BUSINESS REQUIREMENTS DOCUMENT TEMPLATE

PROJECT DETAILS

PROJECT NAME		
Restaurant Reservation Application		

CREATOR		
Soham Pradeep Khopde		

DOCUMENT NO.	DATE	VERSION NO.
1	22/02/202	1.0.0

1. EXECUTIVE SUMMARY SNAPSHOT

Provide an executive summary (overview of your business requirements) here. Your executive summary should be a "snapshot" of the purpose of your business requirements, including a brief description of any analysis, findings, project details, scope, business drivers, proposed process, current process, and functional requirements. An executive summary provides an overview of a larger document or of research and is usually the first thing your reader will see. Here are the questions you should answer when writing your business requirements executive summary:
- What is the goal (purpose) of this business requirements document (BRD)?
- Who is the audience for this business requirements document?

We have seen migration of vast population from rural to urban areas and increase in number of cities. Due to large number of diners and limited number of seats available in the restaurant, many diners have to wait in queue or have to return unserved. Due to lack of information of availability of seats and reservation schedule, large number of diners could be seen waiting in queue outside restaurants. Some of the diners are leaving the restaurants unserved which is causing restaurants to lose diners and affecting their overall revenue. The restaurant reservation system will solve the asynchronicity between customers and restaurants and resolve the problems faced by them. The users of application will also benefit in reviewing and verifying the genuine ratings, ambience and cuisines of various restaurants. The overall process of reservation system is designed to make restaurant experience smoother for diners and help restaurants to gain popularity and ease.

2. PROJECT DESCRIPTION

In this section, describe the project for which you are writing this business requirements document. Describe the project's purpose, what the current process/solution is for the project, what the challenges are, and why you need to undertake the project.

The Restaurant Reservation System will shorten the gap between the customers and restaurants. In the current process of restaurants, customers are unaware of most of their nearby restaurants which reduces the customer base of the restaurants in that area and negatively impact their overall revenue. The customers may reach their known restaurant location and would have to wait in queue due to large number of customers visiting the same popular restaurant. The ambience of restaurant is unknown to the customer which may cause unsatisfactory review of the restaurant. Due to list format of menu, customers may not be aware of the look and taste of the dish which will reduce the probability of ordering many unpopular dishes. The customer could miscommunicate their order vocally to the server and may leave unsatisfied feedback.

The application will help customers to identify precise number of nearby active restaurants at any given time and would increase the customer base of the all restaurants in that location. The customers would not have to wait in queue due to reservation system. The customers would not have to wait for preparation of food as restaurants would be prepared with their orders. The restaurants would not be in hustle due to unexpected number of customers and changing orders.

- The application will have OTP based login using number or email which will prevent identity theft of customers.
- The application will help locate the nearby restaurants based on location address.
- The application will provide various menus of restaurants and their ambience which customers can compare at ease using images and descriptions.
- The reservation system will reduce the order preparation time of restaurants due to precise date and time slot booking in application.

The Restaurant reservation application will definitely provide positive results to the customers as well as the restaurants.

3. PROJECT SCOPE

The Restaurant reservation application will be completed with OTP based login to prevent identity theft, precise location of nearby restaurants within fixed 5 km. The availability of restaurant will be currently based on their open and close timings by default but it can be set manually by restaurant staff using admin panel. The restaurant table booking date and time slot will be implemented based on updated restaurant data using admin panel. The payment methods will be independent of application processes. The application will send otp and notify customers using sms gateway or email server. The sms gateway or email server may have their own subscription costs. The restaurant menu items will be updated by restaurant staff using admin panel.

IN-SCOPE ITEMS	OUT-OF-SCOPE ITEMS
OTP system to prevent identity theft.	OTP system may be replaced by Signup process to better understand customer's food preferences.
SMS gateway and email server subscriptions will help in OTP verification process.	The OTP login system could be replaced using 2-Step Verification Process in future to reduce the cost of SMS gateway subscription.
The availability of restaurants is based on fixed timings by default but can be changed by admin.	The availability of restaurants would be completely controlled by restaurant staff using admin panel.
The restaurant table booking, date and time slot booking is updated by restaurant.	Customers would be able to receive notifications when their favorite marked restaurants are active.
The location radius for nearby restaurants is fixed	Customers would be able to change location radius manually as per their preferences.

4. BUSINESS DRIVERS

Enter the reasons (i.e., business drivers) why your business is initiating the project. In short, Why are you undertaking the project? Examples might include the following: legal requirements, cost savings with a more efficient practice, updated import/export laws, improved efficiency, improved sales, etc.

Revenue Growth	The Customers are unable to find options other than popular restaurants in their nearby area which hinders the revenue growth of most of the restaurants.
Software as a Service	Developing this application and providing it as a subscription service will generate revenue for the organization by minimizing large scale cost of Platform as Service.
Operational Costs	The Operational cost of the project would be less than 25% of revenue generated by the project.
Portable & Business Growth	Due to Portable Nature of Project, the business can be expanded at national as well as international level which can cause rapid business growth of the company.

5. PROPOSED PROCESS
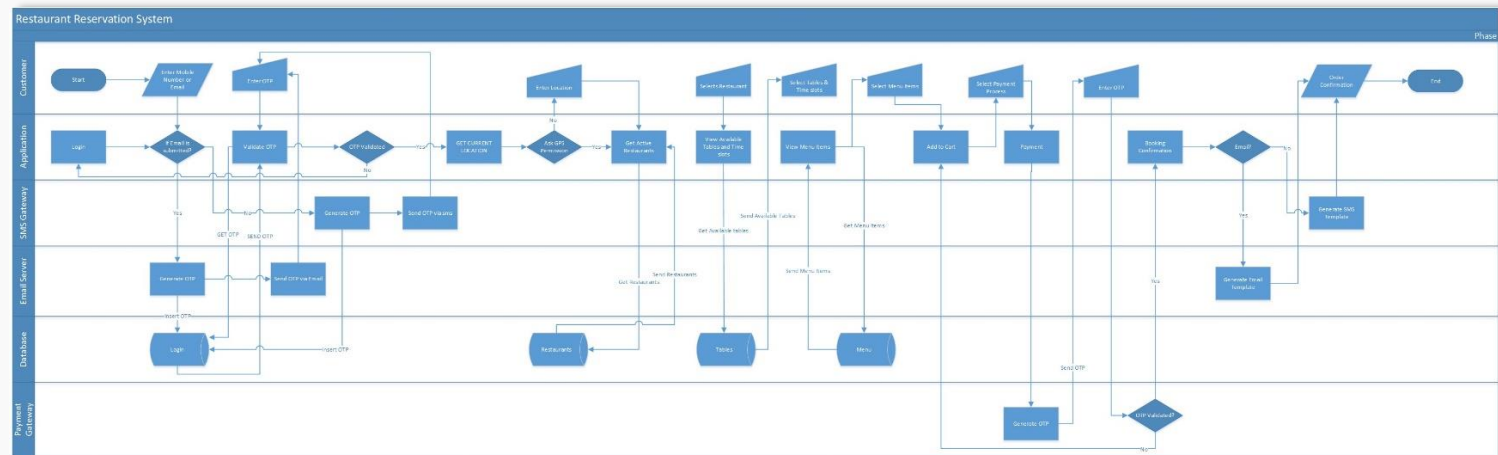
The Proposed process will solve the issues of unpopular restaurants generating lower revenue, increase the selective options of customers, and provide dynamic menus of restaurants for comparison to customers. The OTP system will prevent identity theft and menu selection system will reduce the wait time of order completion for customer. The table reservation at precise date and time slot will prevent the customers for waiting queue and also prevent negative feedback on the restaurant.

6. FUNCTIONAL REQUIREMENTS

Detail the project's functional requirements by enumerating the ways in which the current process addresses the issue and by describing the functional requirements necessary to make the project successful.

– PRIORITY

Use the following priority table. It allows you to apply a ratings system to your requirements, so you have the visibility (into the value, status, and description of each requirement) that is necessary for determining whether a particular requirement is essential to project success.

VALUE	STATUS	DESCRIPTION
1	Immediate	The requirement is critical to the project's success. Without fulfilling this requirement, the project is not possible.
2	High	The requirement is high priority re the project's success, but the project could still be implemented in a minimum viable product (MVP) scenario.
3	Moderate	The requirement is important to the project's success, as it provides value, but the project could still be implemented in an MVP scenario.
4	Low	The requirement is of low priority, but the project's success is not dependent upon it.
5	Prospective	The requirement is out of the project's scope and is included as a possible component of a prospective release and/or feature.

– CATEGORIES (RC1)

In this section, detail the project's functional use; break down your project's requirements into categories so that they're easy to understand. You can duplicate this section for any successive project categories as needed. The following table includes a unique ID for each requirement, the details of each requirement, the priority of each requirement, and the name of the person who is driving or is responsible for the requirement. Include descriptions of how the current process addresses the issue. Also include the functional requirements necessary to achieve success.

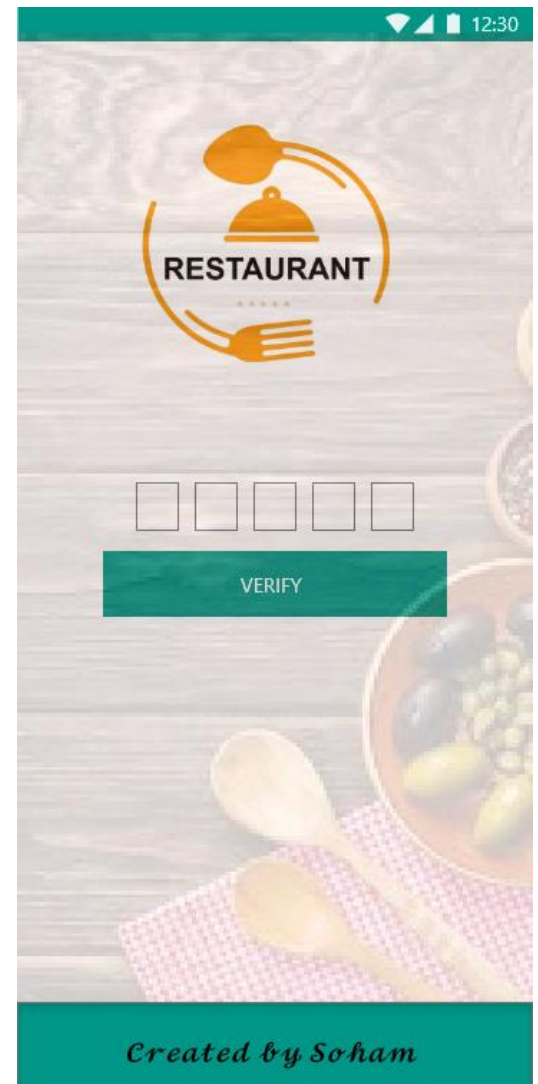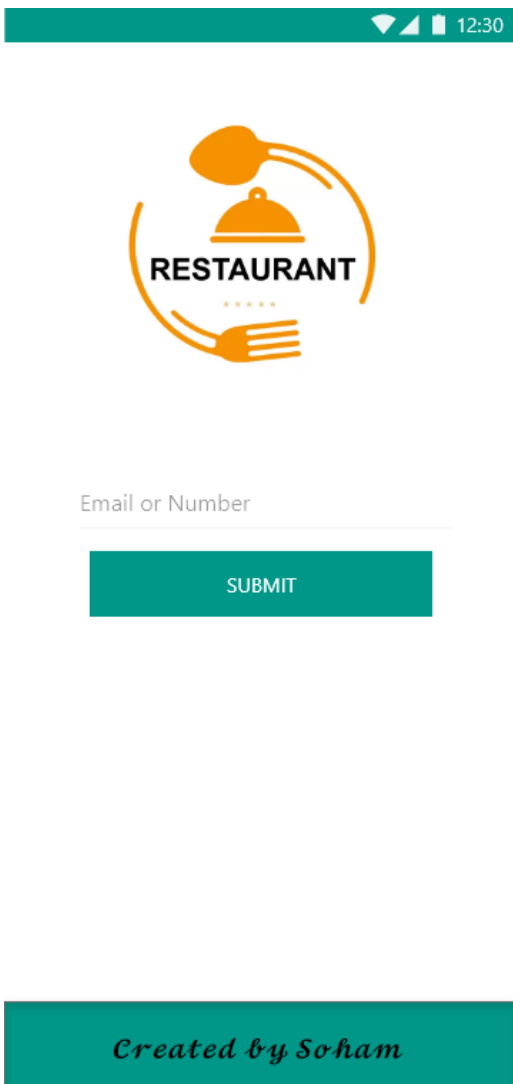| ID	REQUIREMENT	PRIORITY	RAISED BY
BR1	To resolve the gap between customer and restaurants, it is necessary to implement the feature of gps based location of nearby restaurants.	Immediate	SOHAM
UR1	Implementation of OTP system to prevent identity theft	Immediate	SOHAM
PR1	The menu section must contain images and description to enhance user experience.	Immediate	SOHAM

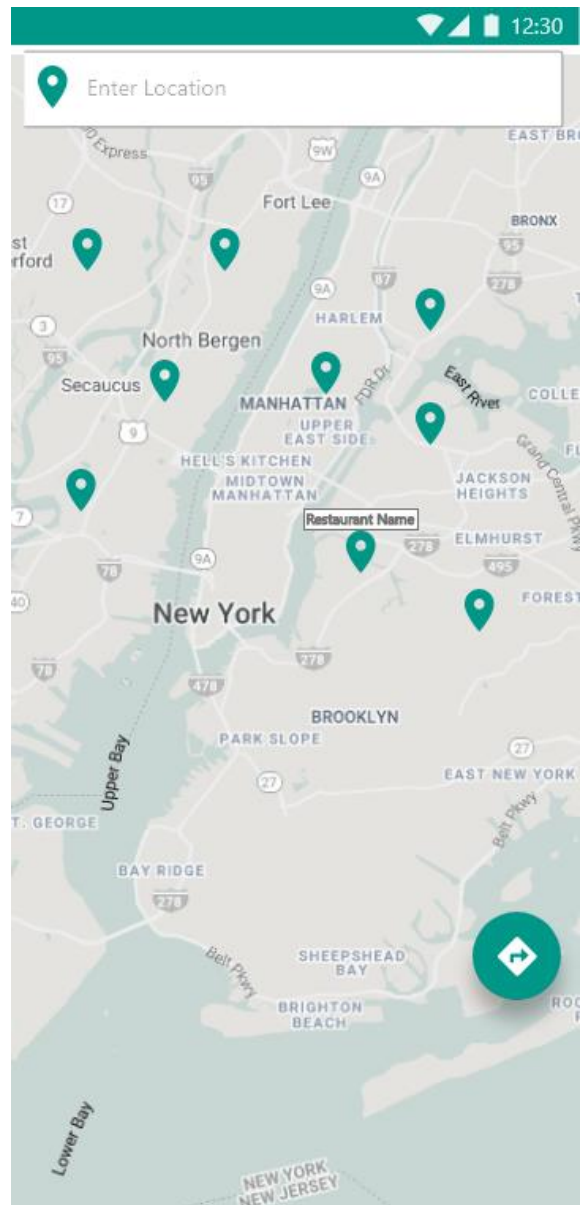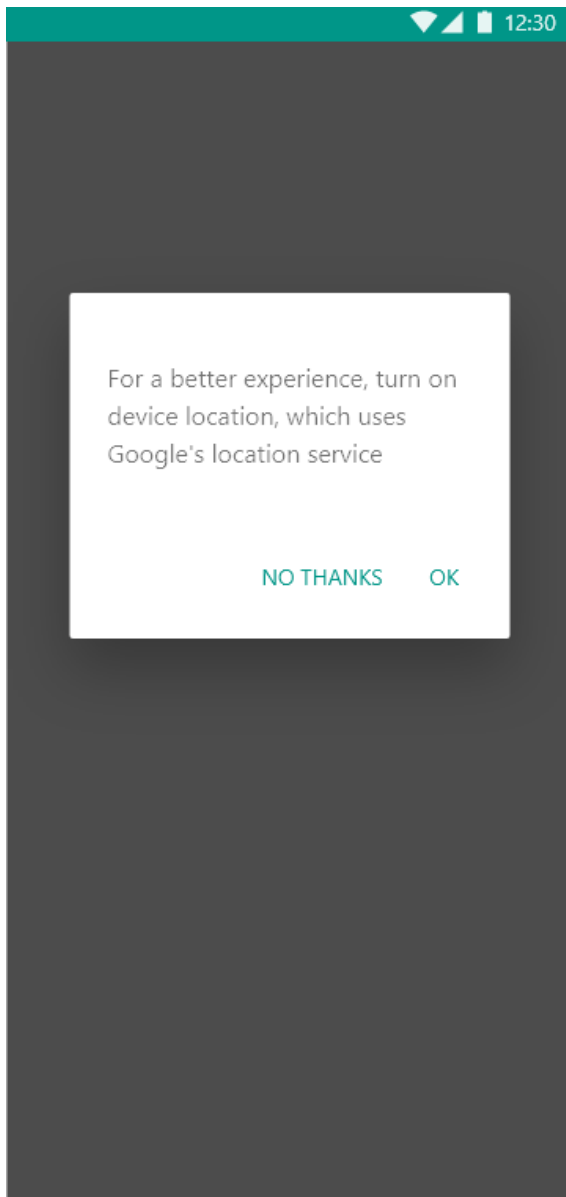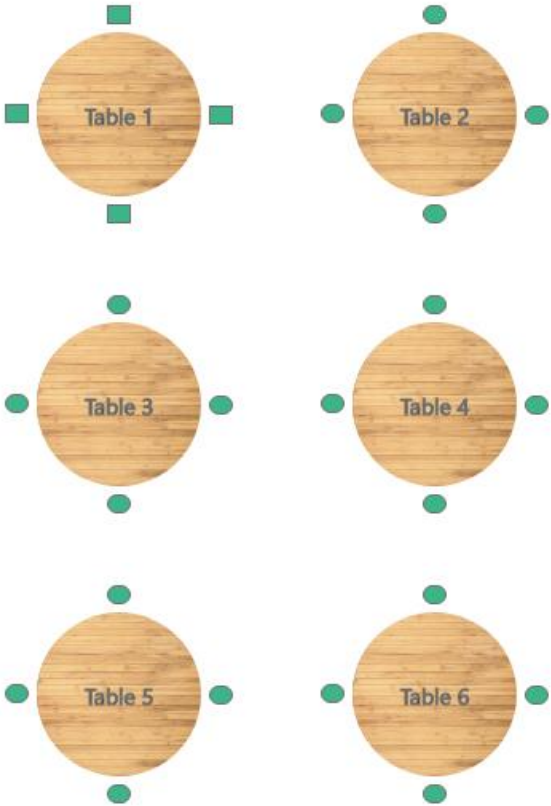| BR2	The reservation of table using date and time slots will prevent customer queue and restaurants from mismanagement.	Immediate	SOHAM

8. NON-FUNCTIONAL REQUIREMENTS

Detail all non-functional requirements (NFRs) of the project, including such things as features, system behavior, and project characteristics that relate to user experience.

ID	REQUIREMENT
NF1	The SMS gateway and Email Server should be able to handle the load of concurrent OTP request and send order confirmations
NF2	The Interface should be uniformly designed for the application

9. Wireframes & Prototype

For a better experience, turn on device location, which uses Google's location service

NO THANKS   OK

Enter Location

Restaurant Name

Table Reservation

Table 1   Table 2

Table 3   Table 4

Table 5   Table 6

Book Table   Set Date   Set Time slot

Set Date

2019

S	M	T	W	T	F	S
					Nov	
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Book Table   Set Date   Set Time slot

Set Time Slots

11 AM - 12 PM	12 PM - 1 PM
1 PM - 2 PM	2 PM - 3 PM
5 PM - 6 PM	6 PM - 7 PM
7 PM - 8 PM	8 PM - 9 PM
9 PM - 10 PM	

Book Table	Set Date	Set Time slot

MENU

FOOD ▽ View Cart: 3

Dish 1 − 0 +	Dish 2 − 0 +
Dish 3 − 0 +	Dish 4 − 0 +
Dish 5 − 0 +	Dish 6 − 0 +
Dish 7 − 0 +	Dish 8 − 0 +

Dish: Dish1
Quantity: 2
Amount:200
Remove

Dish: Dish 2
Quantity: 1
Amount:100
Remove

TOTAL: ₹ 300
Pay

UPI ✓

NET BANKING ○

Credit/Debit/ATM Card ○

Cash ○

Amount: ₹ 300
Proceed

ORDER CONFIRMED