

GLOSSARY

Chat Bot

An automated software program that interacts with users through chat interfaces. In the context of the RW Application, the chat bot is responsible for answering inquiries, providing information, and assisting customers, enhancing the customer support experience.

Compliance

Ensure compliance with industry standards and regulations related to the restaurant industry and online reservations.

Customer Support Team

The team responsible for providing customer support and assistance. They answer inquiries, provide information, and address customer feedback, ensuring a positive customer experience with the RW Application.

Diners

Individuals who make dining reservations using the RW Application. They use the platform to book tables, track reservations, provide payment information, and access loyalty programs.

Developers

The team responsible for designing, developing, and maintaining the RW Application. They collaborate with stakeholders to understand and document project requirements, create software solutions, ensure quality, security, and performance optimization, and provide ongoing support and maintenance.

Employees

Refers to individuals who work in the restaurant industry, including waitstaff, hosts/hostesses, and other personnel responsible for customer service and seating arrangements. In the context of the RW Application, employees may use the system for various tasks related to managing restaurant reservations and optimizing table turnover.

Feedback and Analytics

Define how user feedback will be collected and analyzed for continuous improvement. Specify the analytics tools and metrics that will be used to track user behavior and platform performance.

Integration

Identify third-party systems and services that the platform will need to integrate with, such as POS systems, CRM tools, or payment gateways.

Localization

Specify language and currency support for internationalization. Include cultural considerations for user experience.

Partners

External entities that collaborate with the RW Application, such as marketing firms and app stores. Partners promote the application on different platforms to boost user acquisition and retention, provide a marketplace for distributing the mobile app, and may enforce quality and security standards.

Payment Platforms

External services and applications used within the RW Application for processing payments, including secure payment gateways, online banking applications, and refund handling.

Payment Authorization Service

Responsible for connect to the bank's system

Priority

It expresses the degree of importance for each need to be fulfilled in RW application.

Restaurant Managers

Individuals responsible for overseeing and managing restaurant operations. They utilize the RW Application to monitor reservation progress, adjust capacity, and optimize workforce allocation.

System Administrator

Responsible for maintaining and monitoring the reservation system.

Waitlist Feature

RW Applications feature to ensure if a customer cannot make reservation to a restaurant due to full capacity, that customer will wait on list until a certain table will become available for related date.