**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 requests, 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 estimated 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 recommendations for customers. Implement -
  + Provide promotional offers for to good customers. Implement -