GLOSSARY

Version History Table

Version	Date	Description
v1.0	4.11.2023	-
v1.1	8.11.2023	• Term of "reservation" is added to glosarry. • Typo in the explanation for "Payment Authorization Service" is corrected.
V1.2	25.11.2023	• Available Table, Profile, Vacacies, Time Slot, Greyed Out and Membership terms are added to glossary.

Available Table
A table in a restaurant that is not currently reserved or occupied and is, therefore, open for new reservations or walk-in customers.

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.

Greyed Out:
Represented in a color shade of grey to indicate that time slot is currently unavailable.

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

KVKK
KVKK, or the Personal Data Protection Law, is the Turkish equivalent of the General Data Protection Regulation (GDPR) in the European Union. The ReserveWell application must comply with KVKK to ensure the proper handling and protection of users' personal data, including their reservation information, profiles, and any other identifiable information.

Membership
A status or program within the ReserveWell application that grants users special privileges, benefits, or discounts based on their loyalty or participation. Users may become members by registering or subscribing to a membership program offered by ReserveWell.

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 connecting to the bank's system .

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

Profile
A set of personal and account-related information associated with a user in the ReserveWell application, including details such as name, contact information, reservation history, and preferences.

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.

Reservation
A reservation is a formal arrangement or booking made in advance to secure a service, such as a table at a restaurant. Reservations are typically made to ensure availability and a seamless experience for the customer by setting aside specific resources or time.

Reservation Summary
The information which includes reservation place, reservation date, time and number of people.

System Administrator
Responsible for maintaining and monitoring the reservation system.

Time Slot
A specific period of time during which a reservation can be made or a service can be scheduled.

Third Party
The ReserveWell application may integrate third-party services or tools (e.g., payment processors, analytics platforms) to enhance functionality or provide additional features. These third parties may have access to certain data or interactions within the application, and their integration is subject to privacy and security considerations.

Vacancies
Open or unoccupied positions, especially referring to available time slots for reservations in the context of a restaurant booking 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.