WebOccult

TECHNOLOGIES

Feature Listing of Zomato
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TABLE OF CONTENTS

Feature Listing
Mobile Application - Zomato

USER - CUSTOMERS

1. AUTHENTICATION

Log In or Sign Up
- Sign in using Phone Number
  - OTP Verification
    - Enter OTP
    - Resend OTP
    - Call me for OTP
- Sign in with Google account
- Sign in with Facebook
- Sign in with Email
- Skip login option
- Sign with Apple (Only for iOS)

2. LOCATION SECTION

Set location using following options on the Location Screen **:**

2.1 Search Bar

Search for area, street name or nearby place.

2.2 Use Current Location

- Zomato asks for Location access permission
- Opens zomato maps to set current location
- Change or Confirm current location

2.3 Saved Addresses

- Displays list of Saved addresses
- Actions **:**
  - Edit address
  - Delete address
  - Share address

2.4 Nearby Locations

Display list of nearby locations with its distance and address.

2.5 Recent Locations

Displays recently searched locations

3. SEARCH SECTION

- Search Bar: Search Restaurant name or a Dish name by
  - Typing
  - Speaking

- Search Intention Option
  - Delivery
    - Show recent searches
    - Clear search history
  - Dinning
    - Show recent searches
    - Clear search history

- Search results

  Searching in a search bar, will give you results that can contain either of these:

- Results by Food type
- Restaurants
- Dishes

4. DINING MAIN SCREEN

4.1 Set Location

Quick link to Location Section *(Refer point 2)*

4.2 Customer Profile

Quick link to Customer Profile Screen *(Refer point 10)*

4.3 Search Bar

Quick link to Search Section *(Refer point 3)*

4.4 Filter Options

- Saved
  - Displays list of saved restaurants

- Safety-wise
  - Displays list of restaurants following safety measures

- Quick Delivery
  - Displays list of restaurants providing fast delivery

- Maximum Offers
  - Displays list of restaurants providing great offers

- Pure Veg
    - Displays list of restaurants serving pure veg food

- Highest Rating
    - Displays list of popular dishes on the basis of 4+ ratings

- Cuisines
    - Displays list of popular dishes

- Pro membership
    - Displays list of popular dishes for a pro member

- New Arrivals
    - Displays list of restaurants recently added

- More tags
    - Delivery in 30 minutes
    - Previously ordered

- Sort By Feature
    - Relevance
    - Rating : High to Low
    - Delivery Time
    - Cost : Low to High
    - Cost : High to Low

4.5 Max Safety Dining Option

- Describes Max Safety Dining policy
    - Display restaurants following Max safety measures
    - Tap to view single restaurant screen

4.6 Dining Preferences

- Displays list of all types of Dining Preferences like Outdoor, Romantic, Pro, Cafe, Events, Jain food, Family Dining, Pure Veg, Snacks, etc.
- Tap to view a list of restaurants on the basis of choice.

4.7 Zomato Pro

- Tap to Know more about Zomato Pro

- Slider **:** 2 types of pro membership with its Benefits

  - Join Pro with 3 months Pro Membership
  - Join Pro with 12 months Pro Membership

- Applying coupon code option

- Pro Restaurants Slider Restaurants under Pro membership

  - Delivery : Display delivering brands for Pro members
  - Dining : Display dining brands for Pro members

- Pro Restaurants Near You Nearby Pro Restaurants

  - Displays list of Nearby Pro Restaurants with its Offers and Ratings
  - Tap to view Restaurant Details (Quick link to Restaurant Delivery Screen)
  - 'See all' feature to display all the Restaurants for Pro members, near customer locations.

- FAQs **:** Displays list of Frequently Asked Questions

- Chat Support

4.8 Curated Collections

Displays the collection of restaurants for a particular category set

- Categories **:**

    - Newly Opened
    - Best in city
    - Weekly Trending
    - Work Friendly Restaurants
    - Rooftops
    - Live Sports Screening
    - Cafes
    - Sweet Tooth
    - Outdoor Seating

- Actions **:**

    - Share the list
    - View restaurant (Quick link to Restaurant Dining Screen)
    - Add to favourite

4.9 Nearby Restaurant Recommendations

Displays List of all restaurants nearby customer location

- Shows restaurant name, address, estimated delivery time, distance, cost, ratings and offers.
- Save the restaurant post
- View Restaurant : Quick link to Restaurant Dining screen *(Refer point 7)*

4.10 Respond to Cart Items

The items saved in the cart section display on each main screen, waiting for a response.

5. SINGLE DINING RESTAURANT SCREEN

5.1 Add Photos : Add Photos for the restaurant

5.2 Add to favourites : Add the restaurant to the favourites list

5.3 Share : Share the restaurant details

5.4 Details

Pro Membership Offers
- Quick link to Pro Membership Offers

Book a Table
Provide Details on **:**
- Select Day
- Select number of people
- Select Time
- Enter First Name
- Enter Last Name
- Enter Email ID
- Enter Phone Number

After Booking
- Processing Booking Request
  - Edit Booking : Modify or Cancel Booking by selecting reasons

- Booking Details
  - Share Booking Details

- Restaurant Details
  - Copy Address
  - Call Restaurant

Food Delivery
- Quick link to Restaurant Delivery Screen

5.5 Restaurant Information

- Restaurant Images Filter
    - View All Images
    - View Food Images
    - View Ambience Images
    - Add images from phone gallery

- Restaurant Opening Hours
    - Call to Restaurant

- Shows Estimated Cost for Two People

- Restaurant Distance from Customer's location
    - Shows location in Google Map

- View other outlets, if any.

5.6 Menu

- Displays list of popular dishes
- Displays full menu photos

5.7 More Information

It provides a list of offerings from the restaurant like Home delivery, Takeaway option, Table booking, etc.

5.8 Report Error

- Report an error for following reasons :
- Phone number, Address, If the place is closed down, Menu is out of order or other.

- Write More information.

5.9 Reviews

- Displays Review Highlights
- Recent Reviews by customers
    - Slider displaying recent customer reviews
    - Tap on review to view it
        - Follow Customer
        - Save restaurant to favourites
        - Like review if it was Helpful
        - Comment on the review
        - Share the review

- Write a Review
    - Rate experience for Dining/Delivery from 5 star

5.10 Similar Restaurants Recommendation

- Slider on similar restaurant suggestions on the basis of customer reviews
- Quick link to Restaurant Dining Screen

6. DELIVERY MAIN SCREEN

6.1 Set Delivery Location
Quick link to Location Screen *(Refer point 4)*

6.2 Profile
Quick link to Search Screen *(Refer point 3)*

6.3 Search Bar
Quick link to Profile Screen *(Refer point 1)*

6.4 Filter

- Saved
  - Displays list of popular restaurants

- Safety-wise
  - Displays list of restaurants following safety measures

- Quick Delivery
  - Displays list of restaurants providing fast delivery

- Maximum Offers
  - Displays list of restaurants providing great offers

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- More tags
    - Delivery in 30 minutes
    - Previously ordered

- Sort By Feature
    - Relevance
    - Rating : High to Low
    - Delivery Time
    - Cost : Low to High
    - Cost : High to Low

6.5 Offers
Quick link to Offers Screen

6.6 Order Again
Displays list of past orders

6.7 Popular Brands
List of Popular brand chain restaurants near you

6.8 Curations
List of Food Categories

6.9 Nearby Restaurants

- List of all restaurants nearby your location
- Shows estimated time, distance, cost, ratings and offers.
- Save the restaurant post
- View Restaurant : Quick link to Restaurant Delivery screen
  (Refer point 7)

7. SINGLE DELIVERY RESTAURANT SCREEN

7.1 Add to favourites

7.2 Share the restaurant screen

7.3 Quick link to restaurant dining screen *(Refer point 5)*

7.4 Restaurant Details
- Restaurant Name and Location
- Restaurant Ratings
- Restaurant Reviews
- Restaurant measures
- Delivery Time and Distance
- Restaurant Offers

7.5 Recommended food types Slider

7.6 Search from menu

7.7 Select veg or non-veg category

7.8 Display list of food items based on food type slider
- View the item details
- Add item to cart
- Remove item from cart
- Add item to favourites
- Customised food toppings or add-ons option

7.9 Browse Menu
- Shows food types
- Quick link to food items

8. OFFERS SCREEN

8.1 Set Delivery Location
Quick link to Location Scr
een *(Refer point 4)*

8.2 Profile
Quick link to Search Screen *(Refer point 3)*

8.3 Search Bar
Quick link to Profile Screen *(Refer point 1)*

8.4 Slider - For Dining and Delivery

Delivery Section

a) Zomato Pro

- Know more about Zomato Pro
- Slider
    - 3 months Pro Membership with its benefits
    - 12 months Pro Membership with its benefits

- Join Pro for any of the two membership
- Pro Restaurants Slider
    - Delivery : Display deliverings brands for Pro members
    - Dining : Display deliverings brands for Pro members

- Pro Restaurants Near You
    - Displays list of nearby pro restaurants
    - Tap to open restaurant details (Quick link to Restaurant Delivery Screen)
    - See all feature to display all the restaurants for pro member near customer location

- FAQs (Frequently Asked Questions)
- Chat Support

b) Deal of the day
- Displays deal of the day
- Tap to open the restaurant screen offering that deal

c) Crazy Deals
- Displays crazy offers on orders
- Tap to open the restaurant screen offering that deal

d) Deals on food category
- List of food category
- Tap to display restaurants
- Slider to select particular food category

e) Famous Offers
- Slider deals options
- Tap to view the deal

f) Offers around you
Quick link to Restaurant delivery screen

Dining Section

a) Filter slider

➜ Sort by
➜ Open Now
➜ Favourites
➜ Cuisines
➜ Rating
➜ Cost
➜ Pro Offers
➜ More filters

b) Restaurants

Quick link to Restaurant dining screen

9. WALLET SCREEN

9.1 Activate Wallet

- Enter your Name
- Enter your Mobile Number
- Select an ID
    - Driving Licence
        - Enter Driving Licence Number
    - PAN Card
        - Enter PAN Card Number

    - Passport
        - Enter Passport Number
- OTP Verification

9.2 Add Money for Activation

- Wallet Balance : Displays available wallet balance
- Add Money : Enter amount to add in wallet
- Recommended Money : Shows suggested amount based on order history
- Offers : Zomato offer plans
- Payment Mode : Quick link to Payment method screen
- Continue : Proceed the payment

9.3 Wallet Screen

- Wallet Balance : Displays available wallet balance
- Add more Money : Enter amount to add in wallet
- Transaction History Filter :
  - All Transactions :
    - Displays list of all monetary transactions
      - Tap to view Transaction Details like Date and Time of transaction, Transaction ID, Status and Payment method used.
      - Chat Support : Provide assistance with the transaction

  - Added Money :
    - Displays list of all added monetary transactions
      - Tap to view Transaction Details like Date and Time of transaction, Transaction ID, Status and Payment method used.
      - Chat Support : Provide assistance with the transaction

  - Deduced Money :
    - Displays list of all deduced monetary transactions
      - Tap to view Transaction Details like Date and Time of transaction, Transaction ID, Status and Payment method used.
      - Chat Support : Provide assistance with the transaction

  - Refunded Money :
    - Displays list of all refunded monetary transactions
      - Tap to view Transaction Details like Date and Time of transaction, Transaction ID, Status and Payment method used.

- Chat Support : Provide assistance with the transaction

10. CART SCREEN

10.1 Delivery Address
- Change Delivery Location
- Displays Delivery Time
- Send cutlery option

10.2 View Order
- Displays ordered food items
- Add or Remove food item

10.3 Recommendation Slider
- Displays suitable food items
- Add food items to complete the order

10.4 Add more items
Quick link to Menu section

10.5 Add Cooking Instructions
Write cooking instruction for restaurant

10.6 Access Coupons
- Displays all available coupons
- Enter coupon code
- Apply any available coupon

10.7 Bill Details
Displays Item Total, Taxes and charges, Donate a little sum to a cause and Grand Total.

10.8 Tip for delivery partner
Select tip amount from option or write amount manually for the delivery person.

10.9 COVID-19 priority order
Selecting this option for a covid patient will be considered on priority.

10.10 Delivery Instructions

- Select an Instruction
    - Contactless delivery at the door
    - Direct contact delivery to the customer
    - Contactless delivery to the guard

- Additional Instruction
    - Choose 'Don't ring the bell' option if needed

- Add Voice Instruction
    - Record voice directions for quick delivery
    - Delete the audio

- Select an option
    - Apply it for all orders at this address
    - Apply for only this particular order

10.11 Customer Details
Change Personal Details like Name and Contact Number

10.12 Order for someone else
- Choose Contact : Add from phone contact list
- Choose Address
- Write message : Add message and Select a gift card on the basis of occasion.
- Remove this gift

10.13 Cancellation Policy
Mention order cancellation policy

10.14 Payment method

Quick link to Payment Screen *(Refer point 10)*

11. PAYMENT SCREEN

Select a payment method

- Recently Used
    - Displays recently used payment methods

- Cards
    - Add Credit, Debit and ATM cards
    - Sodexo Meal Pass

- UPI
    - Paytm UPI
    - Pay via UPI

- Wallets
    - My zomato wallet
    - Mobikwik
    - Freecharge

- Netbanking
    - Select Bank from all banks

- Pay Later
    - LazyPay
    - Simpl
    - OlaMoney

- Pay On Delivery
    - Cash On Delivery

12. PROFILE SCREEN

12.1 Customer Activities

- Edit cover photo
- Add Review
- Add Photo
- Edit Profile
- My Orders
- My Bookings

12.2 Other Activities

- Like
  - Displays all favourite restaurants
  - Search bar to search other restaurants
  - View restaurant screen
  - Share favourite restaurant
  - Delete favourite restaurant

- Notifications
  - Display all notifications
  - Mark notifications as read

- Settings : Quick link to settings screen

- Payments : Quick link to payment screen

12.3 Customer Ratings

It displays the ratings given by delivery person to the customer

12.4 Food Orders

- Your Orders
    - Displays the order history
    - Reorder option

- Favourite Orders
    - Displays list of favourite orders

- Address Book
    - Displays list of all added address
    - Add new address
    - Edit address
    - Delete address
    - Add or view delivery instructions

- Online Ordering Help
    - Zomato virtual assistant

- Zomato Pro
    - Quick link to zomato pro membership

12.5 Table Bookings

- Your Bookings
    - Displays Upcoming Table bookings
    - Displays Past Table bookings

- Table Reservation Help
    - Zomato Support

- About
    - Terms of service
    - App version
    - Open source libraries
    - Licences and Registrations

12.6 Send Feedback

- Enter Feedback
- Help : Zomato virtual assistant

12.7 Report a safety emergency

- Report an Accident or Incident
- Enter Name
- Enter Email
- Enter Phone Number
- Enter Message

12.8 Rate us on play store

Quick link to application in the play store

12.9 Log out

USER - DELIVERY PERSON

1. AUTHENTICATION

- Login or Registration
- Set profile details
- Contact Information

2. DASHBOARD

- Edit Profile
- Past Delivered Orders Review
- Report a complaint or an issue
- Contact Admin

3. **DELIVERY MANAGEMENT**
   - Confirmation for Order received
   - Check Time to Deliver
   - Order details
   - Customer details
   - Continuous Sharing location
   - Informing the customer about the status of the order
   - Call and Chat with Customers
   - Multiple Order Pickups
   - Billing Details

4. **REVIEW MANAGEMENT**
   - Check Customer review
   - Request a review from customers and restaurants
   - Check review after delivery
   - Give ratings to customer

5. **TIP MANAGEMENT**
   - Request for tip
   - View received tips
   - View the list of customers who gave tips

6. **PAYMENT MANAGEMENT**
   - View total payment
   - List of customers paid in cash

USER - RESTAURANT OWNERS

1. AUTHENTICATION

- Registration
- Log in
- Set up all details

2. ACCOUNT MANAGEMENT

- Menu Updation & Price Updation.
- Offers Management.
- Profile Updation.
- Check reviews.
- Past Order List and Billing Details.
- List of Customers who have ordered in the past.
- List of Delivery people who have delivered in the past.

3. ORDER MANAGEMENT

- Order received details.
- Customer and Delivery Person details.
- Issue or Query details.
- Extra Add - Ons details.
- Order and Delivery Track.
- Multiple Orders Management.
- Payment Details.
- Customer and Delivery person call and chat features.

USER - ADMIN

1. **AUTHENTICATION AS ADMIN**
   ○ Registration
   ○ Log in
   ○ Set up all details

2. **DASHBOARD**
   ○ Manage overall application users
   ○ Check application performance

3. **USER MANAGEMENT**
   ○ Details of Every type of User
     ● Customers
     ● Delivery Persons
     ● Restaurant Owners
   ○ Add or remove delivery persons in the database

4. **ORDERS MANAGEMENT**
   ○ Details of Completed Orders
   ○ Details of Pending Orders
   ○ Details of Orders with issues

5. **RESTAURANT MANAGEMENT**
   ○ Add new restaurants
   ○ Remove restaurants

6. **PROMOS AND OFFERS MANAGEMENT**
   ○ Select new promo codes for repetitive orders
   ○ Set Offers in restaurants

7. **PAYMENT MANAGEMENT**
   ○ Set Payment criteria and Commission rates
   ○ Track total earned revenue
   ○ Manage each order payment through different modes

8. **COMMUNICATION MANAGEMENT**
   ○ Call
     - Resolve customer issue with restaurant on call
     - Resolve customer issue with delivery person on call
   ○ Chat
     - Resolve customer issue with restaurant on chat
     - Resolve customer issue with delivery person on chat

9. **REAL-TIME ANALYTICS**
   ○ Oversees analytics of every restaurant's performance
   ○ Oversees the most ordered items and regions

1. HOME PAGE

1.1. Add Restaurant
- Quick link to Restaurant Page

1.2. Log in
- Login with Phone Number
- OTP Verification
- Continue with Email
- Continue with Google

1.3. Sign up
- Enter Full name
- Enter Email
- Agree Terms and Conditions
- Continue with Google Account

1.4. Location
- Manually add location
- Detect current location

1.5. Search Bar
- Search by restaurant name or dish name

1.6. Zomato Options
- Dining Option **:** Quick link to Dining Page

- Delivery Option **:** Quick link to Delivery Page
- Pro Membership Option **:** Quick link to Pro Membership Page

1.7. Collection
- Collection Types : Handpicked and Saved Collection
- Displays the Collections with different Dining Categories
- Each Collection displays list of Restaurants suitable for the category
- Quick link to Restaurant Page

1.8. Location wise Restaurant list
- Displays list of all locations in your city
- Displays location-wise list of restaurants

1.9. Zomato for Mobile
Download Zomato mobile application through Email or Phone Number

1.10. Explore More

a) Nearby Popular Cuisines
b) Nearby Popular Restaurant Types
c) Famous Restaurant Chains
d) Providing Service To Cities

2. RESTAURANTS PAGE

- Search bar to find a restaurant or dish
- Set Location to avail food delivery service
- Quick Link to User Profile
- Slider
  - Dining Page *(Refer point 3)*
  - Delivery Page *(Refer point 5)*

3. DINING PAGE

3.1. Header Section

Quick link to Restaurant Page *(Refer point 2)*

3.2. Collections

- Collection Types : Handpicked and Saved Collection
- Displays the Collections with different Dining Categories
- Each Collection displays list of Restaurants suitable for the category
- Quick link to Restaurant Page

3.3. Filter Options

a) Filters : Apply or clear filters from the following

- Sort By : Popularity, High to Low Cost, Low to High Cost, High to Low Rating and Distance.

- <u>Cuisines</u> **:** Select the type of cuisine you are interested in.

- <u>Rating</u> **:** Select Rating option from the range.

- <u>Cost for Two</u> **:** Select estimated cost for two to see restaurants with similar cost.

- <u>Pro Offers</u> **:** Select and Apply the offer from options. Display list of Restaurants providing offer.

- <u>More Filters</u> **:** Apply more filters with options like outdoor seating, online booking, pure veg, open now, etc.

b) Ratings
- Display list of Restaurants with 4+ Ratings

c) Pro Offers
- Select and Apply the offer from options
- Display list of Restaurants providing offer

d) Outdoor Seating
- Display list of Restaurants for Outdoor Seating

e) Open Now
- Display list of Restaurants currently open

3.4. Dining Restaurants

- Displays the list of Restaurants for Dine-out
- Tap to view the Restaurant Page
- Quick link to Restaurant Dining Page *(Refer point 4)*

3.5. Back to Top Button

Back to top button takes the action back to the first part of the page.

3.6. Explore More

- Nearby Popular Cuisines
- Nearby Popular Restaurant Types
- Famous Restaurant Chains
- Providing Service To Cities

4. SINGLE RESTAURANT DINING PAGE

4.1 Restaurant Information

- Restaurant Name and Location
- Restaurant Opening Hours
- Restaurant Rating for Dining and Delivery
- View Restaurant Images

4.2 Customer Actions

- Add Review **:** Give ratings to the restaurant
- Directions **:** Get directions from google maps
- Bookmark **:** Saved restaurant
- Share **:** Share restaurant page

4.3 Page segments

Overview

- Call to Restaurant
- Copy location or check directions through Google Maps
- View Menu
- Cuisines options **:** Quick link to Food Category
- Popular Dishes Options
- Customer Review Highlights
- Average cost of two person
- Basic Restaurant services
- Display Restaurant Category Collection List for the Restaurant
- List of Sponsoring Restaurants
- Display a slider suggesting similar restaurants
- For Food Bloggers
- Give Ratings to the Restaurant
- Review Restaurant Highlights by customers
- Report error, if any.

Book a Table

- Booking Details
    - Select Day **:** Date with Time
    - Select Total number of Guests
    - Select Session **:** Breakfast, Lunch, Dinner
- Guest Details
    - Enter Firstname and Lastname
    - Enter Email Address
    - Enter Phone Number
- Select Occasion from options
- Write additional requests, if any.

Reviews

- Filter **:** All, Following, Popular, Blogger, My reviews, My orders.

- Sort By **:** Latest reviews, Oldest reviews, Highest Rated, Lowest Rated.
- Display Reviews by Customers
- Review Actions **:**
    - Follow Customer
    - Save restaurant to favourites
    - Like review if it was Helpful
    - Comment on the review
    - Share the review
- Displays Review Highlights
- Give Review **:** Rate experience for Dining/Delivery from 5 star

<u>Restaurant Images</u>

- View All Images
- View Food Images
- View Ambience Images

<u>Menu</u>

- View Images of Food Menu

4.4 Related Searches : Displays searches related to the restaurant

4.5 Nearby Restaurants : Displays restaurant suggestion in the nearby location

4.6 Frequent Searches : Displays searches that led to this page more often

5. DELIVERY PAGE

5.1. Header Section

Quick link to Restaurant Page *(Refer point 2)*

5.2. Filter Options

a) Filters : Apply or clear filters from the following

- Sort By **:** Popularity, High to Low Cost, Low to High Cost, High to Low Rating and Distance.

- Cuisines **:** Select the type of cuisine you are interested in.

- Rating **:** Select Rating option from the range.

- Cost for Two **:** Select estimated cost for two to see restaurants with similar cost.

- More Filters **:** View Great offers

b) Great Offers
- Display list of Restaurants with amazing deals

c) Delivery Time
- Display list of restaurants providing fastest food delivery with estimated time.

d) Ratings
- Display list of Restaurants with 4+ Ratings

e) Cuisines
- Display list of Cuisines option
- Select from the list to view restaurants offering cuisine of your choice

f) Pure Veg
- Display list of Restaurants serving Pure Veg food items

5.3. Food Tags Slider

- Food tag slider displays different food tag options like Pizza, Burger, Tea, etc.
- Tap to view the restaurants serving those food items.

5.4. Recommended Brands Slider

- Recommended Brands slider suggested the top food chain brands near your location.
- Displays list of brands
- Tap to view its restaurant page
  (Quick link to single restaurant page. Refer point 4)

5.5. Food Delivering Restaurants

- Displays the list of Restaurants for Food Delivery
- Tap to view the Restaurant Page
- Quick link to Restaurant Delivery Page *(Refer point 4)*

5.6. Back to Top Button

Back to top button takes the action back to the first part of the page.

5.7. Explore More

- Nearby Popular Cuisines
- Nearby Popular Restaurant Types
- Famous Restaurant Chains
- Providing Service To Cities

6. SINGLE RESTAURANT DELIVERY PAGE

6.1 Restaurant Information

- Restaurant Name and Location
- Restaurant Opening Hours
- Restaurant Rating for Dining and Delivery
- View Restaurant Images

6.2 Customer Actions

- Add Review **:** Give ratings to the restaurant
- Directions **:** Get directions from google maps
- Bookmark **:** Saved restaurant
- Share **:** Share restaurant page

6.3 Page segments

Overview

- Call to Restaurant
- Copy location or check directions through Google Maps
- View Menu
- Cuisines options **:** Quick link to Food Category
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- For Food Bloggers
- Give Ratings to the Restaurant
- Review Restaurant Highlights by customers
- Report error, if any.

Order Online

- Food Category Section
- Tap on the section to view dishes under that category
- Change delivery location if needed
- Displays all the available offers
- Select 'Veg Only' option for vegetarians
- See the price and ratings
- Add food item to cart
- Customised Add-ons options
- Quick link to Cart Management Page

Reviews

- Filter **:** All, Following, Popular, Blogger, My reviews, My orders.
- Sort By **:** Latest reviews, Oldest reviews, Highest Rated, Lowest Rated.
- Display Reviews by Customers
- Review Actions **:**
  - Follow Customer
  - Save restaurant to favourites
  - Like review if it was Helpful
  - Comment on the review
  - Share the review
- Displays Review Highlights

- Give Review **:** Rate experience for Dining/Delivery from 5 star

Restaurant Images

- View All Images
- View Food Images
- View Ambience Images

Menu

- View Images of Food Menu

6.4 Related Searches
Displays searches related to the restaurant

6.5 Nearby Restaurants
Displays restaurant suggestion in the nearby location

6.6 Frequent Searches
Displays searches that led to this page more often

6.7 Displays added items

7.   PRO MEMBERSHIP PAGE

7.1. Header Part

- Search for restaurant or dish
- Set Location
- User Profile
- Download the mobile app
- Order Food : Quick link to Delivery Page

- Book a Table : Quick link to Dining Page
- Zomato Pro : Navigates to same page

7.2. Membership Options

- Quarterly Membership
- Annual Membership
- Pro Plus Membership

Tap to Buy Plan or Learn More about it.
Quick link to Membership pages.

7.3. Pro Membership Restaurants

Slider displays restaurant options
Tap to view the individual restaurant page

7.4. Pro Membership Benefits

Mentions the simple steps on how to use a Zomato Pro
Membership.

7.5. Terms and Conditions

Quick link to the Terms and Conditions page on the
website.

8. CART MANAGEMENT PAGE

8.1 Delivery Address

- Change Delivery Location from list
- Add new address to list
- Access current location

8.2 Order Summary

- **Order Details**
  - Restaurant Name
  - Displays ordered food items
  - Add or Remove food item

- **Tip for Delivery partner**
  - Select tip amount from option or write amount manually for the delivery person.

- **Access Coupons**
  - Displays all available coupons
  - Enter coupon code
  - Apply any available coupon

- **Bill Details**
  - Displays Item Total, Taxes and charges, Donate a little sum to a cause and Grand Total.

8.3 Payment Methods

- Select a payment method from list *(Similar as Mobile app)*
- Place Order

9. PROFILE MANAGEMENT PAGE

Dropdown : Profile, Notifications, Bookmarks, Reviews, Network, Find Friends, Settings, Log Out.

Common section for all dropdown modules :

Activity

- Reviews : Display all the reviews given by customer
- Photos : Display all the uploaded photos
- Followers : Display list of following and followers
- Recently Viewed : Display list of recently viewed restaurants
- Bookmarks : Display bookmarked restaurants
- Blog Posts : Display blogs

Online Ordering

- Order History : Display all the past order details
- My Addresses : Display list of saved addresses
- Favourite Orders : Display favourite orders

Payments

- Zomato Credits
- Manage Wallets
- Manage Cards

Table Booking

Your Bookings : Display past and upcoming dining bookings

Suggested Foodies

Display suggestions to follow people on Zomato

Zomato Profile Widget

Display customer profile on the blog

Profile :

<u>Edit Profile</u>

- Add, Edit or Delete Profile Picture
- Select Cover Photo from options
- Add or Edit Full Name
- Add or Edit Phone Number
- Add or Edit Email Address
- Add City Name
- Mention User Description
- Mention User Handle
- Mention User Website

Notifications :

Display all the Notifications like Offers or deals, Order placed, Order preparation, Order delivery partner assigned, Order delivered, Ratings for delivery partner and restaurant, etc.

Bookmarks : Display all the bookmarked restaurants.

Reviews : Display all restaurant reviews.

Network : Display followers and following list.

Find Friends : Search for friends on zomato.

Settings : Quick link to settings page.

Log Out : Log out from the system.

10. **SETTINGS**

1. **AUTHENTICATION**
   - Login or Registration
   - Set profile details
   - Contact Information

2. **DASHBOARD**
   - Edit Profile
   - Past Delivered Orders Review
   - Report a complaint or an issue
   - Contact Admin

3. **DELIVERY MANAGEMENT**
   - Confirmation for Order received
   - Check Time to Deliver
   - Order details
   - Customer details
   - Continuous Sharing location
   - Informing the customer about the status of the order
   - Call and Chat with Customers
   - Multiple Order Pickups
   - Billing Details

4. REVIEW MANAGEMENT

- Check Customer review
- Request a review from customers and restaurants
- Check review after delivery
- Give ratings to customer

5. TIP MANAGEMENT

- Request for tip
- View received tips
- View the list of customers who gave tips

6. PAYMENT MANAGEMENT

- View total payment
- List of customers paid in cash

USER - RESTAURANT OWNERS

1. AUTHENTICATION

- Registration
- Log in
- Set up all details

2. ACCOUNT MANAGEMENT

- Menu Updation & Price Updation.
- Offers Management.
- Profile Updation.
- Check reviews.
- Past Order List and Billing Details.
- List of Customers who have ordered in the past.
- List of Delivery people who have delivered in the past.

3. ORDER MANAGEMENT

- Order received details.
- Customer and Delivery Person details.
- Issue or Query details.
- Extra Add - Ons details.
- Order and Delivery Track.
- Multiple Orders Management.
- Payment Details.
- Customer and Delivery person call and chat features.

1. **AUTHENTICATION AS ADMIN**
   - Registration
   - Log in
   - Set up all details

2. **DASHBOARD**
   - Manage overall application users
   - Check application performance

3. **USER MANAGEMENT**
   - Details of Every type of User
     - Customers
     - Delivery Persons
     - Restaurant Owners
   - Add or remove delivery persons in the database

4. **ORDERS MANAGEMENT**
   - Details of Completed Orders
   - Details of Pending Orders
   - Details of Orders with issues

5. **RESTAURANT MANAGEMENT**
   - Add new restaurants
   - Remove restaurants

6. **PROMOS AND OFFERS MANAGEMENT**
   - Select new promo codes for repetitive orders
   - Set Offers in restaurants

7. **PAYMENT MANAGEMENT**
   - Set Payment criteria and Commission rates
   - Track total earned revenue
   - Manage each order payment through different modes

8. **COMMUNICATION MANAGEMENT**
   - Call
     - Resolve customer issue with restaurant on call
     - Resolve customer issue with delivery person on call
   - Chat
     - Resolve customer issue with restaurant on chat
     - Resolve customer issue with delivery person on chat

9. **REAL-TIME ANALYTICS**
   - Oversees analytics of every restaurant's performance
   - Oversees the most ordered items and regions