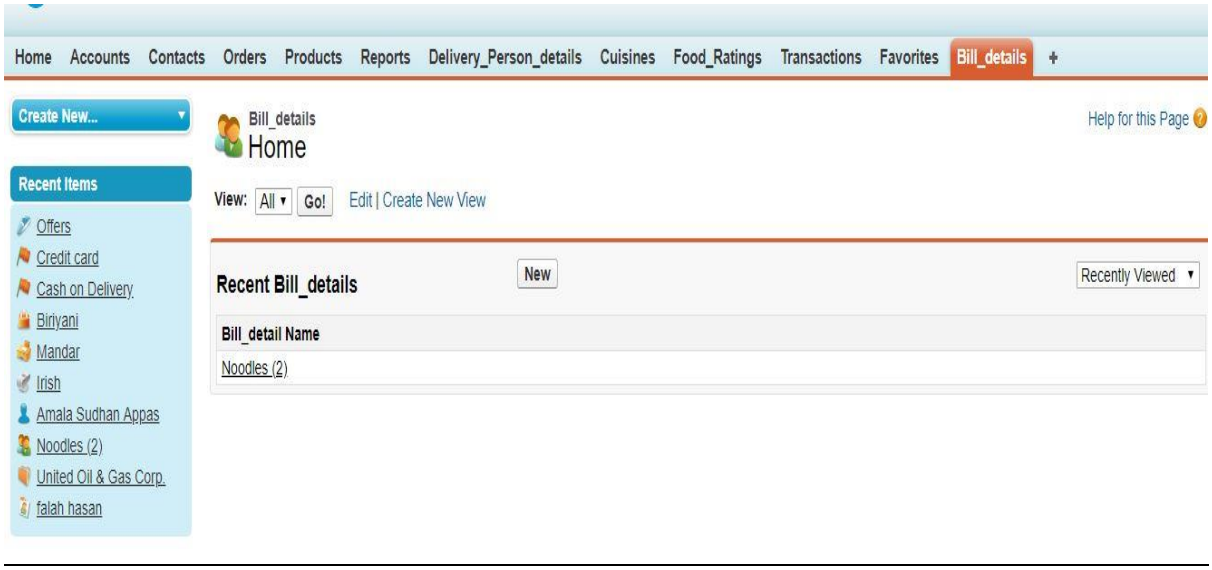
Favorite Detail (Offers):

This tab gives us the offers on our favorite or ordered food with a minimum percentage offer of about 40%.



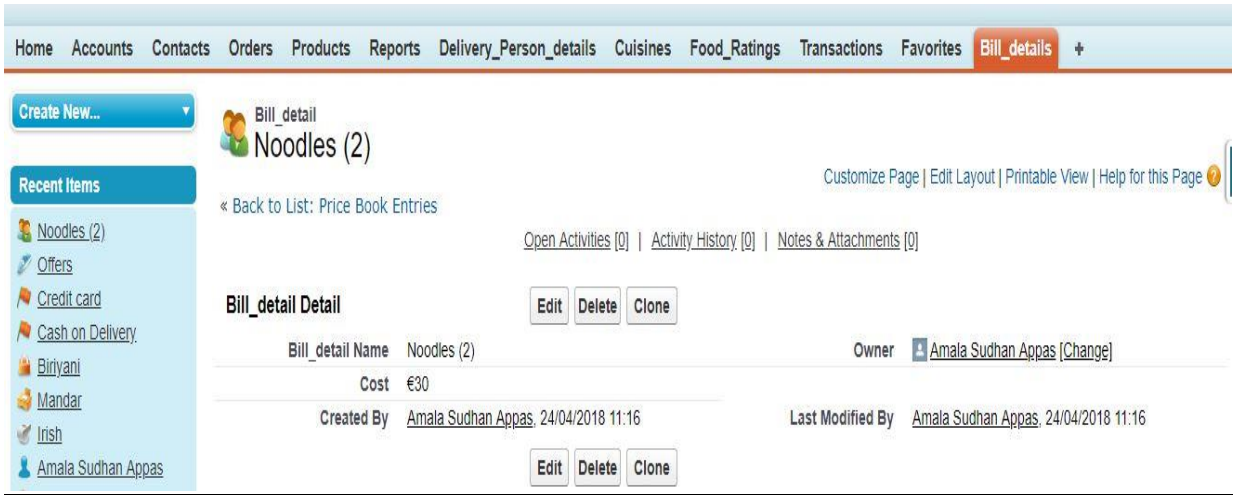
Bill Details:

This tab provides the recent bill details of the customer's recent transaction.



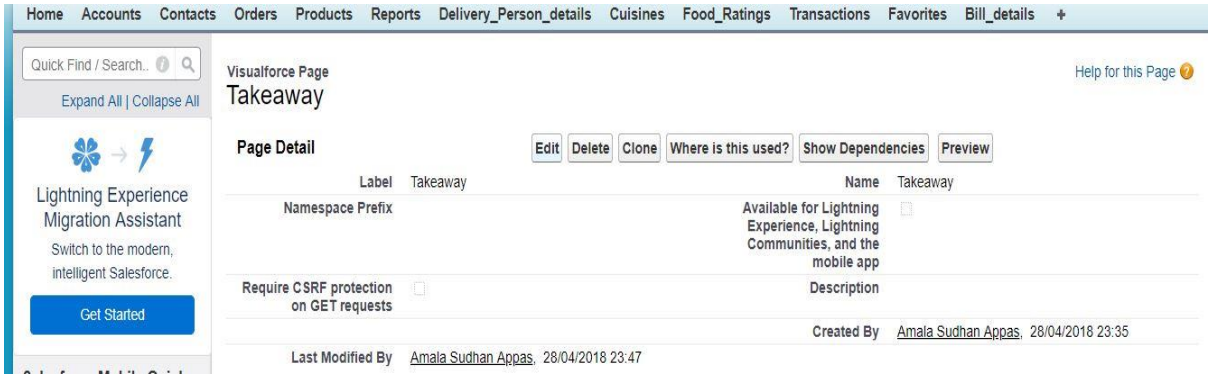
Bill Details (Detail):

This tab generates the bill details with customer name, total cost of the order.

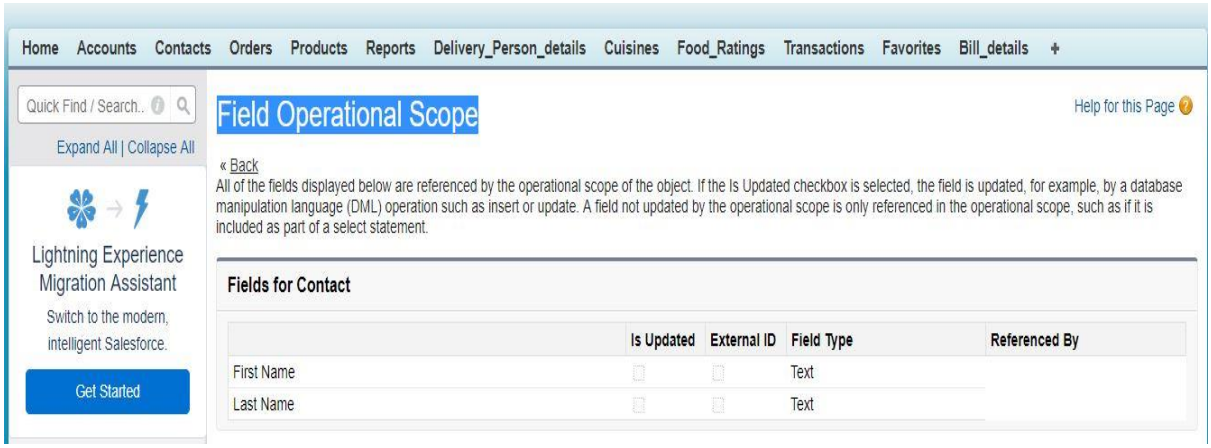


Visualforce Page:

This tab gives us the over-view of visual force page.

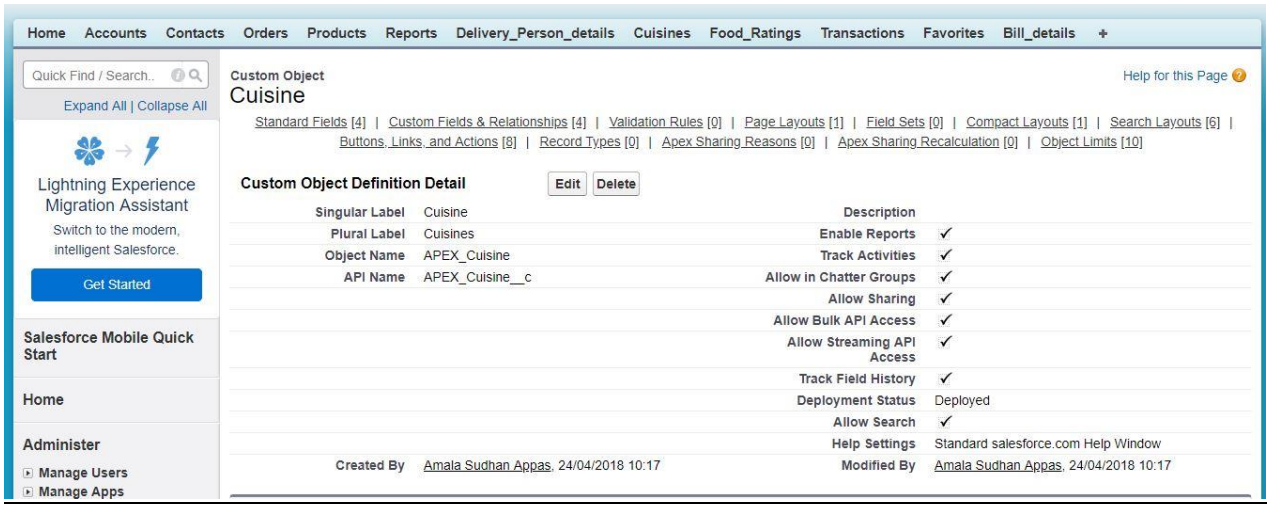


Visualforce Page (Field Operational Scope):

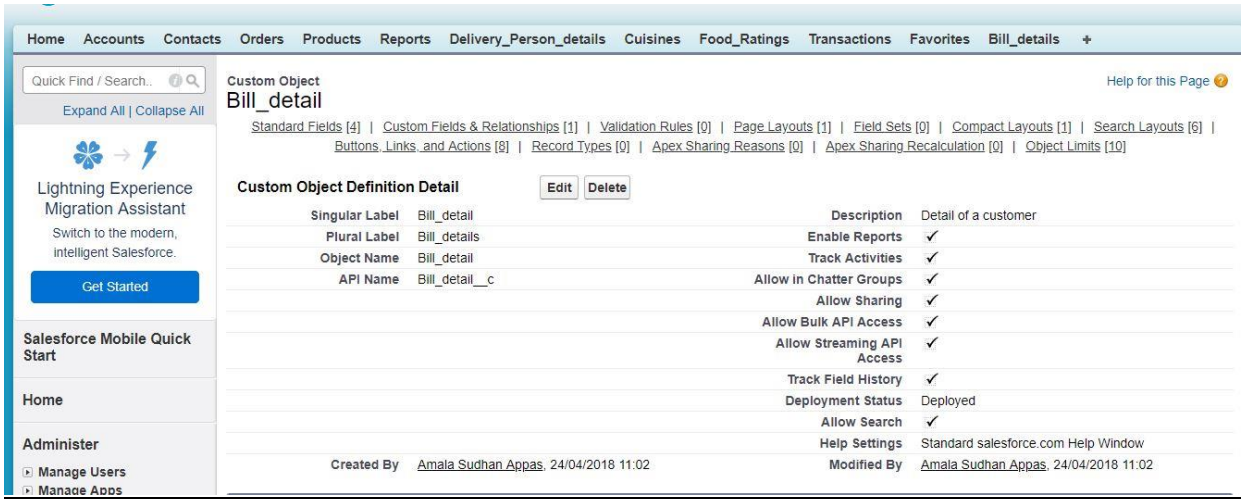


Custom Object Definitions:

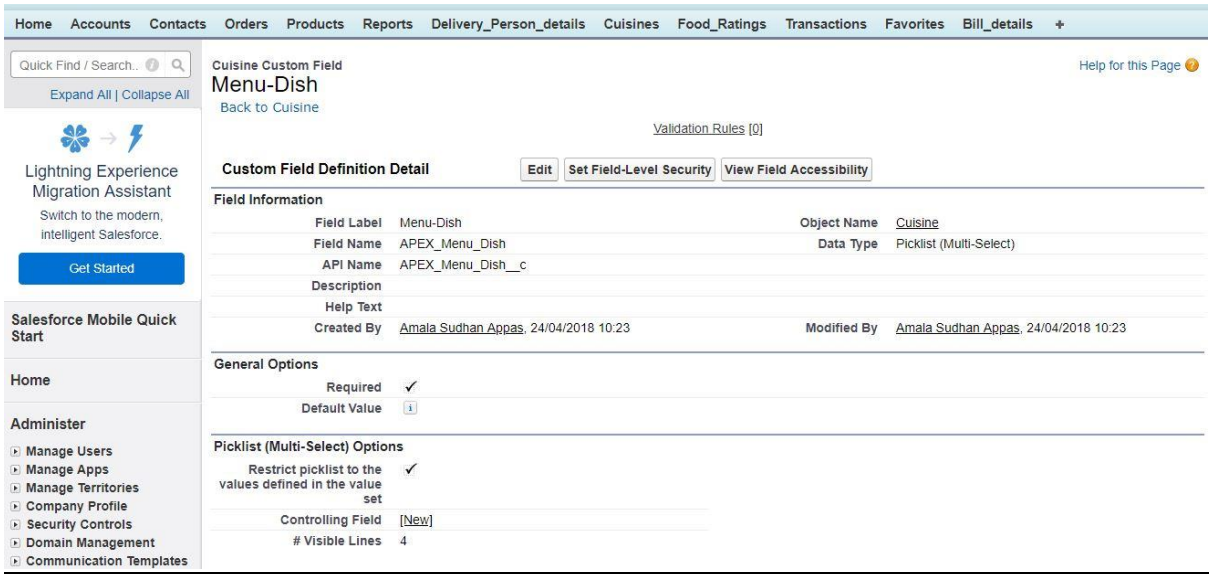
- **Cuisine:**



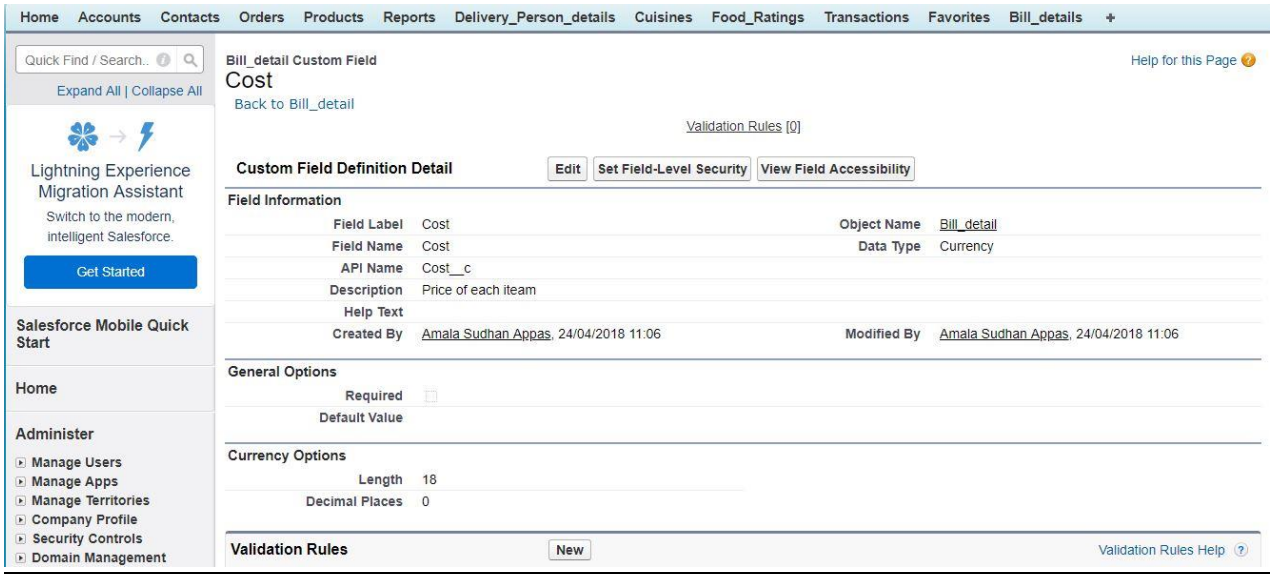
- **Bill Detail:**



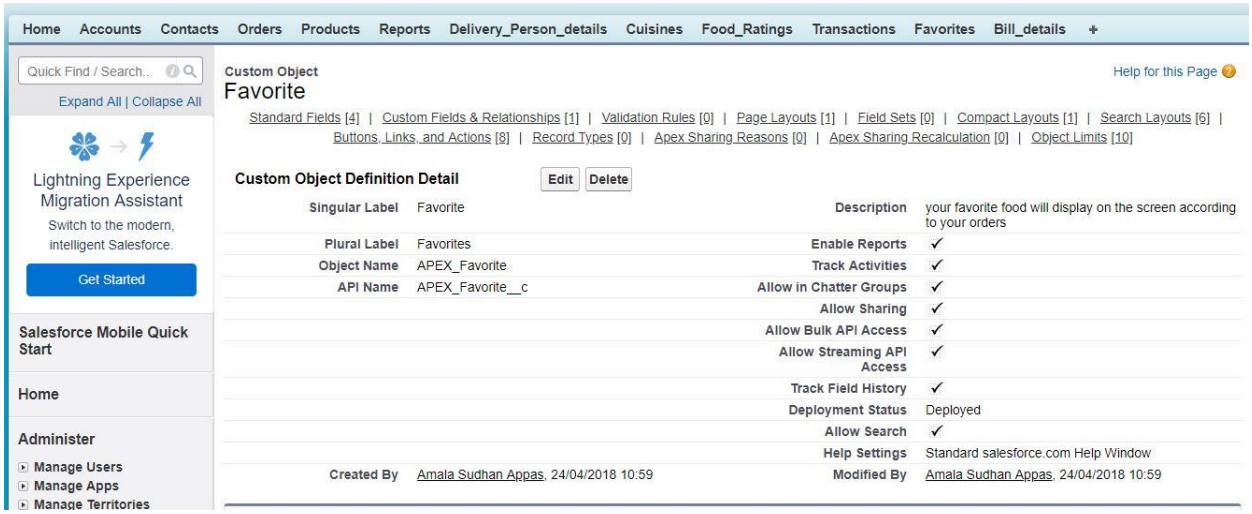
- **Menu-dish:**



- **Cost-detail:**

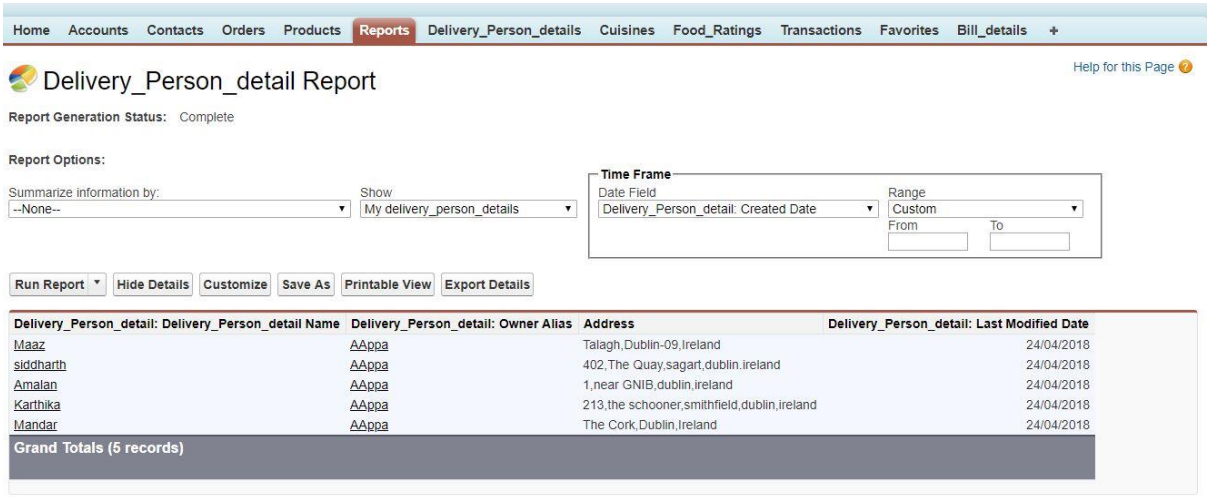


- **Favorite**:

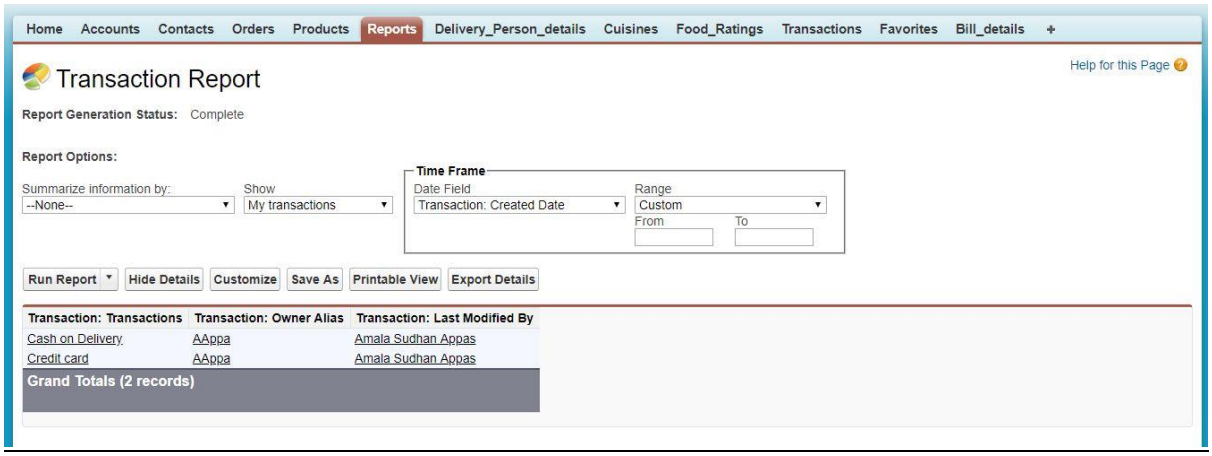

Home Accounts Contacts Orders Products Reports Delivery_Person_details Cuisines Food_Ratings Transactions Favorites Bill_details +
Quick Find / Search..
Expand All | Collapse All
Lightning Experience Migration Assistant
Switch to the modern, intelligent Salesforce.
Get Started
Salesforce Mobile Quick Start
Home
Administer
Manage Users
Manage Apps
Manage Territories
Custom Object
Favorite
Help for this Page
Standard Fields [4] | Custom Fields & Relationships [1] | Validation Rules [0] | Page Layouts [1] | Field Sets [0] | Compact Layouts [1] | Search Layouts [6] | Buttons, Links, and Actions [8] | Record Types [0] | Apex Sharing Reasons [0] | Apex Sharing Recalculation [0] | Object Limits [10]
Custom Object Definition Detail
Edit
Delete
Singular Label Favorite
Plural Label Favorites
Object Name APEX_Favorite
API Name APEX_Favorite__c
Description your favorite food will display on the screen according to your orders
Enable Reports ✓
Track Activities ✓
Allow in Chatter Groups ✓
Allow Sharing ✓
Allow Bulk API Access ✓
Allow Streaming API Access ✓
Track Field History ✓
Deployment Status Deployed
Allow Search ✓
Help Settings Standard salesforce.com Help Window
Created By Amala Sudhan Appas, 24/04/2018 10:59
Modified By Amala Sudhan Appas, 24/04/2018 10:59

Dashboards: A report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects.

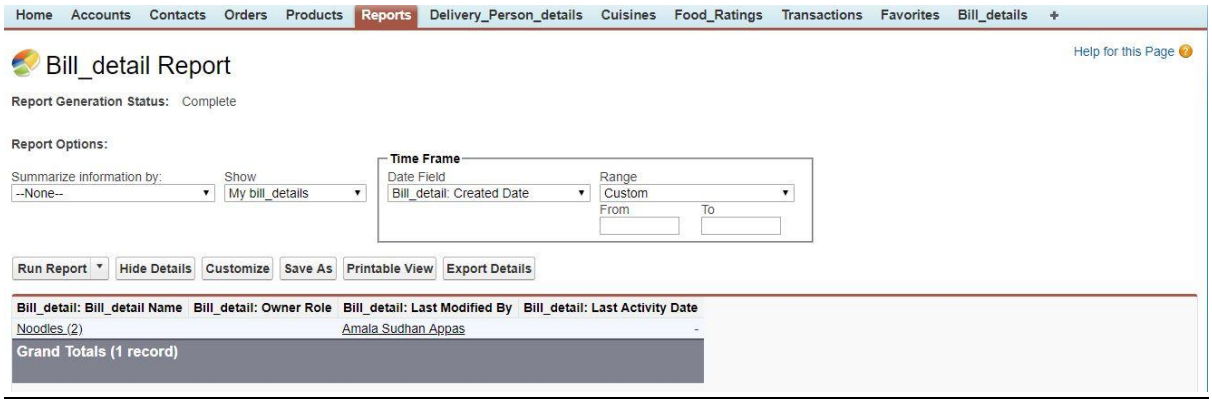
- **Delivery Person Detail Report:**



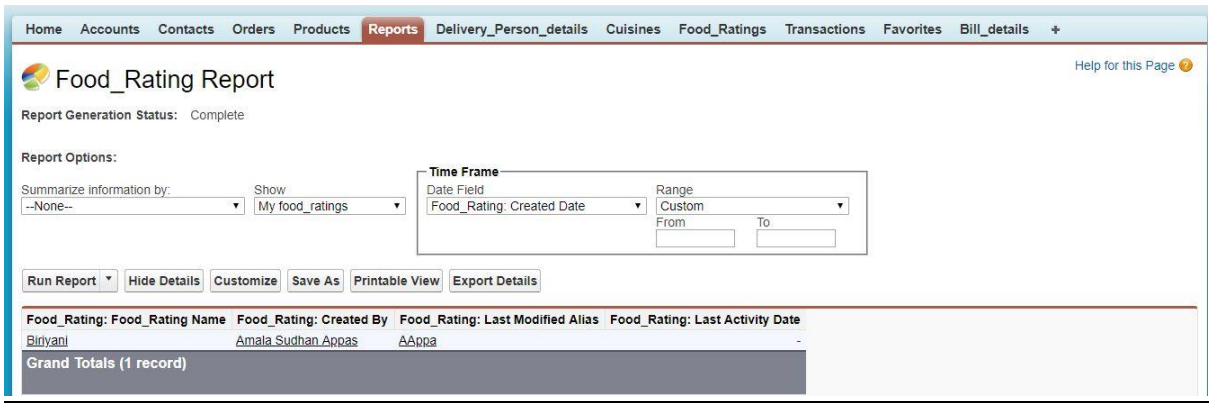
- **Transaction Report:**



- **Bill Detail Report:**



- **Food Rating Report:**



Business benefits of using Salesforce:

- Improved Informational Organization
- Improves Customer Service of Organization
- Automation of Everyday Tasks
- Greater efficiency for Multiple teams
- Improved analytical data and reporting
- Cost effective as no big servers are involved.
- Data is easily maintained in cloud storage and thus becomes more reliable.

https://www.salesforce.com/hub/crm/benefits-of-crm/