**1.1 List of Internal Stakeholder Needs**

**1.1.1 Restaurants Management**  
 1.1.1.1 Ability to login and access restaurant management dashboard.  
 1.1.1.2 Ability to add, modify, or remove restaurant profiles.  
 1.1.1.3 Ability to track restaurant performance metrics and customer feedback.  
 1.1.1.4 Ability to manage restaurant partnerships and agreements.  
 1.1.1.5 Ability to analyze restaurant sales data for performance improvement.

**1.1.2 Finance Management**  
 1.1.2.1 Ability to process payments from customers and to restaurants.  
 1.1.2.2 Ability to generate financial reports for revenue tracking.  
 1.1.2.3 Ability to manage refunds and dispute resolutions.  
 1.1.2.4 Ability to verify financial transactions for compliance.  
 1.1.2.5 Ability to oversee subscription payments and commission settlements.

**1.1.3. Advertisement Sales**  
 1.1.3.1 Ability to login and access advertisement management dashboard.  
 1.1.3.2 Ability to create, modify, and remove advertisements.  
 1.1.3.3 Ability to analyze market trends and advertisement reach.  
 1.1.3.4 Ability to manage targeted advertising for restaurants and delivery partners.  
 1.1.3.5 Ability to generate reports on advertisement performance.

**1.1.4 Subscription/Account Management**  
 1.1.4.1 Ability to login and manage user accounts.  
 1.1.4.2 Ability to track customer and restaurant account history.  
 1.1.4.3 Ability to manage subscriptions, upgrades, and downgrades.  
 1.1.4.4 Ability to handle account suspensions and reactivations.  
 1.1.4.5 Ability to generate reports on subscription trends and user retention.

**1.1.5 Customer Support**  
 1.1.5.1 Ability to login and access customer support dashboard.  
 1.1.5.2 Ability to view and update customer and restaurant queries.  
 1.1.5.3 Ability to chat with customers or restaurants for issue resolution.  
 1.1.5.4 Ability to generate support tickets and escalate issues to technical teams.  
 1.1.5.5 Ability to notify users once their issues are resolved.

**1.1.6 Delivery Management**  
 1.1.6.1 Ability to login, track, and manage delivery orders in real-time.  
 1.1.6.2 Ability to assign and reassign delivery tasks.  
 1.1.6.3 Ability to monitor delivery partner performance and feedback.  
 1.1.6.4 Ability to resolve delivery-related disputes and complaints.  
 1.1.6.5 Ability to analyze delivery data to improve efficiency and optimize logistics.