Pega's University Academic Program

Order Food Online Application (Project)

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Pega's University Academic Program

Pega has developed university level-curriculum for students seeking degrees in Business Information Technology, Management Information Systems, Computer Information Systems, Computer Science and other related degree programs.

The primary classes focus on DPA/BPM (Digital Process Automation/Business Process Management), Pega's core technology. Additional classes focus on AI (Artificial Technology) and RDA (Robotic Desktop Automation). After finishing the program, students can achieve Pega certification and look for sought-after internships and employment with Pega clients and partners around the world.

UAP COURSES	CERTIFICATIONS
Business Course	CPBA – Certified Pega Business Architect
Technical Course I	CSA – Certified System Architect
Technical Course II	CSSA – Certified Senior System Architect
AI/Decisioning	CPDC – Certified Pega Decisioning Consultant
Robotic Desktop Automation	CRSA – Certified Robotics System Architect

The curriculum, software and support are available at no cost to the university. Our Train-the-Professor program is a combination of online and in-person/remote training and is also offered at no cost. For more information, please visit www.pega.com/uap or contact us at uap@pega.com.

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Scenario Overview

UVS is a food ordering and delivery company in India. Food365 Application is inspired by the thought of providing a complete food ordering and delivery solution from the best neighborhood restaurants to the urban foodie. It provides a single window for ordering from a wide range of restaurants and deliver them to customers. UVS wants to automate the process using Pega 7.

At a high level and with the initial Phase I release, this application will:

- Allow restaurants to register themselves for delivering orders.
- Allow Food 365 application administrator to review restaurant details and approve.
- Allow users/customers to register for placing orders.
- Allow restaurant owners to accept/reject the respective orders.
- Allow users/customers to place the order and give rating for the restaurants.

Actors

- Restaurant owners
- Customers
- Application Administrator

Process overview

Online Food Order application includes the following process:

- **Registration**: Restaurants register and create profile for further process. Restaurants can add and update details of restaurant and the menu items. Similarly new users can register themselves as customers.
- **Approval:** Administrator reviews restaurant request and approve /reject it.
- **Order Placing:**
    - **Choose Restaurant and Menu**: Available items from each restaurant should be displayed for the customer to select.
    - **Provide Delivery Details**: Once order is placed by filling all the required details, order should be routed to corresponding restaurant for processing
    - **Make Payment**: Choose Card Payment Mode or Cash on Delivery option.

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- **Approve Order Placement**: Either customer/restaurant can cancel the order based on the need in which case a cancel notification has to be sent to both the parties.
- **Rating**: Once order is received, users can provide rating feedback to the ordered restaurant on a scale of 5.

Detailed Process Requirements

Restaurant Sign up

- Restaurants click on “Signup” link to provide email/user ID, password and other contact information.
- Once mandatory information is completed, restaurants provide details of Restaurant, Menu items details.
- The request then redirects to admin team for verification and approval.
- On review and verification, administrator approves the request and profile is activated for customers to place order.

Customer Sign up

- Customers click on “Signup” link to provide email/user ID, password and other contact information.
- Customer can login with the credentials.

Approval

- Restaurant request is redirected to application administrator for approval.
- Application administrator can approve/reject the restaurant.
- Rejection can only be done based on the restaurant rating in the market, with proper comments and required notification has to be sent to restaurant for it.
- If administrator doesn’t approve the request within 48 hours, request should be auto approved.

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Order Placement

Users who want to place order need to initially sign up with the application.

- Customer logs into the portal.
- Customer selects the restaurant
- Customer selects the food items from the chosen restaurant.
- Customer provides the delivery address and places the confirmed order.
- Customer makes the online payment for the ordered food (optional).
- Orders will be routed to the respective restaurants who would process the corresponding order based on availability.

Order processing

- Each Restaurant receives their respective orders.
- Each restaurant then reviews the ordered items and accepts and processes or rejects the order based on the availability.
- Customers are notified through mail on the status of the order delivery.

Post Order Delivery

- All Customers receive a notification with confirmation that their order is being delivered.
- Feedback will be sent to restaurants in the form of rating for a score of 5.

Ad Hoc Requirements

- This is just a phase I application and there is no need to implement all real world food application features.
- Use DWA wherever possible for emails. Wherever DWA is not applicable, emails can be viewed ad attachments to the case.
- Designated portals should be there for each member. Refer to portal requirements for more details.
- Routing has to be dynamic and follow best practices.
- Users (Customers/Restaurant Owners) should be able to navigate to the home screen anytime during the process.
- Users should be able to find the details of the orders placed/delivered.

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- Case management has to be followed along with proper naming conventions.
- OOTB Reusability is expected. You can follow PDN help to learn already available features in Pega 7.
- Necessary privileges and roles have to be defined and used for security purposes.
- Unauthenticated portal can be given for customers and restaurants for signup/register.
- SLA are expected to be used for escalation and notifications purpose.
- Proper usage of New, Perform, Review, Confirm harness is expected.
- Validations should be handled at UI and server level.
- Error handling should be done with proper messages.
- HTML and inline styles are best to avoid.
- Styling should be accurate and skin rules should be used as per best practices.
- Workgroups and workbaskets are expected to be used whenever necessary.
- Data model should be simple enough to carry out all the required tasks.
- Proper rule information like usage and description is expected.
- Guardrails are expected to be minimal or at least justified for exceptional conditions.
- UI clutter should be minimal with only required information.

UX Requirements

Below are minimum UX requirements that this application needs for flexible and dynamic process execution.
Note: These are minimum requirements and any additional useful requirements are welcome

Customer/Restaurant Signup

- User Name
- User ID
- Password
- Email Address
- Mobile Number

Restaurant Registration

- Restaurant name
- Address
- Rating
- Email ID
- Mobile Number

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Restaurant – Adding Menu

- Item Name
- Item Price
- Item Type
- Item Image

Delivery Details

- Delivery Address
- Mobile contact
- Email Address

Payment

- Name on the card
- Card Number
- CVV and Expiry Date

Order Details

- Order Status
- Rating

Portal Requirements

All Portals should have Food 365 branding and unnecessary details in **Perform/Confirm/Review** harness should not be displayed.

Customers

Home Portal

- Customers should have access to unauthenticated portal to login or sign up.

Worker Portal

- Customers should be able to order food from a restaurant, track the order and give feedback about the restaurant

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Restaurants

Home Portal

- Restaurant owners should have access to unauthenticated portal to login or sign up.

Worker Portal

- Restaurant owners should be able to see their orders and process them.
- They should also see the rating given to them by the customer.

Administrator

Worker Portal

- To grant permission/reject to each restaurant to be added to the restaurant listing.

Integration Requirements

UVS usually collects debit/credit card information from a third party. The technology used is not Pega and cannot be used directly. So they are providing REST integration to retrieve card details with **CardNumber** as parameter.

Below is details and sample JSON Response you can expect once **CardNumber** is sent as parameter.

Service Name: RetrieveCardDetails
EndPointURL:
http://192.168.56.101:9080/Customer/RetrieveCardDetails?CardNumber=1001100110011001
Query String Parameter: CardNumber
Sample JSON Response:
{"CardNumber":"1001100110011001","NameOnCard":"XYZ","DateOfExpiry":"19/09/2020","CVV":"201"}

NOTE: Service is not available for now and it is recommended to proceed with application using simulated data. JSON response can be treated as sample data to proceed with integration.

Reporting Requirements

Following are required reports for administrator

Dashboard

- List of current registered restaurants with rating

Report Browser

- Count of orders per restaurant

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Following are required reports for restaurant owner:

- Count of orders every month with customer rating

Following are required reports for customer:

- History of previous orders with all details

Mail

- Order Delivery Confirmation/Rejection

Security Requirements

- Only application administrators should be able to view and approve restaurant requests. No other member should be able to perform the action.
- Application administrator should have access to restaurant details.

Appendix

Below is some sample data you can use

Sample Users /Operators

Customers: abc@uvs.com
Administrator: AdminOfficer@uvs.com

Sample WorkGroups

- Restaurants@UVS

Reference Applications:

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Apart from the requirements mentioned above, please try to use the below reference applications for additional requirements.
www.swiggy.com
www.zomato.com

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