**List of Customer Needs**

The customers for our DineDash system can be categorized into two main groups:

• Subscribed Customers  
 • Subscribed Restaurants

• Delivery Partners

The requirements are as follows:

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| **Requirements** | | **Subscribed**  **Customers** | **Subscribed Restaurants** | **Delivery Partners** |
| 1 | **Ability to create and manage accounts:** Registration, updating personal details, and account recovery should be secure and straightforward. | Yes | Yes | Yes |
| 2 | **Ability to securely log in:** They are able to login into their accounts securely. | Yes | Yes | Yes |
| 3 | **Ability to search for restaurants based on filters:** Ability to search using filters like location, cuisine, pricing, and ratings. | Yes | No | No |
| 4 | **Ability to view restaurant details, including menus and reviews:** Comprehensive restaurant details, including menus, reviews, images, and policies, should be accessible. | Yes | No | No |
| 5 | **Ability to make and manage reservations:** Reservations should be bookable, modifiable, and provide confirmations**.** | Yes | Yes | No |
| 6 | **Ability to receive booking confirmations and notifications:** Automated alerts should be sent for reservations and updates. | Yes | Yes | No |
| 7 | **Ability to place and then track food orders:** Orders should be placed and tracked in real-time. | Yes | No | No |
| 8 | **Ability to make secure online payments:** Secure transaction processing with multiple payment options should be supported. | Yes | Yes | No |
| 9 | **Ability to leave ratings and reviews:** Feedback and ratings should be allowed for restaurants and delivery experiences. | Yes | No | No |
| 10 | **Ability to manage restaurant profile:** Menu items, hours, and promotions should be manageable. | No | Yes | No |
| 11 | **Ability to control table availability and manage reservations:** Reservation slots and availability should be adjustable. | No | Yes | No |
| 12 | **Ability to process, accept, and track food orders:** Incoming and active orders should be manageable. | No | Yes | Yes |
| 13 | **Ability to view customer preferences for personalized service:** Frequent dining habits and preferences should be accessible. | No | Yes | No |
| 14 | **Ability to promote special offers and loyalty programs:** Promotions and customer incentives should be managed. | No | Yes | No |
| 15 | **Ability to analyze sales trends and access business reports:** Reports on sales, trends, and demand should be generated. | No | Yes | No |
| 16 | **Ability to accept or reject delivery requests:** Orders should be selectable based on availability. | No | No | Yes |
| 17 | **Ability to access optimized routes for deliveries:** GPS-based optimized routes should ensure fast deliveries. | No | No | Yes |
| 18 | **Ability to update order status in real-time:** Order statuses should be updated from pickup to delivery. | No | No | Yes |
| 19 | **Ability to track earnings, bonuses, and tips:** Earnings, incentives, and tips should be viewable. | No | No | Yes |
| 20 | **Ability to receive safety and emergency support:** Emergency support options should be available. | No | No | Yes |