Actors Abstract:

**Customer:**

**restaurant Browsing:** Explore a list of available restaurants in the vicinity.

**Menu Viewing:**Browse through restaurant menus and item listings.

**Item Customization:**Customize food items by adding/removing ingredients.

**Cart Management:**Manage selected items before placing an order.

**Secure Payments:**Make payments securely using various payment methods.

**Order Tracking:** Track the real-time status and delivery progress of orders.

**Ratings and Reviews:**View and provide ratings and reviews for restaurants.

**User Profiles:**Maintain personal profiles with order history and preferences.

**Address Management:**Store and manage delivery addresses for convenience.

**Promo Codes and Discounts:**Apply promo codes and avail discounts on orders.

**Favorites and History:**Save favorite restaurants and view order history.

**Notifications:**Receive updates about order status, promotions, and offers.

**Customer Support:**Access customer support for inquiries or assistance.

**Dietary Filters:**Apply filters to find specific nutritional preferences.

**Search Functionality:**Search for restaurants and dishes based on keywords.

**Delivery driver:**

**Order Acceptance:**Accept or decline incoming delivery orders.

**Navigation Assistance:**Receive directions to the customer’s location.

**Order Details:**Access information about the items in the order.

**Real-time Tracking:**Allow both the driver and customer to track the delivery progress.

**Communication:**Communicate with customers or the support team for updates.

**Delivery Confirmation:**Confirm successful delivery to the customer.

**Earnings Dashboard:**View earnings and order history in a dedicated dashboard.

**Profile Management:**Manage personal information and account settings.

**Notifications:**Receive alerts about new orders and updates.

**Customer Feedback:**View ratings and feedback from customers.

**Support Access:**Access customer support for assistance and inquiries.

**Admin:**

**User Management:**Administer user accounts, permissions, and access.

**Restaurant Management:**Manage restaurant profiles, information, and partnerships.

**Menu Management:**Control restaurant menus, items, and availability.

**Order Management:**Monitor and oversee the lifecycle of customer orders.

**Delivery Tracking:**Track delivery progress and ensure timely completion.

**Analytics and Reports:**Generate insights from data and produce performance reports.

**Promotions and Offers:**Create and manage promotional campaigns and discounts.

**Support and Helpdesk:**Offer assistance to users and address inquiries.

**Notifications:**Distribute updates, alerts, and announcements.

**Payment Management:**Handle financial transactions and payment processing.

**Content Management:**Control app content, such as images and descriptions.

**Dashboard and Insights:**Access a central dashboard to overview app operations.

**System:**

The system itself acts as an actor in various processes, facilitating communication and coordination between customers, drivers, and administrators.

It manages order processing, assigns orders to drivers, handles payments, sends notifications, and ensures the smooth operation of the platform.

**Manager:**

There’re only one manager in the app.

He allows to add the others admin.

Each restaurant has its own admin.

Admin:

**User Management**:

Admins handle user accounts, permissions, and access levels within the system. They can create, modify, or deactivate user accounts as needed.

**Restaurant Management**:

Admins are responsible for managing restaurant profiles and partnerships within the app. They can onboard new restaurants, update existing profiles, and ensure compliance with platform standards.

Restaurant and customer has different sign up forms.

But they have the same login form.

Sign up :

Customer: /customer/signup

Restaurant Admin: / merchant /signup

Login:

/auth