SYSTEM ANALYSIS AND DESIGN PROJECT REPORT

Online Ordering System is a website designed primarily for use in the food delivery industry. Through these services, restaurants can sell and distribute their food/meal at minimal resource usage effectively with high profits by gaining the customer's trust.

We want to solve this problem by using an online ordering system for restaurants. This will provide users to offer meals from restaurants in two ways:

- to your home

- in restaurant

In the first case, there is a user panel who want to eat at home. Moreover, this online order system will be helpful for the business owners to extend their business just by placing the orders online and not visiting the restaurant. Also, there is another login section when customers can use in the restaurant. Nowadays, it's important when you're going to a restaurant and don't want to interact with the waiter because of Coronavirus. There is no menu in the restaurants, customers pick and pay their orders online. Waiters just work like deliverers. Thus, employers can not only minimize their personnel costs but also get a better situation financially because they need to be less employees.

Ordering food is important because when you provide service with the food or drink some people want to order food at home/restaurants and you don't want them to use other applications because it's better to use only one application for food ordering.
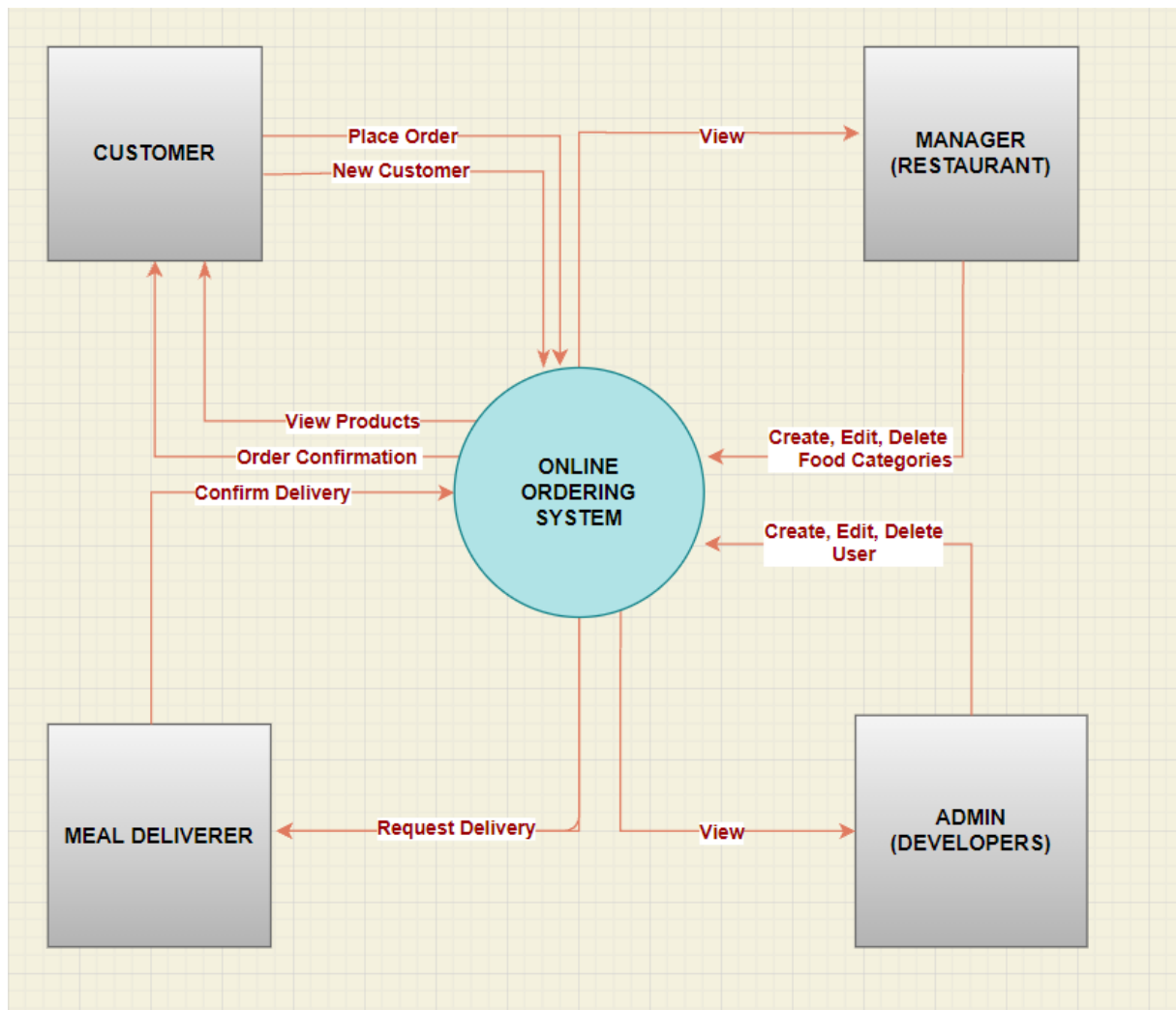
The meals that the customer needs in the restaurant are prepared, served, and paid for correctly, quickly and accurately, without the touch of third parties. No more order miscommunication between customers, employees and restaurants. It helps restaurants improve their service quality. If the problems noticed in this system are not resolved, it may cause some consequences, and if a few examples are requested, customers may continue to deal with incomplete and incorrectly placed orders. Restaurants may lose customers by having to deal with complaints from customers, this problem may cause restaurant and company owners to lose their profit rate.

The first issue our application will solve is stop spreading of coronavirus because when you are talking to waiter it's unsafe some of them not use masks and other personal care. Some people also don't want to interact with someone because some waiters are not kind. The second issue are project will solve is saving time for people because when they will order food for the application into 15 minutes of their time.

And another issue our project will solve it's not main point but it can be implemented is translation of the menu to different languages. If you create a menu in our application, it could be easily translated to other languages through the services without typing without doing photos asking just use this application.

As we mentioned above, our project has been designed to be more hygienic and less effortless by minimizing manpower and presence. We set our boundaries as creating only platform which provides such service to both customers and business. Marketing and promoting part will not be included in this project. Neither will be included connection of business to our service by ourselves.

SYSTEM CONTEXT DIAGRAM

TEAM DIGII

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