

Date: ____/____/____

MCA Semester ____

Subject ____

Academic Year 20__ - 20__

Roll No 1563

Signature of Faculty ____

Food Delivery APP Analysis

1) Primary Analysis of any Project consists of 3 types

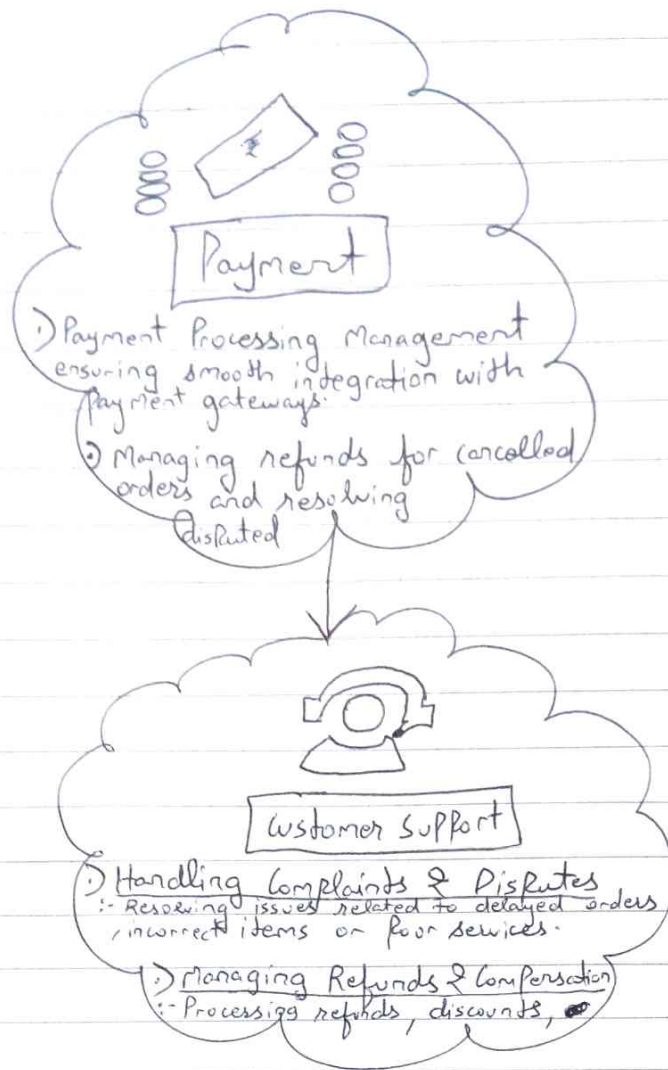
- 1] Domain Analysis
- 2] User Analysis
- 3] Task Analysis

1] Domain Analysis :-

→ Problem Domain :- The app connects customers, restaurants and delivery partners through online it also facilitates tracking of order

→ Domain Entities & Roles





* Functional Requirement

- 1] Order Processing :- It allows customers to browse food items, add to cart and place order.
- 2] Restaurant Dashboard :- It consists of order management sales tracking and notification of items to the admin.
- 3] Payment Gateway :- Allows secure online transactions using NetBanking, Mobile Banking, UPI etc.
- 4] Delivery Tracking :- Realtime tracking of order and delivery.
- 5] Delivery Partner :- Routing, Customer communication, Tips

6) User feedback and rating - Reviews on the restaurants and delivery partners.

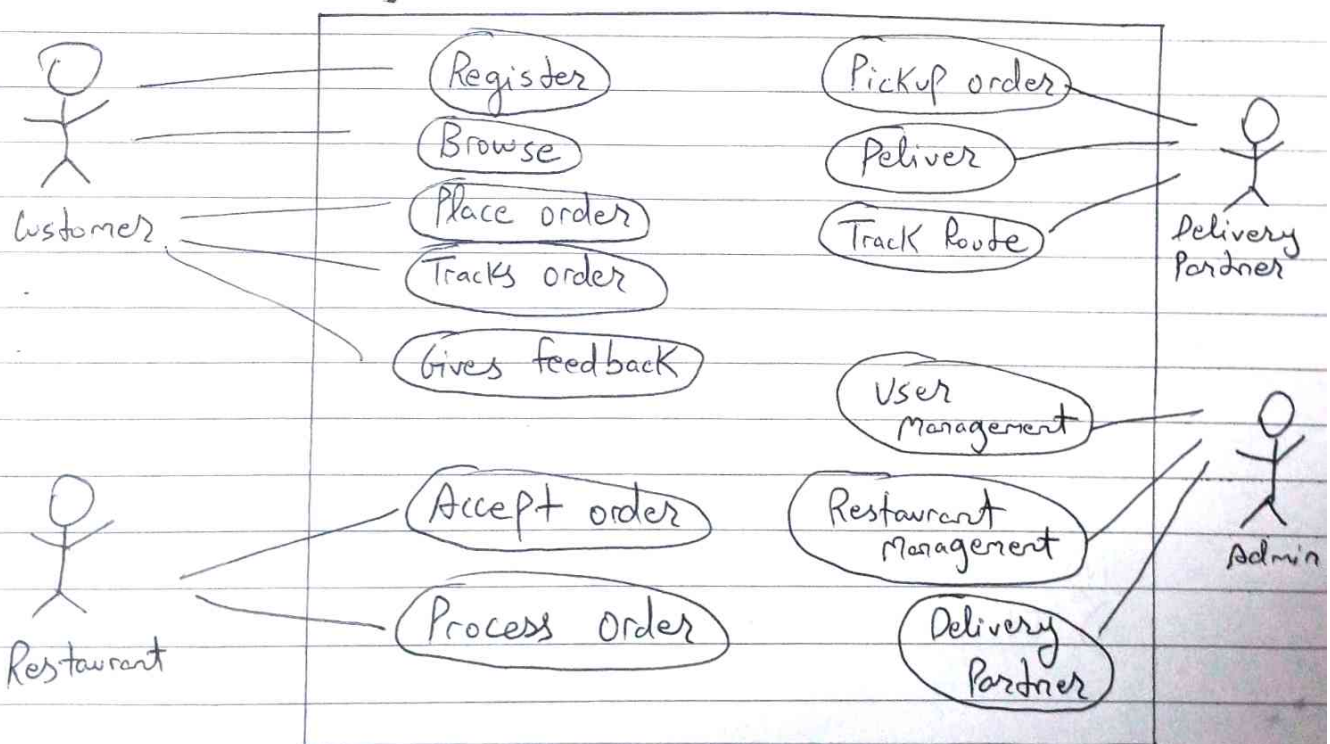
* Non-Functional Requirements

- i) Scalability - Handles high traffic during peak hours.
- ii) Availability (24/7)
- iii) Reliability (99%)
- iv) User Experience

* Domain Constraints

- 1) Delivery Radius :- limited to availability of restaurants within a location and availability of delivery partners.
- 2) Payment Restrictions :- Certain areas do not support certain types of payments.
- 3) Order Cancellation :- Policies for refined.
- 4) Customer Support :- It is not pleasant.

* Use Case Diagram



* Customer User Persona

→ i) Who

- i) Individual ordering food.
- ii) Families ordering food for home.
- iii) office workers.

i) Pain Points

- i) long Delivery time
- ii) food quality is bad.
- iii) Refund not available
- iv) Poor customer service.

i) Key Requirements

- i) user friendly app.
- ii) Real time ordering.
- iii) order Tracking.
- iv) Multiple payment options
- v) Customer support.

* Restaurant User Persona

→ i) Who

- i) local restaurants partnering with the App.

i) Pain Points

- i) High Commission / Tax on orders
- ii) unreliable delivery service.
- iii) order quality is inconsistent.

i) Key Requirements :-

- i) Easy order Management
- ii) Performance analytics dashboard
- iii) Transparency in commission.
- iv) Timely payout.
- v) Integrating with the existing system.

TUTORIAL SHEET

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*** Delivery Partner User Persona :-**

*** Who**

- 1) Part-time Employee
- 2) Professional riders
- 3) Person who want work at flexible time.

*** Pain Points**

- 1) Low delivery charges
- 2) Delay in receiving payments.
- 3) Issues in navigating a new location.
- 4) Safety measures not taken.

*** Key Requirements :**

- 1) Transparency in Earning
- 2) Incentive for peak hours deliveries.
- 3) Optimize navigation
- 4) Instant Payout.

*** Task Analysis**

1) Customer Experience

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

Steps Involved

- i) Open the App and login :- Customer enters username and password.
- ii) Browse restaurants and Menu :- Filter page based on cuisine, reviews, price and delivery time.

- 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's location.
- ii) Navigate to the Restaurant using GPS to find the shortest route.
- iii) Collect the order, verify it and confirm Pickup
- iv) Delivery order to the customer - Use GPS to find the customer's location.
- Contact the customer
- v) Complete the delivery and get a feedback

3) Restaurant

Goal → Receives order, Prepares order and completes the order.

Steps Involved:

- i) Receive order notification
- ii) Prepare food.
- iii) Update the order status.
- iv) Handover to the delivery Partner.
- v) Monitor the sales and payment
- vi) Analyses the customer feedback and improves the quality accordingly.