ROUND - 1

Understand the given scenario, and complete the following steps.

1. **Gather and list out the Business Requirements**

2. **Flow / Process Diagram**

3. **User Acceptance Criteria**

4. **Web + Mobile Elements (Screen Design)**

You can select **any one** of the scenarios given below:

Scenario 1

"Rapid, Inc." is an e-commerce site that wants a customer service platform to implement a feedback or Issue tracking system. The system should allow customers to submit feedback/issues about their service experience, automatically generate acknowledgment, and track the status of their inquiries. It should also provide management with analytics on feedback trends and response times.

Scenario 2

"Swift Health Care" aims to streamline its patient appointment scheduling system. The goal is to develop an integrated solution that allows patients to book appointments online, receive reminders via email or SMS, and enable healthcare professionals to manage their schedules efficiently. The system should also include features for rescheduling and canceling appointments.

Scenario 3

"Great Transportation LLC" company plans to build an online platform allowing individuals and small businesses to rent out their vehicles. The software should support vehicle listings, rental agreements, user reviews, and secure payments. Your job as a Business Analyst is to gather the requirements to ensure a seamless user experience for vehicle owners and renters.

Scenario 4

"Snow Flake Ice Creams" is an Amazon marketplace seller that wants to implement an inventory management and performance tracking system. The system should allow sellers to track their product inventory across multiple Amazon fulfillment centers, receive notifications when stock levels are low, and automatically create reorders with suppliers.

It should also provide sellers with performance analytics, including sales trends, customer feedback, and order fulfillment times, to help them optimize product listings and manage customer expectations. Additionally, the system should be able to integrate with Amazon's Seller Central to pull real-time sales data and customer reviews.