



Sprint 2 Proposal – Team “THUNDERS”

Project: DineEase – Restaurant Online Ordering System

Team members:

- 1. Hemanth Naga Kiran Kantu**
- 2. Achyuth Konda**
- 3. Anusha Erumalla**
- 4. Shaik Haseena Begum**
- 5. Sanjana Kukal**

1.Personas and scenarios:



Name: Ellori Johnson

Demographics

Gender: FEMALE

Age: 28

Location: LONDON


Relationship Status: SINGLE

Title: Software Engineer

Education: B.Sc. in Computer Science

Goals

- Find nearby restaurants quickly.
- Order food online without long wait times.

**Background Description**

- Busy young professional who enjoys dining out but prefers convenience.
- Frequently orders takeaway or delivery after work.
- Values efficiency, transparency, and easy digital interactions.

Motivations



- Save time and avoid queues.
- Enjoy a seamless digital dining experience.
- Receive discounts, loyalty points, or offers.

Expectations:

- Simple, intuitive app design.
- Secure online payments.
- Real-time updates on order and table availability.
- Option to save favorite dishes and previous orders.

Frustrations

- Apps with too many steps or unclear layouts.
- Long delivery times or inaccurate estimates.
- Inconsistent menu information or unavailable items.
- Limited payment or customization options.



Name: Alex Ramirez

Demographics

Gender: MALE

Age: 35

Location: LONDON

Relationship Status: SINGLE

Title: Restaurant Owner

Education: M.B.A in Finance

Goals

- Minimize Carbon Footprint.
- Support Local Sourcing.
- Achieve Self-Sufficiency.

Background Description

- 35-year-old owner of a mid-sized casual dining restaurant.
- Has over 10 years of experience in the food industry.
- Seeks simple digital tools to improve efficiency and customer satisfaction.

Motivations

- Improve order accuracy and reduce wait times.
- Streamline restaurant operations and management.
- Gain real-time insights into sales and customer preferences.

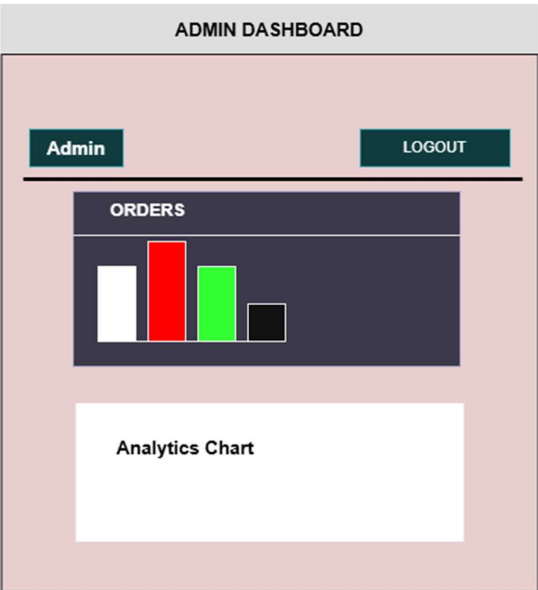
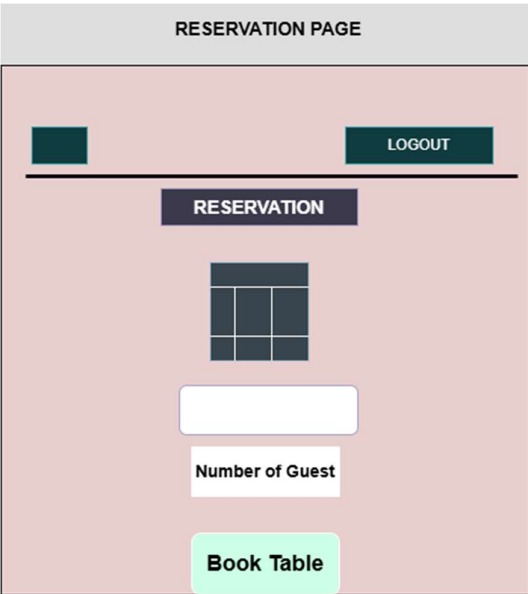
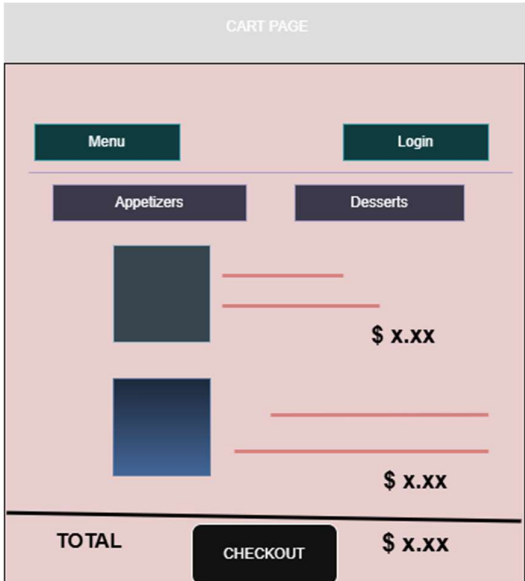
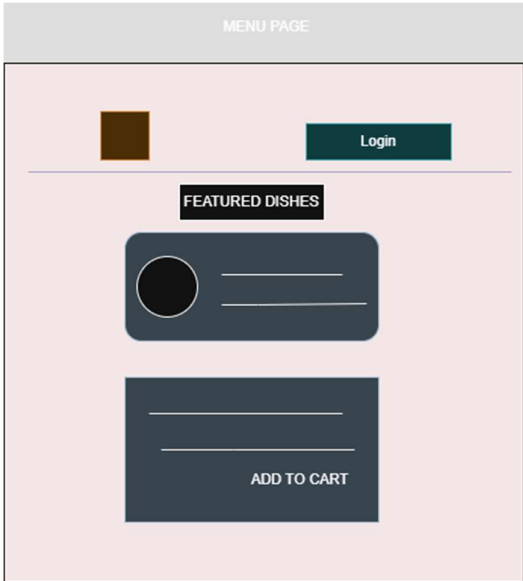
Expectations:

- Easy-to-use dashboard with real-time updates.
- Integration with existing POS and payment systems.
- Access to clear analytics and performance reports.

Frustrations

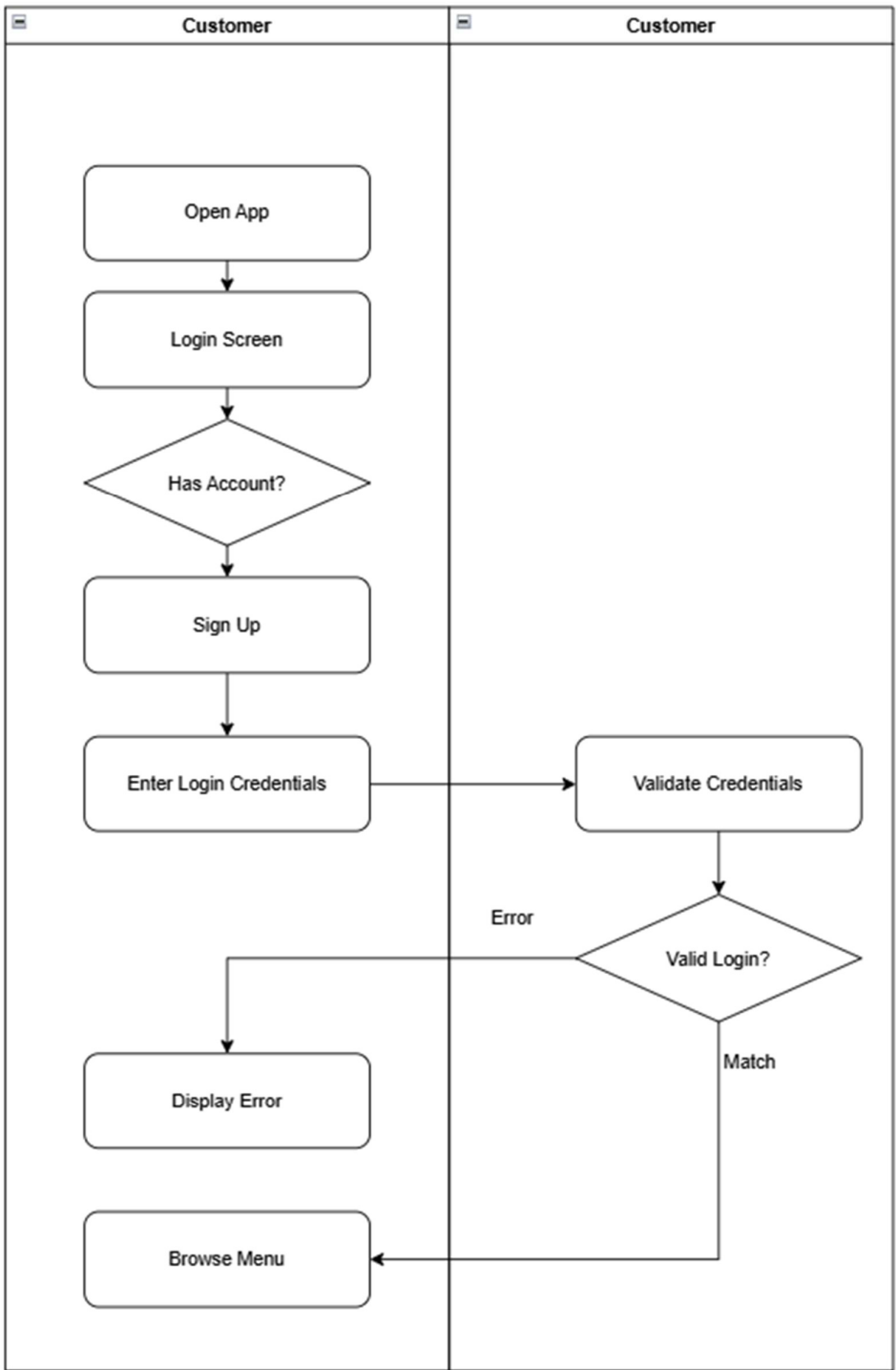
- Manual order-taking causing errors and delays.
- Difficulty managing peak-hour demand.
- Lack of data insights for better business decisions.

2.Wireframes:

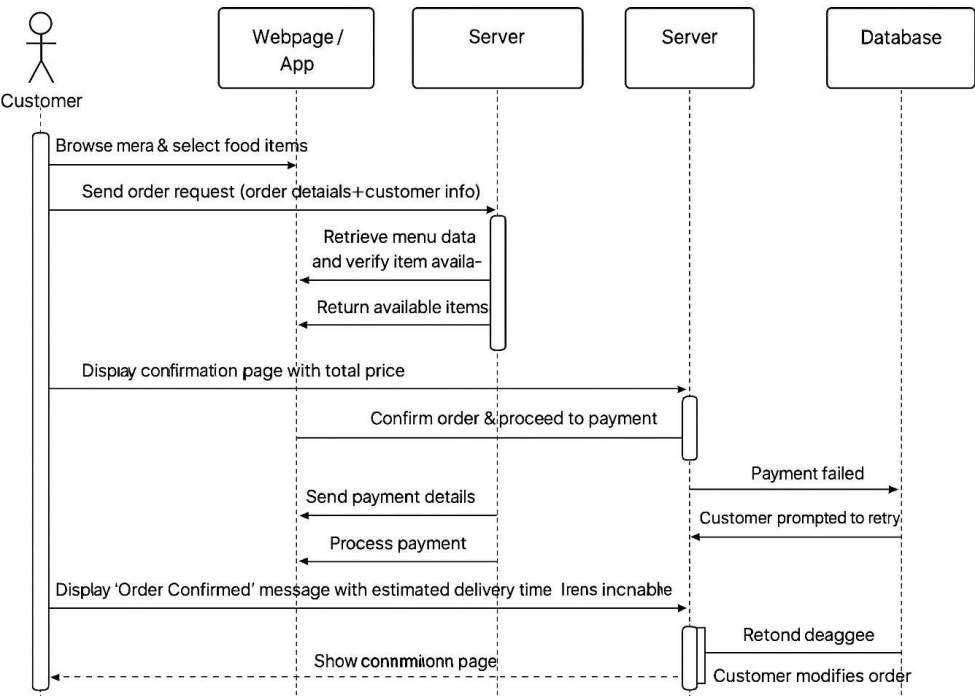


3. Activity Diagram:


Activity Diagram



4.Sequence diagram:



5. Journey Mapping:

Customer Journey Mapping				
	Persona Name : Priya Sharma Role : Busy Working Professional Goal : To quickly order healthy meals or reserve a table during Lunch breaks		Scenario Priya opens the DineEase app during her lunch break to browse the menu, place an order, and track her meal delivery in real time.	
	User Expectations Fast and intuitive app navigation clear food images and prices easy payment and order tracking Reliable delivery time estimates			
	Phase	Phase 1 Browsing Menu	Phase 2 Adding to Cart & Checkout	Phase 3 Payment & Confirmation
	Doing	opens app, browses menu categories, filters food items	Adds items to cart, checks prices , applies offers	Select payment option, confirm order
	Thinking	"Is there something quick and healthy?"	will my order arrive on time?	Is the Payment secure?
	Saying	This app is easy to use	I like the customization options	That checksout smooth
Phase 4 Tracking & Feedback				
Tracks order , gives rating/review				
That was easy - should i reorder?				
Dekivery was fast - great experience				

6. User Stories:

ID	User Role	User Story	Reason / Benefit
C1	Customer	I want to browse the menu	So that I can see available food items.
C2	Customer	I want to view detailed information of menu items	So that I can choose what suits my taste.
C3	Customer	I want to customize my order (e.g., size, spice level, add-ons)	So that my meal matches my preferences.
C4	Customer	I want to add items to my cart	So that I can order multiple food items together.
C5	Customer	I want to place an order	So that I can receive my selected food.
C6	Customer	I want to make secure payments online	So that I can complete the purchase easily.
C7	Customer	I want to track my order status	So that I know when my order will be ready.
A1	Admin	I want to manage (add, edit, delete) menu items	So that the menu remains up-to-date.
A2	Admin	I want to update customer order statuses	So that customers receive real-time updates.
A3	Admin	I want to view sales and performance reports	So that I can make informed business decisions.

Trello Link: <https://trello.com/b/uPgiOywm/dineease-restaurant-online-ordering-system>