# Implementation of Order Processing System Based on Platform as a Service Provided by Salesforce1

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*Abstract*— Cloud computing refers to manipulating, configuring and accessing the applications online. It offers online data storage, infrastructure and application. In existing system waiter takes order manually and order details is explained to the chef. This process takes more time and it affects on customer satisfaction. The customer needs such a system which will process this task automatically. This system is developed on Salesforce1 platform. Salesforce1 is a cloud computing platform which provides the cloud computing services such software as a service and platform as a service.

***Key words:*** Order processing, Platform as a service, Cloud computing, Salesforce1

## I. INTRODUCTION

In existing system waiter takes order information manually from the customer. Once he gets an order details from customer he goes to the kitchen and explain order details to the chef. When chef is done with the food order he notifies to the waiter manually about the order status. Then waiter takes the order and serves it to the customer. This process takes more time and there may be possibilities of human errors which will affect on customer satisfaction. So we developed such a system which will reduce the time and manual work of waiter. This is developed on salesforce1 platform which is a cloud computing platform. It provides two cloud computing services:

### *A. Platform as a Service (PaaS):*

PaaS offers the runtime environment for applications. It also offers development & deployment tools, required to develop applications. PaaS has a feature of point-and-click tools that enables non-developers to create web applications.

Google's App Engine, Force.com are examples of PaaS offering vendors. Developer may log on to these websites and use the built-in API to create web-based applications.

Platform as a service (PaaS) is a category of cloud computing services that provides a platform allowing customers to develop, run and manage Web applications without the complexity of building and maintaining the infrastructure typically associated with developing and launching an app. PaaS can be delivered in two ways: as a public cloud service from a provider, where the consumer controls software deployment and configuration settings, and the provider provides the networks, servers, storage and other services to host the consumer's application; or as software installed in private data centers or public infrastructure as a service and managed by internal IT departments. The two primary programming languages for PaaS are Java and .NET according to Gartner.

### *B. Software as a Service (SaaS):*

SaaS, or Software as a Service, describes any cloud service where consumers are able to access software applications over the internet. The applications are hosted in "the cloud" and can be used for a wide range of tasks for both individuals and organizations. Google, Twitter, Facebook and Flickr are all examples of SaaS, with users able to access the services via any internet enabled device. Enterprise users are able to use applications for a range of needs, including accounting and invoicing, tracking sales, planning, performance monitoring and communications.

SaaS is often referred to as software-on-demand and utilizing it is akin to renting software rather than buying it. With traditional software applications you would purchase the software upfront as a package and then install it onto your computer. The software's licence may also limit the number of users and/or devices where the software can be deployed. Software as a Service users, however, subscribe to the software rather than purchase it, usually on a monthly basis. Applications are purchased and used online with files saved in the cloud rather than on individual computers.

## II. SYSTEM INTEGRATION

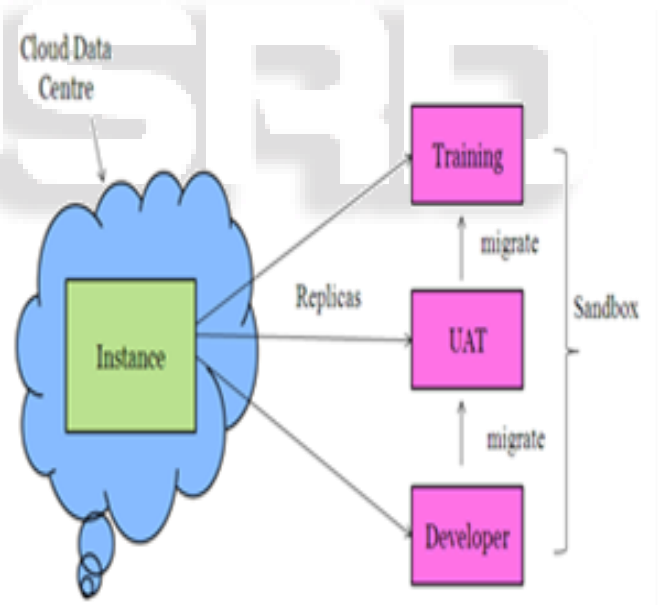


Fig 1: System Integration

When we create a new application an instance will be created on cloud data center. Once an instance created three replicas will be create of that instance. That replica is 1. Developer 2. UAT 3. Training. These replicas are collectively called as sandbox. Developer will develop the application in apex language. Once developer developed the application he will migrate to User Acceptance Testing. After UAT the training will be provided to the end user that how to use the application. If end user needs the support from developer side then service will be provided to the end user.

 

## III. SYSTEM ARCHITECTURE

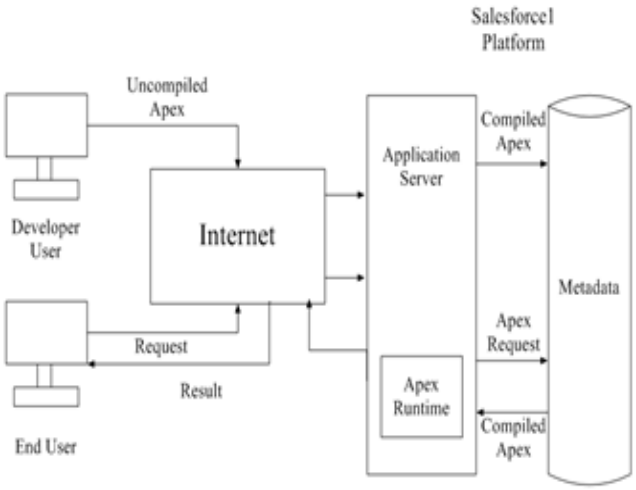


Fig. 2: System Architecture

Above fig shows the system architecture. In this developer will develop the application in apex languages which is a uncompiled apex. This application will be compiled by the application server. Compiled application will be stored on cloud database server. When end user will send request for application that request will be send to application server. Information will be fetched from database server and response will be provided to the end user.

## IV. EXPERIMENT AND RESULT

The expected output of this system is all order details, customer information, waiters information, menu details and business report will be stored in centralized application which will be on cloud data center. This system provides the automated order processing functionality which reduce the human effort and takes less time to process. This system will smoothen up the task of waiter and chef. Restaurants manager can access the information to build the business report. Because of automatic processing of the system customers satisfaction will get increased and they will get the good service.

## V. CONCLUSION

The system is intended to develop on cloud technology. The purpose of the system development is for helping customers to place order in restaurants and make to provide guidance in the ordering process. System provides automated order processing task simple, and keep up to date information. This system provides predictive analytics capabilities, can identify solution of each problem and keeps track of all orders by day, month and year etc. This application will give customer easy to make ordering and hopefully can smoothen up the job of administrator and waiter.

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