**Healthy generation restaurant management web application**

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Project title

**Healthy Generation web application**

Project goals and objectives

Healthy Generation web application is an innovative restaurant management web application, designed to streamline every aspect of customers online food ordering with effortless payment and real-time delivery tracking.

Scope

User Registration and Authentication:

Users should be able to create accounts and log in securely.

Authentication mechanisms like email verification or OTP (One-Time Password) should be implemented to ensure user security.

Menu Browsing and Food Ordering:

Users should be able to browse the restaurant's menu, categorized by type of cuisine, dietary preferences, and special offers.

The application should allow users to add items to their cart, customize orders (e.g., selecting toppings or specifying cooking preferences), and place orders efficiently.

Payment Processing:

Integration with secure payment gateways to facilitate online transactions.

Support for various payment methods such as credit/debit cards, digital wallets, and cash on delivery.

Ability to generate and send digital receipts to users upon successful payment.

Order Management:

Users and restaurant staff should have access to a centralized dashboard to view and manage orders in real-time.

Order status updates (e.g., order confirmed, preparing, out for delivery) should be visible to both users and staff.

Features for order modification or cancellation should be available within a reasonable timeframe.

Delivery Tracking:

Integration with GPS or mapping services to provide users with real-time tracking of their delivery orders.

Estimated delivery times should be communicated to users upon order confirmation, with notifications for any delays or changes in status.

Feedback and Reviews:

Users should have the option to provide feedback and ratings for both the food and the service.

Mechanisms for collecting and analyzing user feedback to improve the overall dining experience.

Account Management:

Users should be able to update their profiles, manage saved addresses, and view order history.

Restaurant owners or managers should have access to administrative tools for managing menus, pricing, and promotions.

Support and Helpdesk:

Access to customer support channels (e.g., live chat, email, or phone support) for resolving issues or answering queries.

Comprehensive FAQs or knowledge base to address common questions and concerns.

Security and Compliance:

Implementation of industry-standard security protocols to protect user data and transactions.

Compliance with relevant data privacy regulations (e.g., GDPR, CCPA) and adherence to PCI DSS standards for handling payment information.

Users with functionalities in the system(use case)

Actor vise functionalities

Customer:

Functionality:

Registers and logs into the application to access its features.

Browses restaurant menus, selects items, customizes orders, and places food orders.

Makes secure payments using various payment methods supported by the application.

Tracks the status of their orders in real-time and receives notifications on order updates.

Provides feedback and ratings for food and service.

Manages their account settings, including profile information, addresses, and order history.

Restaurant Staff:

Functionality:

Accesses a dashboard to manage incoming orders, including order confirmation, preparation, and delivery.

Updates order status to keep customers informed about the progress of their orders.

Communicates with customers regarding order details or any issues that may arise.

Manages menu items, prices, and promotions within the application.

Responds to customer feedback and reviews to maintain service quality.

Delivery Personnel:

Functionality:

Receives assigned delivery orders from the restaurant staff.

Utilizes the application's delivery tracking feature to navigate to the customer's location efficiently.

Updates the order status upon successful delivery or any unforeseen delays.

Communicates with customers for delivery-related queries or instructions.

Ensures timely and accurate delivery of orders to maintain customer satisfaction.

Administrator:

Functionality:

Manages the overall functionality and configuration of the application.

Monitors system performance, user activity, and order metrics.

Resolves technical issues and ensures the application's compliance with security standards and regulations.

Manages user accounts, permissions, and access levels within the system.

Oversees any updates or enhancements to the application's features and functionality.