

22. Food delivery service Management Software (FDSM)

The software should provide a platform for a food delivery service, such as swiggy or zomato, to manage it's business. There are 4 main types of users:

- Customer: who orders food from various restaurants. He should be able to:
 - See menus of restaurants and order a subset of items.
 - View his / her past orders
 - See the status of his pending orders
 - Provide feedback about quality of restaurant or delivery agent
 - See promotional offers if any.
- Restaurant:
 - Should be able to create a menu
 - See the orders placed to this restaurant in the past.
 - See the pending orders, accept or reject them and also provide a time of service
 - See available nearby delivery agents, and send delivery requests for accepted orders.
 - Mark accepted orders as “out for delivery”.
- Delivery Agent:
 - Should be able to mark their location and see delivery requests from nearby restaurants
 - Should be able to accept delivery request, pick up the order, and deliver the order, while updating status for all the tasks.
 - Should be able to provide estimated pickup time for accepted order and estimate delivery time for picked up order.
 - Should be able to rate the customer
- Management:
 - Should be able to manage the lists of customers, Restaurants, and delivery agents
 - Maintain ratings for customers, Restaurants, and delivery agents
 - Provide restaurant and food recommendation for customers
 - Provide promotional offers for to good customers