Module 5: Assignment

Problem Statement:

Q1. You are working as a Business Analyst in a company that provides online food ordering services for the customers. Further, the company is a start-up and in the past few months it has been getting a lot of users as well as a tremendous growth. So, the company wants to you to make a structure for their business model in order to present it in front of various stakeholders and investors to attract them from investing in their company.

1. **As a Business Analyst your responsibility is to gather all the requirements for your company that would help them to make effective strategy for accomplishing the task that can be presented in the form of diagrams.**

The diagram can include the following requirements:

- **Customers**

- Firstly, Customers will register or login in app to create an account to save their preferences and order history. Then, Customers can browse the menu option, place orders, and leave reviews

- **Restaurants**

- Similarly, Restaurants can also register and manage their menu, pricing, inventory, and order fulfilment.

- Restaurants will receive orders from customers and will have the ability to accept or reject them on the basis of their availability.

- **Payment**

- Customers can securely pay for their orders using various payment methods (UPI, credit/debit cards, mobile wallets, COD etc.)

- The platform processes the payments through payment gateway and distributes the funds to the restaurants after deducting the platform service fee

- **Delivery**

- Delivery partners are responsible for picking up the orders from restaurants and delivering them to customers on time.

- Customers can track their order status and delivery progress and restaurants also can do the same to check the authentication of delivery partner because if any mishap happens then restaurant will be liable for it.

- **Management Team**

- The company's management team can manage restaurant onboarding, customer support, etc.

- On the basis of Analytics and reporting tools company can track the performance and onboard traffic of application to provide insights into the business performance

- **Third-Party Applications**

- The app platform integrates with various third-party services such as mapping/navigation, payment gateway, customer relationship management, accounting software for its smooth operation.

2. Create a UML diagram using Microsoft Visio in order to represent the business model.