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**Project Report**

**Title:**

Go4Food

**Group Name:**

Go4Food

**Group Members:**

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**Department of Computer Science**

**CS 476-02: Software Development Project**

Spring/Summer 2023

Sirvan Parasteh

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**1. Project Title**

Go4Food - an online food ordering system application.

**2. Project Description**

Develop a web-based application that allows users to order food from various restaurants. Implement features such as user registration, menu browsing, placing orders, and order tracking. Highlight benefits like convenience, a wide range of restaurant options, and user-friendly interfaces.

**3. Problem Statement**

Traditional food ordering methods often involve lengthy phone calls, miscommunications, and limited menu visibility, leading to inconvenience for customers and operational challenges for restaurant owners. Additionally, managing and tracking orders manually can result in errors, delays, and reduced customer satisfaction. The Go4Food project addresses these issues by providing a user-friendly platform within the e-commerce domain that empowers customers to explore menus, customize orders, and place food orders effortlessly and through unique order frequencies decided and customized by the user; for instance, allowing customers to set an automatic order given by their input time and date.

**3.1 Problem Definition**

Traditional food ordering methods often involve lengthy phone calls, miscommunications, and limited menu visibility, leading to inconvenience for customers and operational challenges for restaurant owners. Additionally, managing and tracking orders manually can result in errors, delays, and reduced customer satisfaction. The Go4Food project addresses these issues by providing a user-friendly platform within the e-commerce domain that empowers customers to explore menus, customize orders, and place food orders effortlessly and through unique order frequencies decided and customized by the user.

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Go4Food’s online food ordering system project aims to address the challenges and limitations present in the traditional food ordering process. The primary objective is to develop a user-friendly web-based platform that streamlines the ordering experience and enhances customer satisfaction. By providing an online platform for customers to order from various restaurants, the project seeks to overcome the inconvenience and inefficiencies associated with traditional methods such as phone calls or physical visits.

**3.2 Project Motivations**

One of the key motivations behind this project is to offer convenience to customers. The current food ordering process an important issue is addressing customers' need for convenience. By implementing an online system, customers will have the ability to effortlessly browse through menus, customize their orders, and place food orders conveniently from their own homes or any location with internet access. This improved accessibility and convenience will enhance customer satisfaction and attract a wider customer base.

**3.3 Application Benefits**

Go4Food’s online food ordering system offers several significant benefits compared to existing systems such as SkipTheDishes and Uber Eats. By leveraging advanced features and functionalities, the application aims to enhance the customer experience, improve convenience, and provide added value to both customers and restaurants.

One of the standout benefits offered by the Online Food Ordering System is the feature of pre-planning customized orders, which enhances the convenience and efficiency of the food ordering experience. This feature enables customers to effortlessly set up recurring orders based on their preferences, eliminating the need to manually select the same items every time they place an order. By allowing customers to create personalized meal plans that cater to their specific tastes and dietary requirements, the system revolutionizes the way people engage with online food ordering.

With such orders, customers have the flexibility to establish a schedule for their favorite meals, ensuring that they can enjoy their preferred dishes consistently without the hassle of repetitively placing the same order. For instance, customers can create a standing order to be delivered every Monday with their favorite meal or select specific days of the week for different culinary experiences. This feature caters to individuals who appreciate routine and those who wish to save time and effort by automating their regular food orders.

By offering this feature, the Online Food Ordering System fosters a more seamless and personalized customer experience. It recognizes that customers have unique preferences and routines when it comes to their meals and seeks to accommodate those preferences efficiently. Whether it is a weekly meal plan, a daily breakfast order, or a monthly treat, the system allows customers to tailor their food orders according to their specific needs, bringing a sense of customization and convenience to their dining routines.

Moreover, this feature not only benefits customers but also provides advantages to restaurants. By encouraging customers to set up recurring orders, restaurants can enjoy improved operational efficiency and enhanced customer loyalty. Predictable order volumes enable restaurants to streamline their production processes, optimize ingredient inventory management, and allocate resources more effectively. This streamlined approach results in cost savings and increased operational productivity, benefiting both the restaurant and the customer. Another one of the key benefits is the implementation of two-factor authentication (2FA) for every order placed. This security feature provides an additional layer of protection in the event that unauthorized access occurs on a user's account, safeguarding their saved credit card information and personal details.

Two-factor authentication, also known as multi-factor authentication (MFA), is a robust security measure that requires users to provide two separate forms of identification to access their accounts. In the context of the Go4Food, this means that customers will be prompted to enter a second authentication factor, such as a unique verification code sent to their registered mobile device, in addition to their regular login credentials when placing an order.

By implementing 2FA for every order, the online food ordering system significantly reduces the risk of unauthorized usage of a customer's account and ensures the protection of sensitive information. Even if an attacker gains access to a user's account credentials, they would be unable to complete an order without the secondary authentication factor. This extra security layer adds a crucial level of defense against unauthorized access attempts and fraudulent transactions.

**4. Solution Overview**

**4.1 Flow Diagram**

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**4.2 Solution Overview Details**

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**5. Functional Requirements**

**5.1 Functional Requirements List and Table**

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**5.2 Implemented Requirements**

• User Registration: Customers can create user accounts by providing their personal information, such as name, email, and password. This allows customers to register and securely access their accounts.

• Browse Restaurants: Customers have the ability to browse through a list of available restaurants on the platform. This feature provides customers with an overview of the restaurants available for ordering.

• Search for Restaurants: Customers can search for specific restaurants based on criteria such as name, cuisine, or location. This functionality enables customers to find restaurants that meet their preferences.

• View Menu: Customers can access the menu of each restaurant, including the list of available dishes and their prices. This allows customers to browse through the menus of restaurants they are interested in.

• Place Order: Customers can place food orders by selecting desired dishes, specifying quantity, and choosing delivery or pickup options. This feature allows customers to complete the order process and submit their requests.

• Track Order: Customers can track the status of their orders in real-time, including updates on preparation, delivery, or pickup. This provides customers with visibility and keeps them informed throughout the order process.

• Order History: Customers have access to their order history, where they can review past orders, reorder previous meals, or rate their dining experiences. This feature allows customers to track their ordering history and make informed decisions for future orders.

• User Reviews: Customers can read and provide reviews and ratings for restaurants and individual dishes to share their dining experiences. This feature promotes transparency and helps customers make informed choices based on other users' feedback.

• Pre-Planned Order: Customers can set up pre-planned orders, enabling them to receive the same order on specific days or at regular intervals. This feature allows customers to save time and effort by automating their recurring orders.

• Order Support: Customers have access to customer support channels, such as contacts to the restaurants, to address any inquiries, issues, or complaints related to orders. This feature ensures that customers can receive assistance and resolve any concerns they may have.

• Restaurant Registration: Restaurant owners can register their establishments within the system by providing relevant information such as name, address, contact details, and cuisine type. This allows restaurant owners to create their profiles and join the online food ordering platform.

• Menu Management: Restaurant owners have the ability to manage their menus, including adding, updating, or removing dishes, along with their names, descriptions, prices, and available quantities. This feature empowers restaurant owners to maintain and update their menus easily.

• Order Notification: Restaurant owners receive real-time notifications of incoming orders, providing details of the ordered dishes, customer information, and delivery/pickup instructions. This ensures prompt communication and enables timely order processing.

• Order Processing: Restaurant owners have a system to process orders efficiently, including order confirmation, preparation status updates, and order completion notifications. This feature facilitates smooth order management and timely delivery or pickup.

• Restaurant Analytics: Restaurant owners have access to analytics and reports, including order statistics and customer ratings to gain valuable business insights. This enables restaurant owners to make informed decisions and improve their operations.

• Customer Communication: Restaurant owners can communicate with customers regarding order clarifications, special requests, or any other necessary updates. This feature allows for effective communication and ensures a seamless customer experience.

**5.3 Use case diagram**

**5.3.1 Customer Diagram**

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**5.3.2 Restaurant Diagram**

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**5.4 Activity diagram**

**5.4.1 Customer**

The customer/users will land on the landing page of the web application where top rated restaurants will be shown, then the user will have to login or create a profile in order to gain further access into the application and order food. Once it is done they will proceed and land on the main page where they get to search a specific restaurant or browse around. Then once a user has chosen a specific restaurant, they will be able to view that restaurant’s full menu item and be able to add to cart. Finally once the user has decided what to order they will be able to place an order or have it as a pre-planned order where they can decided a specific time and dates and the order will go through automatically given by the users input. Immediately after placing the order, the user will then go to the track order page where they will be able to track the orders full process such as the restaurant confirming the order, preparations, and courier pickups. The user and restaurant will then be able to communicate regarding the order through order communication if they so chooses. Lastly when the items are delivered to the given address, the user can confirm the order and leave a feedback directly to the restaurant and even be able to share the feed through their chosen social media platforms.

**5.4.2 Restaurant Registration and Menu Management**

Restaurant Activity Diagram 1 - the diagram shows the process of a restaurant login in if they are an existing customer and if not they will prompt to register the restaurant. Once a restaurant has registered and completed all the required information, they can procced through the application by signing in. They will land to the main page of the application, where the full menu and profile of the restaurant if visible. The restaurant can customize the menu in the menu management where they can remove or add items. Another option for the restaurant is the analytics board where it shows their top rated items, most ordered items and such.

**5.4.2 Restaurant Order Process**

Restaurant Activity Diagram 2 - the diagram below shows the restaurants order process. The restaurant will get an order notification whenever an order is made by the customer. Restaurant can view the extent of the order and they will move on to the processing of the order. If there is any problem with the order they can decide to contact the customer or the customer can contact them if there are any concerns or question regarding the order process. Once they are done fulfilling the order of the customer, they can complete the order and will notify the couriers and then wait for them to arrive in the restaurant to pick up.

**5.5 Software Qualities**

**6. Non-Functional Requirements**

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**7. Project Members**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **SID** | **Email** | **GITID** |
| Adnan Uddin Mohammed | 200463605 | ami949@uregina.ca | adnan1420 |
| Justine Jhon Papeleras | 200405197 | justinejpapeleras@gmail.com | jmp808 |
| Mohammad Tamanna | 200376962 | mohammad.tamanna@outlook.com | tamannamo |

**7.1 Roles and Responsibilities**

|  |  |  |
| --- | --- | --- |
| **Name** | **Roles** | **Responsibilities** |
| Adnan Uddin Mohammed | • Back End | • Writing back end codes |
| Justine Jhon Papeleras | • Full Stack  • Requirements documentation | • Writing front end codes  • Writing Back end codes  •  • |
| Mohammad Tamanna | • Project Manager  • Full Stack  • Requirements documentation | • Making sure that each tasks was completed  •  •  • |

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**7.2 Project Reporting**

Project reporting structure was completed through the GitHub Projects section, arranged and organize resembling a functioning Kanban Board. The Project section is a form of a task-board spreadsheet and road map. It aided through visualization in showcasing and coordinating the group's strategic planning, task assignment and completion, and the project's overall efficiency. Group members meets twice a week, after the class lectures and every Fridays afternoons. The after class meeting is a quick touch based meeting where tasks were assigned, status reporting, and general questions/concerns. Friday meetings were a group work meeting where team members collaborate and work together on their tasks. This projects reporting structure approach falls under the Agile Scrum Methodology.

**9. Development Environment**

**9.1 Software Tools**

The software tools that were used to complete the project are VS Code, GitHub, Bootstrap,

**9.2 Programming languages**

Application’s programming languages were HTML, CSS, JavaScript, Node.JS,

**9.3 Project folders**

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**10. Project Timeline**

**10.1 Project Milestones**

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| --- | --- |
| **Milestones** | **Dates** |
| Group Formation | 14th May 2023 |
| Group’s Project Proposal | 15th May 2023 |
| Project Title and Proposal Draft | 19th May 2023 |
| Milestone 1 | 12th June 2023 |
| Hi-Fi UI and UX Design Completion | 28th June 2023 |
| Top-Level and Low-Level Software Design | 28th June 2023 |
| Front End Completion | 12th July 2023 |
| Back End Completion | 14th July 2023 |
| Project Report Completion | 17th July 2023 |
| Presentation Report Completion | 17th July 2023 |
| Project Deadline | 21st July 2023 |
| Presentation Opens | 26th July 2023 |
| Presentation | TBA |

**10.2 Gantt Chart**

\*\*To Do\*\*

**11. Expected Outcome and Products**

**11.1 Deliverables**

**11.2 Risks and Constraints**

Due to the Spring/Summer semester the time constraints of roughly three months for the projects formation and proposal, to designing phase, coding of the application, implementing and testing, and lastly the final Project Reports and presentation were significant. The three person group instead of four member means that extra tasks for each team member. In addition the Scope constraint,

The risks of the development project are group members not being able to complete given tasks with due dates leads to delaying other timed planned tasks. Project scope being to extensive and labour consuming given the limited time constraint. Furthermore, members lacks of

**12. High Level Diagram**