**Online Food Delivery App**

**Summary**: Online food delivery apps connect consumers with local restaurants, allowing users to conveniently order food for delivery or takeout via mobile or web platforms. Key features include user-friendly interfaces, real-time order tracking, payment options, and promotions.

**Description**: Online food delivery app features user-friendly interface that allow easy navigation and ordering from a variety of local restaurants. Users can track their orders in real time and choose from multiple payment options. It provides promotions discounts, along with user ratings and reviews to help guide decisions.

User types:

* **Admin**: Will manage the platform, handles customer service, monitors deliveries.
* **Restaurant Partner**: List menus on the app, manage orders, prepare food for delivery.
* **Delivery Driver**: Picking up orders and delivering them.
* **Customer**: orders food, makes payments.

Functionalities of Admin:

1. User Management:
   * Monitor and manage customer accounts.
   * Handle restaurant partner registrations and approvals.
   * Address user feedback and complaints.
2. Order Management:
   * Oversee and track all incoming orders.
   * Resolve order-related issues and disputes.
   * Generate reports on order metrics and trends.
3. Restaurant Management:
   * Update restaurant menus and pricing.
   * Manage restaurant performance metrics (e.g., ratings).
   * Facilitate communication between restaurants and customers.

4. Analytics and Reporting:

* + Analyze user data and ordering patterns.
  + Generate performance reports for sales and delivery efficiency.
  + Monitor promotions and user engagement.

Functionalities of Restaurant Partner:

1. Menu Management:

* + Create and update menu items, including descriptions and images.
  + Set pricing and manage inventory for available dishes.
  + Offer special promotions or discounts on specific items.

2. Order Management:

* + Receive and confirm incoming orders from the app.
  + Track the status of each order and update delivery timelines.
  + Communicate with delivery drivers for pick-up coordination.

3. Customer Interaction:

* + Respond to customer reviews and feedback on dishes.
  + Manage customer inquiries related to menu items or orders.
  + Personalized offers based on order history.

4. Performance Tracking:

* + Access analytics on sales, popular items, and customer preferences.
  + Monitor delivery times and service quality metrics.
  + Adjust strategies based on performance data and customer trends.

Functionalities of Delivery Driver:

1. Order Management:

* + Receive notifications for new delivery assignments.
  + View order details, including restaurant location and delivery address.
  + Accept or decline delivery requests based on availability.

2. Navigation and Route Optimization:

* + Use GPS to navigate to restaurant locations and customer addresses.
  + Access route optimization features for efficient delivery paths.
  + Receive real-time traffic updates to adjust routes as needed.

3. Delivery Completion:

* + Pick up orders from restaurants and confirm receipt.
  + Ensure food is delivered in good condition and on time.
  + Communicate with customers regarding estimated arrival times or any issues.

4. Payment and Earning Management:

* + Track earnings and tips from completed deliveries.
  + Access payment details and payout schedules.
  + Manage any expenses related to deliveries, if applicable.

Functionalities of Customer:

1. Account Management:

* + Create and manage user profiles, including personal information and preferences.
  + Save restaurants and previous orders for quick access.
  + Update payment methods and delivery addresses.

2. Order Management:

* + Browse menus and search for specific dishes or restaurants.
  + Customize orders based on dietary preferences (e.g., toppings, portions).
  + Add items to the cart and place orders easily.

3. Order Tracking:

* + Receive updates on order status.
  + Track the delivery driver’s location on a map.
  + Get notifications for order confirmation and completion.

1. Feedback and Support:
   * Rate and review restaurants and specific dishes.
   * Contact customer support for any issues or inquiries.
   * Give suggestions to the restaurant.

Admin Dashboard:

1. User Management: Allows admins to view and manage customer accounts as well as restaurant partner registrations, providing easy access to customer feedback and issue resolution.
2. Order Overview: Can monitor real-time order flow, including active, pending, and completed orders, enabling them to track status and identify any delays or issues.
3. Analytics and Reporting: The dashboard generates reports on sales, order volume, and customer engagement, allowing for performance analysis to identify trends and areas for improvement.
4. Restaurant Management: Manage restaurant profiles, including updates to menus and performance metrics, while also approving or rejecting new restaurant applications.
5. Promotions and Campaigns: The dashboard provides tools to create, manage, and track promotional offers and discounts, as well as monitor the effectiveness of marketing campaigns to enhance user engagement.

Restaurant Dashboard:

1. Menu Management: The dashboard enables restaurant partners to create, update, and manage their menus, including item descriptions, pricing, and images, ensuring customers have accurate information.
2. Order Management: Restaurant partners can view and manage incoming orders in real time, allowing them to confirm, prepare, and track each order from receipt to delivery.
3. Performance Analytics: The dashboard provides insights into sales trends, popular dishes, and customer ratings, helping partners understand their performance and make data-driven decisions.
4. Customer Interaction: Partners can respond to customer reviews and feedback directly through the dashboard, fostering engagement and addressing any concerns.
5. Promotions and Discounts: The dashboard allows restaurant partners to create and manage promotional offers, helping them attract more customers and boost sales during specific periods.

Delivery Driver Dashboard:

1. Order Management: Providing delivery drivers with a clear view of new delivery requests, including pickup and delivery locations, along with order details for efficient processing.
2. Navigation and Route Planning: Integrated GPS navigation allows drivers to access optimal routes, ensuring timely deliveries while minimizing travel time and avoiding traffic congestion.
3. Earnings Tracking: Drivers can monitor their earnings in real time, viewing base pay and tips from completed deliveries to keep track of their income effectively.
4. Delivery Status Updates: The dashboard enables drivers to update the status of each delivery, notifying the system and customers about progress, whether an order is picked up, in transit, or delivered.
5. Communication Tools: Drivers have access to features that facilitate direct communication with customers and restaurant partners, allowing them to address any questions or issues that may arise during the delivery process.

Customer Dashboard:

1. Account Management: The dashboard allows customers to create and manage their profiles, update personal information, and save preferred payment methods and delivery addresses for future orders.
2. Menu Browsing: Customers can easily browse through restaurant menus, search for specific dishes, and view images and descriptions to make informed choices when ordering.
3. Order Tracking: The dashboard provides real-time updates on order status, allowing customers to track their deliveries and receive notifications about estimated arrival times.
4. Order History: Customers can access their past orders, making it easy to reorder favorite meals or review past experiences with different restaurants.
5. Feedback and Support: The dashboard includes options for customers to rate and review their dining experiences, as well as access customer support for any inquiries or issues related to their orders.