

| ID | Requirement | reasoning |
|---------------------------|---|---|
| F-1 | Management <ul style="list-style-type: none"> • User • Menu • Items • Orders • Delivery personnel (rider) • Location • Tracking • Inventory • employee | Many types of management but all crucial to keep the restaurant moving smoothly and efficiently |
| F-2 | Restaurant information | Gives user the ability to browse and view available services |
| F-3 | Payment and processing (including multiple payment methods) | Critical to securely process payments, confirm orders, and provide flexibility |
| F-4 | Real-Time Order Tracking Order history | Enhances user experience by enabling filtering by cuisine, ratings, or distance and if they enjoyed it, they could order it again right away. |
| F-5 | Feedback and Rating | Essential for quality control and customer satisfaction |
| F-6 | Data Security and Privacy | Protects sensitive user and payment data from breaches, critical for trust |
| F-7 | Restaurant performance Analytics | Provides Insights to restaurants partners on their performance and sales trends |
| F-8 | Multiple language support | Expands accessibility to non-native language speakers in the user base |
| F-9 | Order customization for users | Allows users to tailor orders based on their preferences |
| NF-10 (non-functional) | Availability and Reliability | Critical for ensuring the system is up and running with minimal downtime |
| NF-11 (non-functional) | User-friendly interface and navigation | Ensures the system is easy to use and navigate reducing friction for users |
| NF-12 (non-functional) | Quick response times | System should provide quick responses which enhances user satisfaction by reducing waiting times during transactions |
| F-9 | Promos and discounts | Encourages user engagement and drives sales through offer |

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| F-13 | Notifications and Alerts | Critical for real time updates on order status and delivery personnel |
| F-14 | Refund and dispute | Needed for handling customer dispute and issuing refunds efficiently |
| F-15 | Loyalty program | Encourages repeat customers and builds user loyalty |
| F-16 | Advance search and filters | Enhances user experience by enabling filtering by cuisine, ratings, or distance. |
| F-17 | User personalization | Provides personalized recommendations based on user history, to improve engagement |
| NF-4 (non-functional) | Load Balancing | Ensures even distribution of traffic to prevent overload on any one server, improving system stability during peak times. |
| F-18 | API Data Integration | Enables integration with third-party services (payment gateways and maps). |
| F-19 | Social media integration for order sharing | Allows users to share their orders on social media, nice to have but not exactly critical |
| F-20 | AI chatbots to help with decision | Allows customers to discuss meal options with an AI chat bot to help satisfy their craving. |
| NF-5 (non-functional) | Accessibility compliance | Ensures the platform meets accessibility standards for users with disabilities which improves inclusivity but is not immediately critical for all users |
| F-21 | Cryptocurrency payments | Support for crypto is unnecessary by may become that in the future |
| F-22 | Voice activated ordering system | Enables ordering via assistants a future convenience feature |

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| Key |
| Must have |
| Should have |
| Could have |
| Will not have |