A company is having manufacturing plants and warehouses in various parts of the country. They

manufacture ice-cream and milk products. They want to build software to achieve two goals.

* Manage the inventory
* Quickest delivery to the customers

Assignment 1:

1. Please make a BRD which can be presented to the client along with complete development

and resource plan.

2. Prepare process flow diagram using your imagination.

Assignment 2:

1. Write an introduction letter to a client introducing yourself as a business analyst in charge of

working with the client and his team to start the business understanding process.

2. Prepare a brief BRD and SRS for a project- Horoscope or Ticketing system or online store.

3. Make an ERD of creating a support ticket/Ticketing life cycle.

4. User story of shopping from ecommerce.

**Assignment 1:**

1. Please make a BRD which can be presented to the client along with complete development

and resource plan.

Answer: **Business Requirements Document (BRD)**

**Title: Inventory and Delivery Management System for Ice Cream and Milk Products**

**Version: 1.0  
Date: March 19, 2025**

**Prepared By: Sneha Jalnapure  
Role: Business Analyst**

**1.1. Project Overview**

The project aims to build a comprehensive software solution for managing the inventory of ice cream and milk products manufactured in different plants and stored in warehouses across the country. Additionally, it focuses on ensuring the quickest possible delivery to customers, improving customer satisfaction and operational efficiency. The system will provide real-time tracking of inventory, optimize delivery routes, and manage customer orders seamlessly.

**1.2. Business Objectives**

* **Manage Inventory Effectively:**
  + Real-time tracking of raw materials, finished goods, and warehouse stock.
  + Accurate stock levels to prevent stockouts or overstocking.
  + Automated reorder triggers based on stock levels.
* **Ensure Quickest Delivery to Customers:**
  + Optimize delivery routes based on real-time data (warehouse location, order details, traffic, weather conditions, etc.).
  + Enable quick fulfilment and dispatch from the nearest warehouse.
  + Provide customers with real-time updates on delivery status.

**1.3. Scope of the System**

* **Inventory Management System (IMS):**
  + Inventory tracking for raw materials, finished products, and goods at warehouses.
  + Automated stock replenishment through inventory forecasting algorithms.
  + Multi-location inventory handling with real-time updates.
  + Barcode/RFID (Radio-Frequency Identification) scanning for inventory management.
* **Order Management System (OMS):**
  + Allows customers to place orders via an online portal or mobile app.
  + Tracks orders, handles payments, and notifies customers of the delivery status.
* **Delivery Management System (DMS):**
  + Route optimization for delivery drivers.
  + Integration with third-party logistics (if applicable).
  + Real-time delivery tracking.
  + Customer notifications (e.g., order confirmation, dispatch, delivery).

**1.4. Stakeholders**

* **Internal:**
  + **Project Manager:** Oversees the project.
  + **Business Analyst:** Collects requirements and translates them into functional specifications.
  + **Development Team:** Designs and develops the system.
  + **Quality Assurance (QA):** Ensures the system works as expected and meets requirements.
* **External:**
  + **Warehouse Managers:** Input on inventory needs and processes.
  + **Delivery Team:** Provides feedback on delivery needs and issues.
  + **End Customers:** Uses the system to place orders and track deliveries.

**1.5. Functional Requirements**

1. **Inventory Management:**
   * Real-time tracking of stock levels at manufacturing plants and warehouses.
   * Automated notifications when stock reaches reorder levels.
   * Barcode scanning integration for inventory updates.
2. **Order Management:**
   * Customers can view available products and place orders.
   * Orders are linked with available warehouse stock for fulfilments.
   * Customers can track their orders in real-time.
3. **Delivery Management:**
   * Integration with map and GPS systems to optimize delivery routes.
   * Real-time tracking of delivery status.
   * Notifications sent to customers about delivery status.

**1.6. Non-Functional Requirements**

* **Performance:** The system should be able to handle up to 100,000 users concurrently.
* **Scalability:** The system should be scalable to support additional warehouses and manufacturing plants in the future.
* **Security:** Sensitive data, such as customer orders and inventory levels, must be encrypted.
* **Availability:** The system should have 99.9% uptime to ensure smooth operations.

**1.7. Assumptions**

* The client will provide the required data (e.g., existing inventory and order data).
* The system will integrate with third-party logistics providers for delivery management.
* The system will be a web-based platform with mobile app support.
* Delivery times will vary based on the geographical location of customers.

**1.8. Timeline & Milestones**

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| --- | --- | --- |
| **Phase** | **Duration** | **Milestone** |
| Discovery & Analysis | 2 weeks | Gather all requirements |
| Design & Architecture | 3 weeks | System design and architecture |
| Development | 8 weeks | Core functionality developed |
| Testing & QA | 4 weeks | Final testing and bug fixing |
| Deployment & Go-Live | 2 weeks | System goes live |

**1.9. Resource Plan**

|  |  |  |
| --- | --- | --- |
| **Role** | **No. of Resources** | **Skillsets Needed** |
| **Project Manager** | 1 | Project management, stakeholder management |
| **Business Analyst** | 1 | Requirement gathering, documentation |
| **Development Team** | 3-4 | Full-stack developers (front-end, back-end, databases) |
| **QA Engineer** | 2 | Testing, performance testing, bug tracking |
| **UI/UX Designer** | 1 | Design of user interface and experience |
| **Logistics Expert** | 1 | Expertise in delivery management systems |

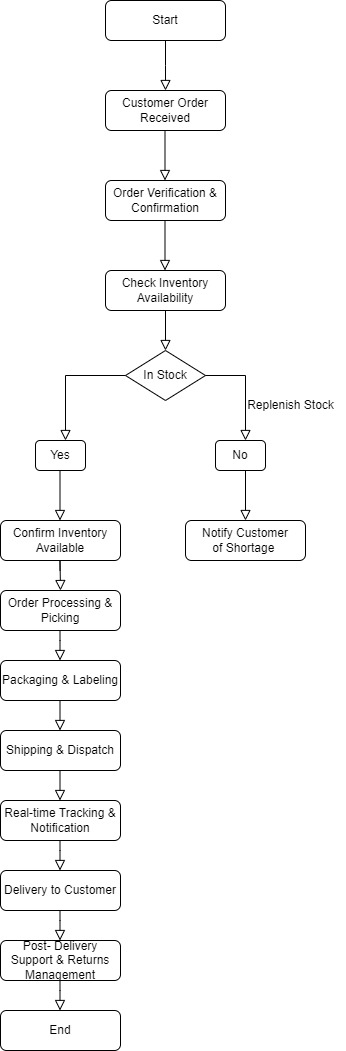
**1.10. RACI Chart for Business Case Document Tasks**

**RACI stands for**Responsible, Accountable, Consulted, and Informed, a model used in project management and business processes to clarify roles and responsibilities.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Activity/Task** | **Project Manager** | **Business Analyst** | **Client Stakeholders** | **SMEs** | **Development Team** | **Quality Assurance (QA)** | **Legal/Compliance** | **Executive Management** |
| **Define Business Case Scope** | A | R | S | C | C | I | I | I |
| **Collect Initial Business Requirements** | I | R | S | C | C | I | C | I |
| **Conduct Market and Feasibility Analysis** | C | R | S | R | C | I | I | A |
| **Conduct Cost-Benefit Analysis** | C | R | S | R | C | I | I | A |
| **Perform Risk Assessment and Mitigation Plan** | C | R | S | R | C | C | C | A |
| **Write Business Case Document** | R | A | S | C | C | I | I | I |
| **Review Business Case Draft** | C | R | A | C | C | I | I | I |
| **Final Approval of Business Case** | I | C | C | C | I | I | C | A |
| **Distribute Final Business Case** | I | R | I | I | I | I | I | I |

**2. Prepare process flow diagram using your imagination.**

**Answer**: The process flow diagram illustrates the steps involved in managing inventory and ensuring the quickest delivery to customers. The system connects inventory management, order fulfilment, and delivery management.



**Assignment 2:**

**1. Write an introduction letter to a client introducing yourself as a business analyst in charge of**

**working with the client and his team to start the business understanding process.**

**Answer:**

Sneha Jalnapure  
jalnapuresneha3@gmail.com  
91xxxxxxxx  
March 19, 2025

John Deol  
XYZ Company

Dear John,

I hope this message finds you well. My name is Sneha Jalnapure, and I am the Business Analyst assigned to work with you and your team on the upcoming project. I am excited to collaborate with you as we embark on the journey of understanding your business objectives and refining the requirements for the new Inventory and Delivery Management System for your ice cream and milk products.

As a Business Analyst, my role will involve gathering vital information about your current processes and understanding the unique challenges your company faces. By working closely with you and your team, I aim to ensure that the new system aligns with your operational goals and enhances efficiency in inventory management and delivery.

Throughout this process, I will facilitate discussions, conduct interviews, and analyze data to capture the requirements accurately. I believe that open communication is key to a successful project, and I encourage your team to share their insights and perspectives. Together, we can identify opportunities for improvement and design a solution that meets your needs.

I will be reaching out to schedule an initial meeting within the next few days to discuss the project scope and gather your input. If you have any questions or specific topics you would like to address during our meeting, please feel free to let me know.

I look forward to working with you and your team, and I am confident that together we will create a system that adds significant value to your business.

Thank you, and I look forward to our collaboration!

Best regards,

Sneha Jalnapure  
Business Analyst  
91xxxxxxxx

**2. Prepare a brief BRD and SRS for a project- Horoscope or Ticketing system or online store.**

**Answer**: **Project Title:**  
Ticketing System Development for Event Management

**1. Executive Summary:**

The project involves developing a **Ticketing System** that will allow customers to book tickets for various events (concerts, sports events, theatre shows, etc.). The system will manage ticket sales, facilitate customer interactions, and ensure an efficient ticketing process for event organizers. The platform aims to provide a user-friendly interface for customers, real-time availability of tickets, and administrative functionalities for managing events and sales.

**2. Business Objectives:**

* **Efficient Ticket Management:** Streamline the ticket sales process to reduce manual work and improve efficiency.
* **Real-time Ticket Availability:** Ensure that customers can see real-time availability for events and make instant bookings.
* **Multiple Payment Gateways:** Provide secure and reliable payment options for customers to complete transactions.
* **Event Management for Organizers:** Allow event organizers to manage event details, ticket prices, seating arrangements, and availability.
* **Reporting and Analytics:** Offer detailed reporting on sales, customer behaviour, and other key metrics to help improve decision-making.

**3. Stakeholders:**

* **Project Sponsor:** Responsible for providing overall project direction and approval.
* **Business Owner:** Oversees the system’s functionality and alignment with business goals.
* **Project Manager:** Manages the project timeline, scope, and resources.
* **Development Team:** Builds the technical solution.
* **Quality Assurance (QA):** Ensures the product meets quality standards.
* **Legal/Compliance:** Ensures the system complies with relevant laws (e.g., payment processing laws, privacy laws).
* **Customers:** The end-users of the ticketing platform.
* **Event Organizers:** Admins responsible for managing events, ticket availability, and sales.

**4. Scope:**

* **In Scope:**
  + Development of a user-friendly ticketing website and mobile app.
  + Integration with multiple payment gateways.
  + Real-time inventory management for ticket sales.
  + Event management features for administrators.
  + Reporting and analytics features for tracking sales and user behavior.
* **Out of Scope:**
  + Development of physical ticket printing systems.
  + Customer support systems (these will be handled externally).
  + Hosting or infrastructure management.

**5. Functional Requirements:**

* **User Registration and Authentication:**
  + Customers must be able to register, login, and manage their profiles.
  + Password recovery and email verification processes should be included.
* **Event Browsing and Selection:**
  + Users can browse available events by categories, location, date, etc.
  + Detailed information on events should be accessible, such as event timings, venue, and ticket prices.
* **Ticket Booking:**
  + Users can select the number of tickets and seats (if applicable).
  + A confirmation of booking should be sent to the user.
* **Payment Gateway Integration:**
  + Multiple payment options (credit/debit cards, digital wallets, etc.).
  + Secure payment processing with confirmation receipts.
* **Admin Features:**
  + Event organizers can create new events, specify ticket prices, and set seat availability.
  + Admins can view sales and performance metrics through reports.
* **Notification System:**
  + Customers and event organizers should receive notifications via email/SMS for booking confirmation, cancellations, and updates.

**6. Non-Functional Requirements:**

* **Scalability:** The system must handle high traffic, especially during peak event sales periods.
* **Security:** Data encryption, secure payment handling, and compliance with data privacy laws (e.g., GDPR).
* **Usability:** The interface should be intuitive and easy to navigate for both customers and event organizers.
* **Availability:** The system should have high uptime (99.9%) to ensure ticket availability during peak demand.

**7. Assumptions and Constraints:**

* The client will provide access to existing event data (if applicable).
* Payment gateway APIs will be provided by the client or third-party vendors.
* Legal and compliance guidelines related to payment processing will be provided by the client.

**8. Project Timeline:**

* **Phase 1:** Requirements Gathering and Analysis – 2 weeks
* **Phase 2:** Design and Development – 6 weeks
* **Phase 3:** Testing and QA – 2 weeks
* **Phase 4:** Deployment and Launch – 1 week

**System Requirements Specification (SRS) for the Ticketing System**

**1. Introduction:**

The **Ticketing System** will enable customers to easily book tickets for events. The system will include a front-end for customers to browse events and book tickets, as well as an administrative backend for event organizers to manage events and tickets.

**20 Functional Requirements** and **20 Non-Functional Requirements** for a **Ticketing System** that aims to manage events and ticket inventory efficiently:

**Functional Requirements**

|  |  |  |
| --- | --- | --- |
| **Req ID** | **Req Description** | **Priority** |
| **FR1** | **User Registration**: Users must be able to register by providing basic details (name, email, password). | High |
| **FR2** | **User Login**: Users should be able to log in using their email and password. | High |
| **FR3** | **Forgot Password**: Users must be able to recover their password by receiving an email link. | Medium |
| **FR4** | **Event Browsing**: Users should be able to browse events by category, location, and date. | High |
| **FR5** | **Event Details**: The system must display detailed information for each event, including time, location, and available tickets. | High |
| **FR6** | **Search Functionality**: Users must be able to search for events by keywords or filter by date and location. | Medium |
| **FR7** | **Ticket Selection**: Users should be able to select ticket quantities, seating (if applicable), and ticket types (VIP, general, etc.). | High |
| **FR8** | **Real-time Ticket Availability**: The system must show real-time availability and update inventory automatically after each booking. | High |
| **FR9** | **Event Booking**: Users must be able to book tickets for selected events and proceed to checkout. | High |
| **FR10** | **Payment Integration**: The system must allow users to make secure payments using external payment gateways (e.g., PayPal, Stripe). | High |
| **FR11** | **Payment Confirmation**: The system should confirm payment success and display a confirmation page for users. | High |
| **FR12** | **Email Confirmation**: The system must send a booking confirmation email to the user with the event details and ticket information. | High |
| **FR13** | **Ticket Cancellation**: Users should be able to cancel their bookings, and refunds (if applicable) should be processed. | Medium |
| **FR14** | **Admin Dashboard**: Event organizers should have access to a dashboard to manage events, track sales, and monitor ticket inventory. | High |
| **FR15** | **Event Creation**: Admins must be able to create new events, including setting prices, dates, and other event details. | High |
| **FR16** | **Ticket Pricing**: Admins should be able to set different ticket prices for various categories (VIP, regular, etc.). | Medium |
| **FR17** | **Inventory Management**: Admins should be able to monitor and manage the available ticket inventory for each event. | High |
| **FR18** | **Reporting and Analytics**: Admins must be able to generate reports on sales, revenue, and customer behaviour. | Medium |
| **FR19** | **Notifications**: The system should send email or SMS notifications to users and admins for important updates (e.g., booking, cancellation, reminders). | High |
| **FR20** | **User Profile Management**: Users should be able to view and update their personal details and booking history. | Medium |

**Non-Functional Requirements (NFRs)**

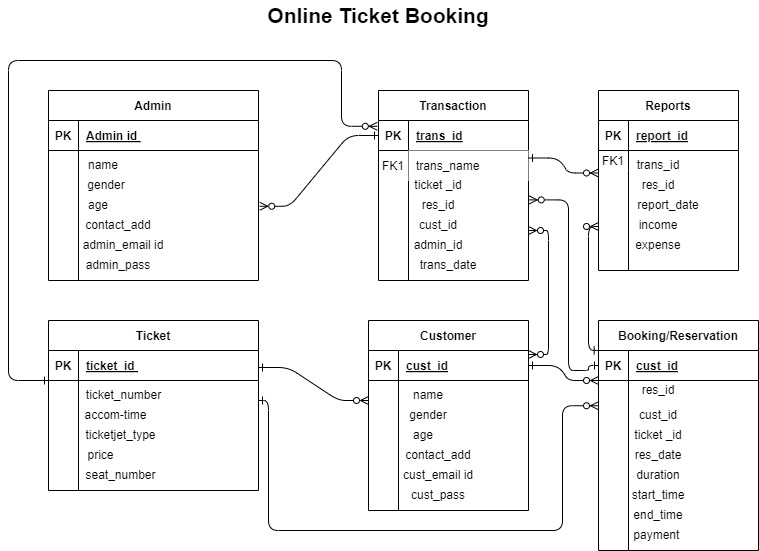
|  |  |  |
| --- | --- | --- |
| **Req ID** | **Req Description** | **Priority** |
| **NFR1** | **Performance**: The system should be able to handle at least 10,000 concurrent users during peak times. | High |
| **NFR2** | **Scalability**: The system should be scalable to support a growing number of users and events. | High |
| **NFR3** | **Availability**: The system should maintain 99.9% uptime, ensuring it is available around the clock. | High |
| **NFR4** | **Response Time**: The system should respond to user actions (e.g., loading pages, processing payments) within 3 seconds. | High |
| **NFR5** | **Security**: All user data, including payment information, must be encrypted in transit (SSL) and at rest. | High |
| **NFR6** | **Compliance**: The system must comply with relevant laws and regulations, including PCI-DSS for secure payment processing. | High |
| **NFR7** | **User Experience**: The system should have a user-friendly interface with an intuitive design, ensuring ease of use for customers and admins. | High |
| **NFR8** | **Cross-Platform Compatibility**: The system must be compatible with all major browsers (Chrome, Firefox, Safari) and mobile devices (iOS, Android). | High |
| **NFR9** | **Localization**: The system should support multiple languages and currencies for international users. | Medium |
| **NFR10** | **Backup and Recovery**: The system must implement automatic daily backups and have disaster recovery plans in place. | High |
| **NFR11** | **Load Balancing**: The system should be able to distribute traffic across multiple servers to maintain performance during high demand. | High |
| **NFR12** | **Data Integrity**: The system must ensure that all data stored in the database is accurate and consistent, especially for ticket availability and user details. | High |
| **NFR13** | **Maintainability**: The system should be designed with maintainability in mind, including modular architecture and clear documentation for future upgrades. | Medium |
| **NFR14** | **Audit Trails**: The system must maintain an audit trail of critical actions (e.g., payment transactions, event modifications) for security and compliance purposes. | Medium |
| **NFR15** | **Customization**: The system should allow for custom branding and styling, enabling event organizers to personalize the platform for their events. | Low |
| **NFR16** | **Search Optimization**: The system should provide fast and accurate search results, even with large event databases. | High |
| **NFR17** | **API Availability**: The system should expose RESTful APIs to allow third-party integrations (e.g., with external ticketing platforms, CRM systems). | Medium |
| **NFR18** | **Notification Delivery**: Notifications (email/SMS) should be delivered within 5 minutes of a transaction or booking change. | High |
| **NFR19** | **Usability Testing**: The system should undergo periodic usability testing to identify and resolve pain points in the user journey. | Medium |
| **NFR20** | **Accessibility**: The system must meet WCAG 2.1 accessibility standards, ensuring it is usable by people with disabilities. | High |

* **Functional Requirements** focus on the specific capabilities the system must have to fulfil its intended purpose, such as handling user registration, payment processing, event creation, and ticket booking.
* **Non-Functional Requirements** address the overall system quality, performance, security, scalability, and other aspects that affect the user experience, operational efficiency, and system reliability.

These requirements ensure that the system is robust, scalable, secure, and capable of supporting high volumes of users and transactions, providing a seamless experience for both event organizers and customers.

**3. Make an ERD of creating a support ticket/Ticketing life cycle.**

**Answer:**



**4. User story of shopping from ecommerce.**

**Answer:**

|  |  |  |  |
| --- | --- | --- | --- |
| User Story No: 1 | Tasks: 2 | | Priority: Highest |
| As a Customer I want to browse products on the website So that I can find items I want to purchase. | | | |
| BV: 450 | | CP: 01 | |
| ACCEPTANCE CRITERIA:  User can filter products by categories (e.g., electronics, clothing).  Products display price, description, and images.  A search bar is available to find specific products. | | | |

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| User Story No: 2 | Tasks: 2 | | Priority: Highest |
| As a Customer I want to add products to my cart So that I can purchase multiple items in one checkout. | | | |
| **BV:** 400 | | **CP:** 02 | |
| ACCEPTANCE CRITERIA:  User can add items to the cart.  The cart shows product names, prices, quantities, and total cost.  Option to update or remove items from the cart. | | | |

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| User Story No: 3 | Tasks: 2 | | Priority: Highest |
| **As a** Customer **I want to** view my cart **So that I can** review the items before checking out | | | |
| BV: 500 | | CP: 02 | |
| ACCEPTANCE CRITERIA:  The cart displays item details like names, prices, and quantities.  Users can modify quantities or remove items.  Option to proceed to checkout or continue shopping | | | |

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| User Story No: 4 | Tasks: 2 | | Priority: Highest |
| **As a** Customer **I want to** securely check out **So that I can** pay for my order and complete the transaction. | | | |
| BV: 500 | | CP: 03 | |
| ACCEPTANCE CRITERIA:  Secure checkout process with options for shipping address and payment methods.  Order confirmation page displayed after completing the checkout.  Order summary shows details of items purchased. | | | |

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| User Story No: 5 | Tasks: 1 | | Priority: Highest |
| **As a** Customer **I want to** apply discount codes during checkout **So that I can** receive discounts on my purchases. | | | |
| BV: 500 | | CP: 02 | |
| ACCEPTANCE CRITERIA:  A field to enter discount codes is visible during checkout.  The system validates and applies the discount.  The total cost updates with the applied discount. | | | |

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| User Story No: 6 | Tasks: 1 | | Priority: Low |
| **As a** Customer **I want to** select a preferred payment method **So that I can** pay using the payment option I prefer. | | | |
| BV: 50 | | CP: 01 | |
| ACCEPTANCE CRITERIA:  Multiple payment methods (credit card, PayPal, etc.) are available.  Secure payment gateway for transaction processing.  Payment confirmation is sent to the customer after successful payment | | | |

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| User Story No: 7 | Tasks: 2 | | Priority: Low |
| **As a** Customer **I want to** receive email notifications for order confirmation **So that I can** stay informed about my order status. | | | |
| BV: 50 | | CP: 01 | |
| ACCEPTANCE CRITERIA:  An email is sent after order confirmation.  The email contains the order number, item details, and estimated delivery date. | | | |

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| User Story No: 8 | Tasks: 2 | | Priority: Medium |
| **As a** Customer **I want to** track the delivery status of my order **So that I can** know when to expect my order. | | | |
| BV: 100 | | CP: 02 | |
| ACCEPTANCE CRITERIA:  A tracking number is provided after dispatch.  Delivery status can be tracked via a tracking link or page. | | | |

User Stories:

● As a user, I want to view ratings and reviews for restaurants on Scrum Foods so that I can make

informed decisions.

● As a user, I want to provide ratings and reviews to share my experiences and contribute to the

community.

Acceptance Criteria:

1. Users can view average ratings and detailed reviews on a restaurant's details page.

2. Users can sort and filter reviews by rating or relevance.

3. Users can submit, edit, or delete their reviews within a specific timeframe.

4. Reviews are presented to offer useful insights to others.

5. The system ensures the authenticity of feedback.

2. Real-Time Order Tracking Epic

Description:

Provide users with a seamless experience by allowing them to track their food orders in real-time, enhancing

transparency, satisfaction, and engagement.

User Stories:

● As a customer, I want to view the live status of my order.

● As a customer, I want to track the delivery partner’s real-time location on a map.

● As a customer, I want to receive notifications for significant order updates.

● As a customer, I want to contact the delivery partner through the app.

● As a customer, I want to view the delivery route and estimated delivery time.

● As an admin, I want to monitor order tracking performance to identify improvements.

Acceptance Criteria:

1. Real-Time Updates:

○ Status updates such as "Order received," "Preparing," and "Out for delivery" are displayed in

real-time.

2. Location Tracking:

○ A live map shows the delivery driver’s location and route, updated at regular intervals.

3. Delivery Notifications:

○ Users receive notifications for key events like dispatch and arrival.

4. Privacy and Security:

○ Data privacy regulations are adhered to, ensuring secure handling of location data.

5. Compatibility and Usability:

○ The feature works seamlessly on all platforms (iOS, Android, and web) and supports multiple

orders.

6. Opt-Out Option:

○ Users can disable real-time tracking if desired.

7. Feedback Integration:

○ Users can rate the delivery experience and provide written feedback after the order is

completed.

By delivering these epics, the product ensures improved user engagement, satisfaction, and a seamless

experience, driving the overall success of the app

Question 3– What is epic? Write 2 epics – 5 Marks

Business Value and Complexity Points

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| User Story No: 9 | Tasks: 2 | | Priority: High |
| **As a** Customer **I want to** leave a review for a product **So that I can** share my opinion with other shoppers. | | | |
| BV: 200 | | CP: 03 | |
| ACCEPTANCE CRITERIA:  A star rating system (1 to 5 stars) is provided for products.  A text field for additional comments is available.  Reviews are displayed on product pages. | | | |

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| User Story No: 10 | Tasks: 3 | | Priority: High |
| **As an** Admin **I want to** manage product listings **So that I can** add, remove, or update products in the catalog. | | | |
| BV: 200 | | CP: 03 | |
| ACCEPTANCE CRITERIA:  Admin can add new products, update prices, and product details.  Admin can remove products that are out of stock or discontinued.  Admin can upload product images. | | | |

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| User Story No: 11 | Tasks: 2 | | Priority: Medium |
| **As an** Admin **I want to** view sales reports **So that I can** monitor sales performance and trends. | | | |
| BV: 100 | | CP: 03 | |
| ACCEPTANCE CRITERIA:  Admin can generate reports for specific time periods (daily, weekly, monthly).  Reports include product performance, revenue, and customer data. | | | |

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| User Story No: 12 | Tasks: 2 | | Priority: High |
| **As an** Admin **I want to** moderate product reviews **So that I can** ensure reviews are appropriate and maintain quality standards. | | | |
| BV: 200 | | CP: 02 | |
| ACCEPTANCE CRITERIA:  Admin can approve, reject, or flag inappropriate reviews.  Admin can filter reviews by product or customer. | | | |

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| User Story No: 13 | Tasks: 2 | | Priority: High |
| **As an** Admin **I want to** manage inventory levels **So that I can** keep track of stock and avoid stockouts. | | | |
| BV: 200 | | CP: 02 | |
| ACCEPTANCE CRITERIA:  Admin can view real-time stock levels for products.  Admin is notified when stock levels are low.  Admin can manually update stock levels after new inventory is received. | | | |

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| User Story No: 14 | Tasks: 2 | | Priority: High |
| **As an** Admin **I want to** manage customer accounts **So that I can** assist with customer issues or suspend accounts when necessary. | | | |
| BV: 200 | | CP: 02 | |
| ACCEPTANCE CRITERIA:  Admin can view and edit customer account details.  Admin can suspend or deactivate accounts. | | | |

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| User Story No: 15 | Tasks: 1 | | Priority: High |
| **As an** Admin **I want to** create promotional campaigns **So that I can** drive sales and attract more customers. | | | |
| BV: 200 | | CP: 02 | |
| ACCEPTANCE CRITERIA:  Admin can create discount codes or special promotions.  Promotions can be applied to relevant products or categories. | | | |

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| --- | --- | --- | --- |
| User Story No: 16 | Tasks: 1 | | Priority: High |
| **As a** Customer **I want to** receive personalized product recommendations **So that I can** discover products I might like. | | | |
| BV: 200 | | CP: 02 | |
| ACCEPTANCE CRITERIA:  Personalized recommendations based on browsing or purchase history.  Recommended products are displayed on the homepage or product pages | | | |

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| User Story No: 17 | Tasks: 2 | | Priority: High |
| **As a** Delivery Boy **I want to** register in the system **So that I can** receive orders and begin deliveries | | | |
| BV: 200 | | CP: 02 | |
| ACCEPTANCE CRITERIA:  Registration form for delivery details.  Map and routing options provided to optimize delivery time. | | | |

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| User Story No: 18 | Tasks: 1 | | Priority: High |
| **As a** Delivery Boy **I want to** view my delivery assignments **So that I can** know which orders to deliver and where. | | | |
| BV: 200 | | CP: 02 | |
| ACCEPTANCE CRITERIA:  A dashboard showing a list of assigned deliveries.  Option to mark orders as "out for delivery" and "delivered." | | | |

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| User Story No: 19 | Tasks: 1 | | Priority: High |
| **As a** Delivery Boy **I want to** update order status in real-time **So that I can** keep customers and admins informed about delivery progress. | | | |
| BV: 200 | | CP: 02 | |
| ACCEPTANCE CRITERIA:  Delivery status updated in real-time.  Notifications sent to customers and admin regarding order status (e.g., out for delivery, delivered). | | | |

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| User Story No: 20 | Tasks: 1 | | Priority: High |
| **As a** Customer **I want to** compare products before making a purchase **So that I can** make a more informed decision. | | | |
| BV: 200 | | CP: 02 | |
| ACCEPTANCE CRITERIA:  A product comparison tool is available.  Comparison includes features, price, ratings, and other relevant details. | | | |