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Bhujbal Knowledge City

MET INSTITUTE OF COMPUTER SCIENCE

TUTORIAL SHEET

Date: 22 / 02 / 2025 Academic Year 20__ - 20__

MCA Semester II Roll No 1554

Subject UIL Signature of Faculty _____

Analysis

Food delivery App Analysis.

Primary analysis of any project consist of 3 types.

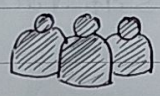
i] Domain Analysis.

ii] User Aanalysis

iii] Task Analysis.

i] Domain Analysis :-

- Problem domain app conects costomers. restorent and delivery patners throw online. It also facilitautes traking of orders
- Domain antities and roles

① 

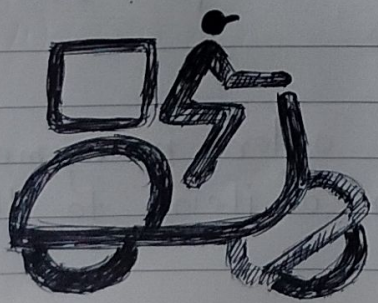
Customer

→ Brows the restorent, food, items,
- add to card and placing the order
- searching food items.

② 

Restarent

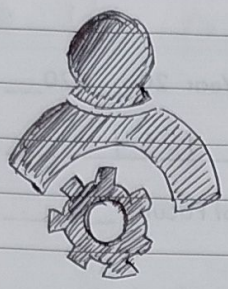
- List menu & details
- Receive order, prepare order, hand over

③ 

Delivery Partner.

- Pick up order, navigation
- Earn incentives.
- Follow hygiene and safety guideline.
- Communicate with customers if needed.

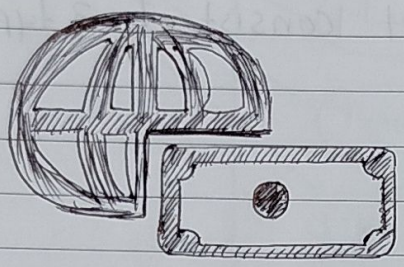
④



- Manage App, user account
- Restaurant account
- Handle transactions, commissions, and disputes.
- Generate reports and insights.

Admin Panel

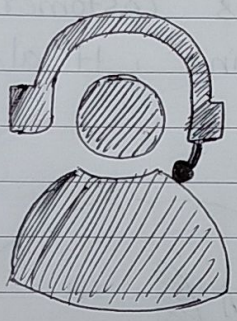
⑤



- Ensure encyption and compliance with financial laws
- Process online transactions.
- Handle refunds and failed payments.
- Support multiple payment methods

Payment Gatway

⑥



- mediate disputes between users
- Handle complaints / queries.
- proride 24/7 chaut, call, or email support
- Improve customer satisfaction.

Customer Support

* Functional Requirement:-

1] order Processing :- It allows customers to browse food items, add to cart and plac order.

2] Restaurant ~~Datab~~ Dashboard:-
It consists of order management sales traking and notification of items to the admin.

3] Payment Gateway - Allows secure online transactions using Net Banking, mobile Banking, UPI, etc.

4] Delivery Traking - Realtime tracking of order and delivery.

5] Delivery Partner - Routing, customers ~~or~~ communication, Tips

6] User feedback and rating - Reviews on the restorents and delivery partners

* Non-Functional Requirements :-

1) ~~Scaling~~ Scalability - Handles high traffic during peak hours.

2) Availability (24|7)

3) Reliability (99%)

4) User Experience.

* Domain Constraints :-

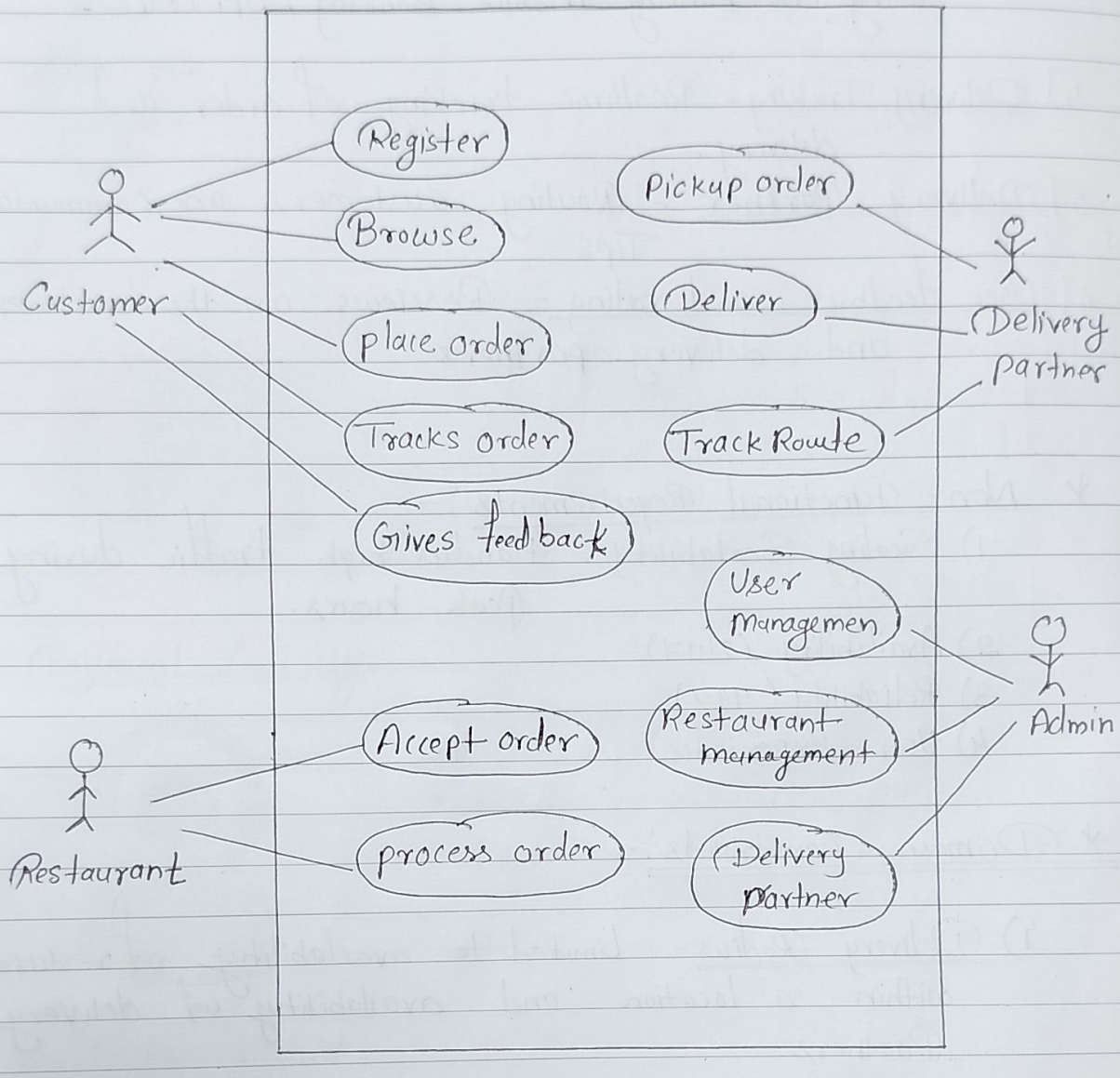
1) Delivery Radius - Limited to availability of resturants within a location and availability of delivery Partners.

2] Payment Restrictions :- ~~Ca~~ Certain ares do not support certain type of payments.

3) Order Cancellation - Policies for refind.

4) Customer Support - It is not pleasant

* Use case Diagram:



* Customer User Persona:-

* Who
  - ↳ Individual ordering food
  - ↳ Families ordering food for home
  - ↳ office workers

* Pain Points
  - ↳ Long delivery time
  - ↳ Food quality is bad.

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↳ Refund not available.
↳ Poor customer service.

* Key Requirements:
↳ User friendly App
↳ Real time ordering.
↳ Order Tracking.
↳ Multiple payments options
↳ Customer support.

* Restaurant User Persona:

* who
↳ Local restaurants partnering with the App

* Pain Points
↳ High Commission/ Tax on orders
↳ Unreliable delivery service
↳ Order quality is inconsistent

* Key Requirements:
↳ Easy order Management
↳ Performance analytics dashboard
↳ Transparency in commission
↳ Timely payout
↳ Integrating with the existing system

* Delivery Partner User Persona

* who
  - Part-time Employee.
  - Professional riders
  - Person who want work out flexible time.

* Pain Points
  - low delivery charges
  - Delay in receiving payments
  - Issues in navigating a new location
  - Safety measures not taken

* Key Requirements :-
  - Transparency in Earing
  - Incentive for peek hour deliveries
  - Optimize navigation
  - Instant payout.

Task Analysis :-

1) Customer Experience

Goal → The app for the customer should be easy browsing and placing the order

Step Involved

- i) open the App and Login - Customer enters username and password
- ii) Browse restaurant and menu. - Filter page used on cuisine, reviews, price.
- iii) Add to cart

iv) Checkout - Enter Delivery address and do the payment

v) Confirm the order

vi) Track the order - Realtime updates on food Preparation and delivery

vii) Receive the order and give feedback

* 2) Delivery Partner

Goal → Pickup order from restaurant and delivery to customer

Steps Involved:

→ i) Receive order notification → App alerts the delivery partner with customer and restaurant location.

→ ii) Navigate to the Restaurant using GPS to find the shortest route

→ iii) Collect the order, verify it and confirm pickup

→ iv) Deliver order to the customer-
- User GPS to find the customers locations.
- Contact the customer

→ v) Complete the delivery and get a feedback.

3) Restaurant

Goal - Receives order, prepares order and completes the order

Step ~~Involv~~ Involved:-

↳ i) Recive order notification

↳ ii) Prepare food

→ iii) Update the order status.

↳ iii) Update the order status.
↳ iv) Handover ~~the~~ to the delivery partner
↳ v) Monitor to the sales and payment
↳ vi) Analyses the customer feedback and improves the quality accordingly.