

Customer Side – PWA

- 1. QR Scan with a **Reservation Page** - Single-page reservation interface

Admin Side

Note: 1 license = 1 restaurant

1. Restaurant Profile Management

- Restaurants can configure their business profile with:
 - Name, Location, Opening Hours, QR-URL
 - Blackout Dates

2. Floor Plan Management

- Define and manage sections (e.g., *Main Dining Area, Rooftop*)

3. Table Management

- Add and manage tables with:
 - Capacity (Number of seats)
 - Table name/number
 - Combinable tables (for future release)
 - Default availability: 1 hour

4. Reservation Functionality

- Reservations can be made by:
 - Selecting date, time, and number of guests
 - Choosing a specific table or using auto-assignment
 - Maximum Party Size
 - Black Out dates
- Staff (System) allocates tables based on:
 - Opening hours
 - Existing bookings / availability
- Tags and Notes - Updated Dynamically-
 - Tags: *VIP, Celeb, frequent visitors*
 - Notes: *Birthday, Anniversary, No shows*
 - Dietary restrictions, allergies, nutritional requirements

5. Reservation Modifications

- Restaurants can update or cancel reservations:
 - Modify time or guest count
- Conflict handling:
 - Prevents double bookings
 - Manages concurrent booking attempts
- Time zone support - All bookings reflect accurate local times.

6. Notifications

- Real-time notifications on reservation creation, updates, and cancellations
- Channels:
 - Email (with buttons)
 - Phone numbers / WhatsApp
 - Calendar alerts

7. Security and Privacy

- Data isolation per restaurant
- Private access key for each restaurant

8. Logging and Auditing

- All booking and system activities are logged- Audit Trail

9. User Management - RBAC

10. License Management

- Currently operating with open license model
- License control to be introduced in later phase

11. Dashboard

- Overview includes:
 - Active Reservations
 - Timelines
 - Number of Reservations
 - Summary Statistics

12. Basic Customer Profile

- Reservation history Based on phone number (unique identifier)

13. Role-Based Access Control (RBAC)

- Create users and assign permission levels
- Ability to view restaurants individually or as a group, with corresponding report generation (**Multi-Property Reports**)

14. Cut-Off Time

- Cut-off time for cancellations is set at 24 hours prior by default, with flexibility to dynamically adjust based on individual restaurant policies.

17. Bulk Upload / Export

- Import using defined templates
- Sample template required

18. Customized - white label