

# Artificial Intelligence in Online Food Delivery Platforms

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**Abstract:** *The benefits of online food delivery (FD) became clear during the global 2020 COVID-19 episode since it allowed customers to attend prearranged dinners and allowed food vendors to keep working. Online FD isn't without its critics, either; there have been tales of buyer and restaurant blacklists. Therefore, now is a perfect time to evaluate the situation and think about the wider impacts of online FD and what they entail for the concerned parties. This study offers the most recent research in this area, revealing a wealth of both favourable and unfavourable impacts using the three pillars of manageability as a focus point from which to examine the effects. Although online FD offers job and business opportunities, it has been criticised financially for the hefty fee it costs cafés and the difficult working conditions it creates for delivery workers. From a sociological perspective, online FD affects traffic patterns, overall health outcomes, and the relationship between customers and their food. The enormous amount of garbage and its large carbon footprint are ecological implications. Moving forward, partners should think about how to effectively promote and regulate the beneficial benefits of online FD to make sure it is manageable in every way.*

**Keywords:** Online Food Delivery (Online FD); Sustainability; Economic Impacts; Social Impacts; Environmental Impacts Introduction.

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