

# Requirements Gathering Document

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## Project Title: Online Fast Food Delivery System

Technology Stack: ASP.NET Core

### 1. Stakeholder Analysis

Stakeholder	Role	Needs/Expectations
Admin	System Manager	Manage users, restaurants, menus, orders, delivery agents, and reporting.
Restaurant Owner	Menu Manager	Add/update menu items, manage pricing, view orders.
Customer (End User)	Food ordering & tracking	Browse menu, place orders, track delivery, provide feedback, secure payments.
Delivery Agent	Order delivery	Receive delivery tasks, update delivery status, see location and contact details.
Developers/IT Team	System development and maintenance	Maintain performance, security, and bug-free experience.
Support Staff	Handle queries or issues	Access to helpdesk tools, manage customer complaints or delivery issues.

### 2. User Stories & Use Cases

#### User Stories

- As a customer, I want to register and log in so that I can place food orders.
- As a customer, I want to browse restaurant menus so that I can choose my meals.
- As a customer, I want to pay online securely so that I can complete the transaction easily.

- As a restaurant owner, I want to manage my menu so that I can keep food options up to date.
- As a delivery agent, I want to see my assigned orders so that I can deliver them efficiently.
- As an admin, I want to view reports so that I can analyze order trends and performance.

### Use Case Example: "Place Order"

Use Case	Place Order
Actor	Customer
Precondition	User must be logged in
Flow of Events	<ol style="list-style-type: none"> <li>1. User selects food items</li> <li>2. User adds items to cart</li> <li>3. User proceeds to checkout</li> <li>4. User enters address</li> <li>5. User chooses payment method</li> <li>6. Order is confirmed</li> </ol>
Postcondition	Order is sent to restaurant & delivery status tracking starts

## 3. Functional Requirements

ID	Requirement Description
FR1	User registration and login (customer, restaurant, delivery agent, admin)
FR2	Menu browsing and item search
FR3	Add items to cart and edit cart
FR4	Checkout process with multiple payment options
FR5	Order confirmation and tracking system
FR6	Admin dashboard with management tools (users, orders, restaurants, etc.)

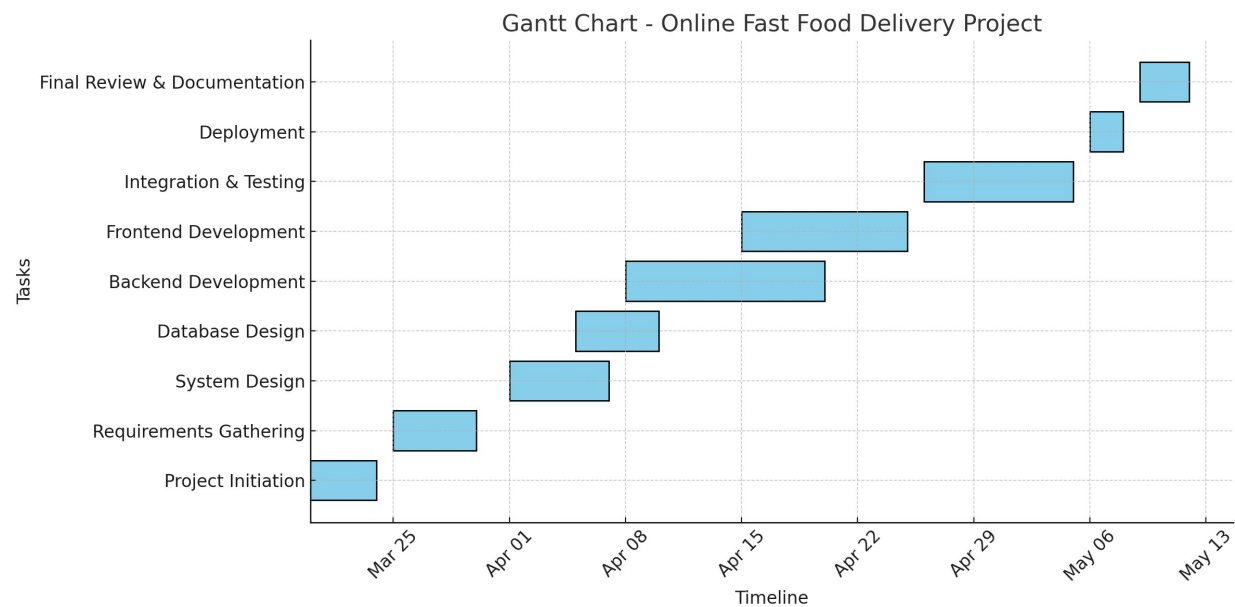
FR7	Restaurant portal for menu management and order updates
FR8	Delivery agent portal with order status update feature
FR9	Feedback and rating system
FR10	Email/SMS notifications for order status
FR11	Reporting and analytics for admin

#### 4. Non-functional Requirements

Category	Description
Performance	System should handle up to 1000 concurrent users with response time < 2 sec.
Security	Password encryption, secure login (JWT/Identity), role-based access control.
Usability	Responsive and intuitive UI for mobile and desktop devices.
Reliability	System uptime should be at least 99.5%.
Scalability	Should allow adding new restaurants and users without system slowdown.
Maintainability	Code should be modular and well-documented for easy maintenance.
Compatibility	Web application must work across all modern browsers and screen sizes.
Data Backup	Regular automated backups of order and user data.

## Project Plan - Gantt Chart

The following Gantt chart illustrates the planned timeline for key phases of the Online Fast Food Delivery Project.



## Use Case Diagram

