**List of Customer Needs**

The customers for our **BiteBuddy** platform can be categorized into two main groups:

* **Diners (Users looking for food services: Food Enthusiasts / Busy Professionals)**
* **Restaurant Owners (Vendors providing food services)**

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|  | **Requirements** | **Diners (Food Enthusiasts / Busy Professionals/ Customers)** | **Restaurant Owners (Vendors providing food services)** |
| 1 | **Ability to create an account:** Users can create an account by providing details like name, email, and phone number & Restaurants must be able to register on the platform with business details. | Yes | Yes |
| 2 | **Ability to delete the account:** Users can delete their accounts securely if they choose to discontinue the service. | Yes | Yes |
| 3 | **Ability to modify account information:** Users can update personal details, including address and payment information. | Yes | Yes |
| 4 | **Ability to restore password/user ID:** Users can reset their passwords using email verification or security questions. | Yes | Yes |
| 5 | **Ability to sign in and sign out securely:** Implement proper session management and multi-factor authentication for security. | Yes | Yes |
| 6 | **View restaurant menus:** Users can browse full menus, including descriptions, pricing, and images. | Yes | No |
| 7 | **Place food orders online:** Users can select items and place orders with real-time price updates. | Yes | No |
| 8 | **Secure payment processing:** Users can make payments using credit/debit cards, wallets. | Yes | No |
| 9 | **Receive notifications and updates:** Users get order confirmations, and delivery updates via email/SMS. | Yes | Yes |
| 10 | **Leave reviews and ratings:** Users can rate restaurants and write reviews based on their dining experience. | Yes | No |
| 11 | **View order history:** Users can check past orders and frequently purchased items. | Yes | No |
| 12 | **Reserve a table at restaurants:** Users can book tables in advance at participating restaurants. | Yes | No |
| 13 | **Access to customer support:** Users can raise issues, request refunds, or seek assistance via a helpdesk. | Yes | No |
| 14 | **Manage restaurant profile:** Owners can update their restaurant details, including name, address, and contact. | No | Yes |
| 15 | **Add and update menu items:** Owners can upload or modify menu items, pricing, and descriptions. | No | Yes |
| 16 | **Manage order dashboard:** Owners can track, accept, or cancel incoming customer orders in real-time. | No | Yes |
| 17 | **Manage table reservations:** Owners can update available slots for customers making table bookings. | No | Yes |
| 18 | **Control food preparation time estimates:** Owners can set estimated preparation times for various dishes. | No | Yes |
| 19 | **Financial management:** Access to sales reports, commission breakdowns, and payment withdrawals. | No | Yes |
| 20 | **Respond to customer reviews:** Owners can reply to ratings and feedback left by customers. | No | Yes |
| 21 | **Monitor restaurant analytics:** View reports on customer activity, top-selling dishes, and revenue trends. | No | Yes |