Assignment 1:

1:- Business Requirement document

Project Name- Integrated Inventory and Optimised Delivery system(IIODS)

Project ID- IIODS-2025-01

Version-v1.

Author- C.K. Singh

1- Document Revision

Date	Version Number	Document Changes
2025-04-22	V1.0	Initial draft created
2025-04-28	V1.1	Feedback incorporated from stakeholders
2025-05-07	V2.2	Final version for sign-off

2-Approvals

Role	Name	Title	Signature	Date
Project Sponsor	Mr. R.K Dhawan	Senior Executive		01/10/2024
Business Owner	Mr. Ram Singh	CEO		10/09/2024
Project Manager	Mr. Suman Mehta	Senior PM		12/09/2024
Development Team	Mrs. Aarti Mehta	Head Of Development Team		20/12/2024
User Experience Lead	Mr. Sukesh Singh	Head		30/12/2024
Quality Lead	Mr. Aman Kumar	Head		10/01/2025
Content Lead	Mr. Mahesh Kumar	Head		15/01/2025

3- RACI Chart

Name	Positions	*	R	A	S	C	I

Mr. Ravi Singh	Board Of Director	✓					
Mr. Rakesh Sharma	Dept. Head	✓					
Mr. Suman Mehta	PM			✓			
Mr. CK Singh	BA		✓				
Mr. R.K Dhawan	Project Sponsor				✓		
Dr. Surya Singh	DoctorManager					✓	
Mrs. Nidhi Kumari	NurseManager					✓	
Mrs. Aarti Mehta	Development Team				✓		
Mr. Aman Kumar	Quality Lead				✓		
Mr. Rajesh Sharma	End User						✓
Mr. Jatin Prasad	End User						✓

* -Authorise R- Responsible

A- Accountable S- Supports

C- Consulted I- Informed

4. Business Goals

- Optimize inventory management across multiple manufacturing plants and warehouses.
- Enable real-time visibility of stock levels and movement.
- Reduce delivery time and ensure customer satisfaction.
- Automate and streamline the order-to-delivery lifecycle.
- Minimize wastage of perishable goods through effective stock rotation and demand forecasting.

5. Business Objectives

- Inventory tracking and management system with batch and expiry control.
- Mobile application for android, iOS and a website.
- Centralized dashboard for stock status across all locations.

- Order management system with automated routing to nearest warehouse.
- Delivery optimization module based on customer location and stock availability.
- Notifications and alerts for low stock, order updates, and dispatches.
- Reports for sales trends, inventory turnover, and delivery performance.

6. Business Rules

- All perishable inventory must be dispatched following FIFO (First-In-First-Out) principles.
- All warehouses must update stock levels in the system upon receipt and dispatch.
- All operations must comply with food safety and transport regulations, including cold chain logistics standards.
- Orders must be fulfilled from the closest location with available stock to minimize delivery time and cost.

7. Background

The company operates multiple manufacturing plants and warehouses across the country. With increased demand and growth in operations, it became challenging to manage stock levels and ensure timely deliveries. Currently, inventory tracking is done manually, leading to inefficiencies, stockouts, and delayed deliveries.

The need for an integrated software solution arose from:

- Increased customer complaints regarding late or missed deliveries.
- Inability to track stock in real-time across locations.
- Excessive wastage of products due to poor stock rotation.

Expected Benefits After Implementation:

- Real-time inventory visibility.

- Reduced delivery times and operational costs.
- Improved customer satisfaction and loyalty.
- Better forecasting for production and stocking.

8. Project Objectives

- Build a unified software system integrating inventory and delivery management.
- Provide role-based access for plant managers, warehouse staff, and delivery teams.
- Automate routing and dispatch planning based on real-time data.
- Align software features to support the company’s goal of becoming the fastest dairy delivery brand.
- Ensure the system is scalable, secure, and easy to maintain.

9. Project Scope

What is Going to Be Developed in the Current Project:

This project will focus on building an integrated software platform to manage the company's inventory operations across manufacturing plants and warehouses, and optimize the delivery process to ensure timely customer fulfilment.

In-Scope Functionalities:

- Real-time inventory management system with:
    - Stock tracking by batch, expiry, and location.
    - Alerts for low stock, expiry, and replenishment needs.
- Warehouse and plant integration under a centralized platform.
- Order management system for:
    - Capturing customer orders.

    - Automated allocation to nearest warehouse based on stock and location.
- Delivery optimization engine:
    - Route planning and dispatch scheduling.
    - Integration with map APIs for distance and ETA calculations.
- Role-based access control (admin, warehouse manager, delivery team).
- Dashboard and reporting module for:
    - Inventory reports.
    - Delivery performance metrics.
    - Order fulfilment status.
- Audit trail for inventory movement and order tracking.

Out-of-Scope Functionalities:

- Customer-facing e-commerce platform – not included.
- Integration with 3rd party ERP or finance tools – postponed to later phases.
- Predictive analytics or AI-based forecasting – future roadmap.
- HR and payroll system for delivery staff – not within scope.

10- Assumptions:

- Manufacturing units and warehouses have stable internet and hardware to support the system.
- Data regarding current inventory, locations, and orders will be made available for migration.
- All locations follow standardized inventory and dispatch procedures.
- Stakeholders will be available for requirement gathering, validation, and testing phases.

- Delivery team currently follows predefined routes which can be adapted to software logic.

11- Constraints:

- Project timeline limited to 16 weeks from kick-off to deployment.
- Budget capped at a fixed allocation approved by the executive team.
- Limited internal IT team availability for backend system integration.
- Must comply with government regulations related to cold chain transportation and food safety.
- System performance must support concurrent access by up to 500 users.

12- Risks

Technological Risks

- Integration Complexity: Difficulty integrating new software with legacy systems and devices (e.g., barcode scanners, printers).
- Infrastructure Limitations: Poor network connectivity in remote warehouses may affect real-time syncing.
- Data Migration Issues: Inaccurate or incomplete migration of data from existing Excel sheets or manual logs.
- System Downtime: Unexpected bugs or crashes could disrupt operations if not caught during UAT.
- Scalability Challenges: If not designed properly, the system may lag or fail under high transaction loads.

Skill Risks

- Lack of Internal Expertise: Existing staff may not have experience with inventory or logistics software.
- Training Gaps: Inadequate user training can result in errors, inefficiency, or non-usage.

- High Learning Curve: Complex interfaces could demotivate staff, especially in rural or low-tech locations.
- Key Personnel Dependency: Heavy reliance on a few skilled individuals may create knowledge bottlenecks.

Political Risks (Internal Resistance)

- Change Aversion: Employees may resist switching from manual methods to digital tools.
- Union Pushback: Operational changes may raise concerns among labor unions (e.g., job loss fears due to automation).
- Lack of Buy-In: Middle management or plant heads might not actively support implementation.
- Power Shifts: Automation could reduce influence of certain roles, causing internal conflicts.

Business Risks

- Disruption During Transition: Business-as-usual operations may be affected during go-live or data migration.
- Customer Impact: Delays or order issues during early deployment could affect customer satisfaction and trust.
- Financial Overrun: Delays in development or scope creep can cause budget overruns.
- ROI Uncertainty: If adoption is low, the investment may not yield expected cost savings or efficiency.

Requirements Risks

- Unclear Requirements: Misunderstanding of business processes could lead to gaps in the software design.
- Late Requirement Changes: Frequent change requests during development can increase cost and delay timelines.

- Incomplete User Scenarios: Edge cases or exceptions (like failed deliveries) might not be initially accounted for.
- Stakeholder Misalignment: Conflicting expectations among departments (sales vs operations) may affect priorities.

Other Risks

- Regulatory Compliance: Risk of failing to meet industry-specific or regional compliance (e.g., food safety).
- Vendor Dependency: If a third-party vendor is involved, delays or poor service could impact implementation.
- Security Risks: Improper access control could result in data leaks or misuse of sensitive inventory information.
- Natural Disasters or Crises: External disruptions (e.g., floods, strikes) could delay training, rollout, or operations.

9. Business Process Overview

Phases of the Overall Business Process:

1. **Production Phase**

Raw materials processed at manufacturing plants.

Packaged goods moved to plant inventory.

2. **Inventory Phase**

Stock received at warehouses.

Inventory recorded in central system with expiry/batch data.

3. **Order Phase**

Customer places order (via call, app).

System locates nearest warehouse with stock.

4. **Dispatch & Delivery Phase**

Order packed and scheduled for delivery.

Route optimized based on distance and traffic.

5. **Reporting & Feedback Phase**

Inventory and delivery metrics recorded.

Notifications sent to stakeholders.

6. **External Purchase Order**

Order from external agencies.

Stocks to nearest warehouses.

7. **Product Issue**

Product returned if defect arises and Issue resolution

Reporting and automated tracking.

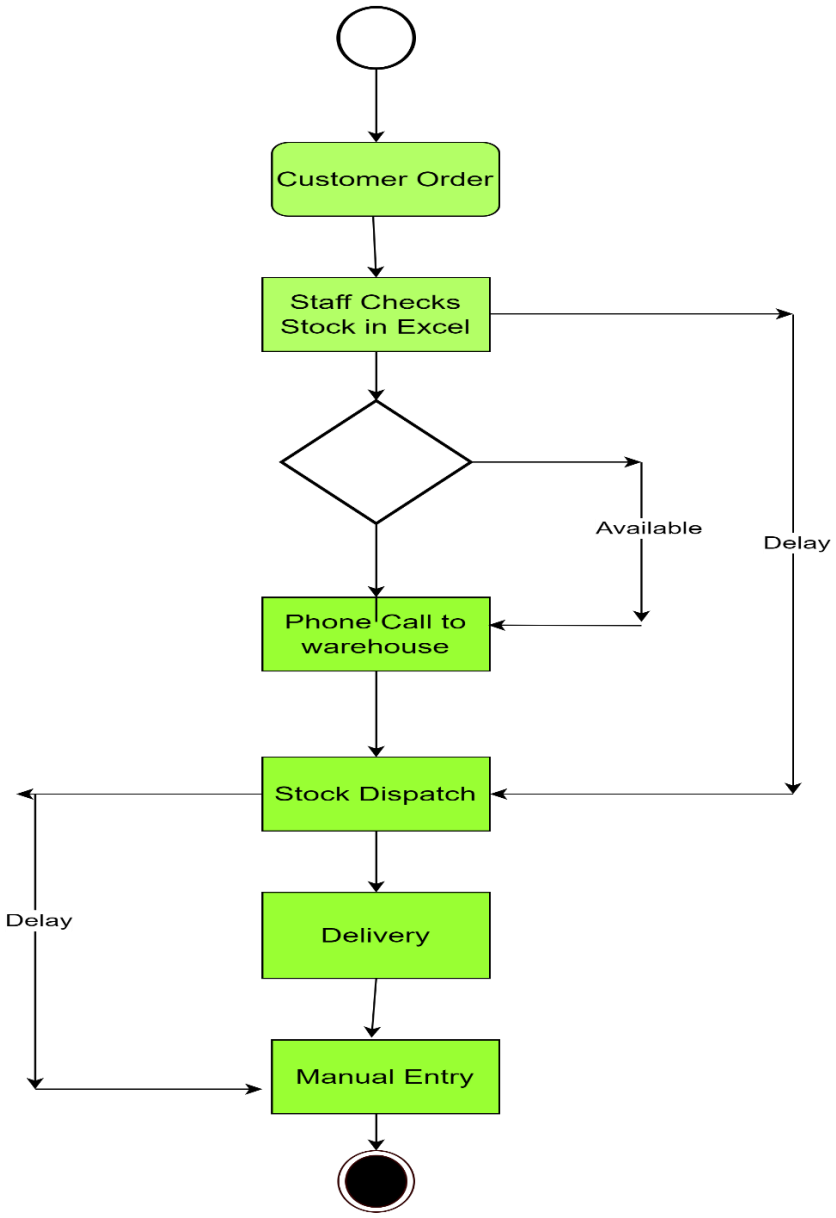
10. Legacy System - AS-IS

AS-IS Process (Current System)

- **Order Tracking**: Manual via Excel or phone.
- **Stock Movement**: Updated at day end manually by warehouse staff.
- **Delivery**: Decided manually by staff without route optimization.
- **Reporting**: Delayed and inconsistent; often dependent on field reports.

AS-IS Flow Diagram Description

(Manual Processes with Delay Loops)


Customer Order
Staff Checks Stock in Excel
Available
Delay
Phone Call to warehouse
Stock Dispatch
Delay
Delivery
Manual Entry

11. Proposed Recommendations - TO-BE

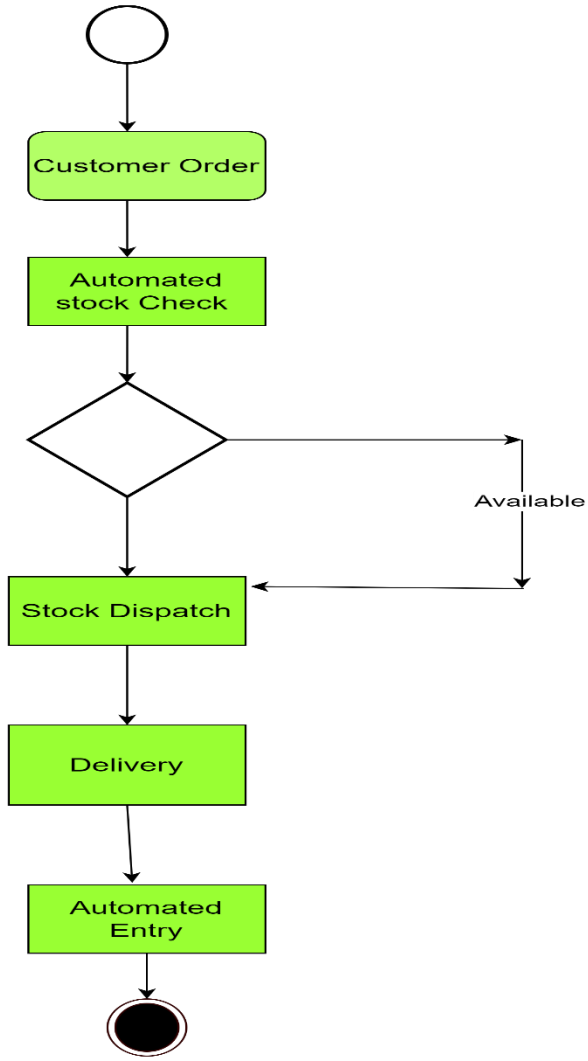
TO-BE Process (With New System)

- **Order Management**: Digital portal with real-time order capture.
- **Inventory Visibility**: Automated updates, system-wide view of stock.
- **Delivery Management**: Auto-routing to reduce time and fuel costs.
- **Reporting**: Dashboards with up-to-date inventory and delivery metrics.
- **Automated order**: Automated checking of stocks for ordering.
- **Product Issue Management**: Easily issue resolution and update.

How the New System Addresses Challenges:

Challenge in Legacy System	Resolution in TO-BE System
Manual stock tracking	Real-time, automated inventory up
Delayed order processing	Automated routing and fulfillment engine dates
Wastage due to expiry oversight	FIFO logic and expiry alerts
No delivery performance tracking	Route logging and delivery feedback
Lack of transparency	Centralized dashboard for full visibility

TO-BE FLOW DIAGRAM



12. Business Requirements

Functional Requirements:

- Ability to add, view, edit inventory by location.
- Order creation and tracking.
- Auto-allocation of orders based on proximity and stock.
- Expiry and batch tracking per item.
- Role-based login system.
- Route optimization and delivery status tracking.

Non-Functional Requirements:

- System uptime of 99.9%.
- Response time under 2 seconds for key operations.

- Secure data access and encryption of sensitive records.
- Scalable to add more locations without system redesign.
- User-friendly UI with multi-language support.

13. Appendices

Acronyms:

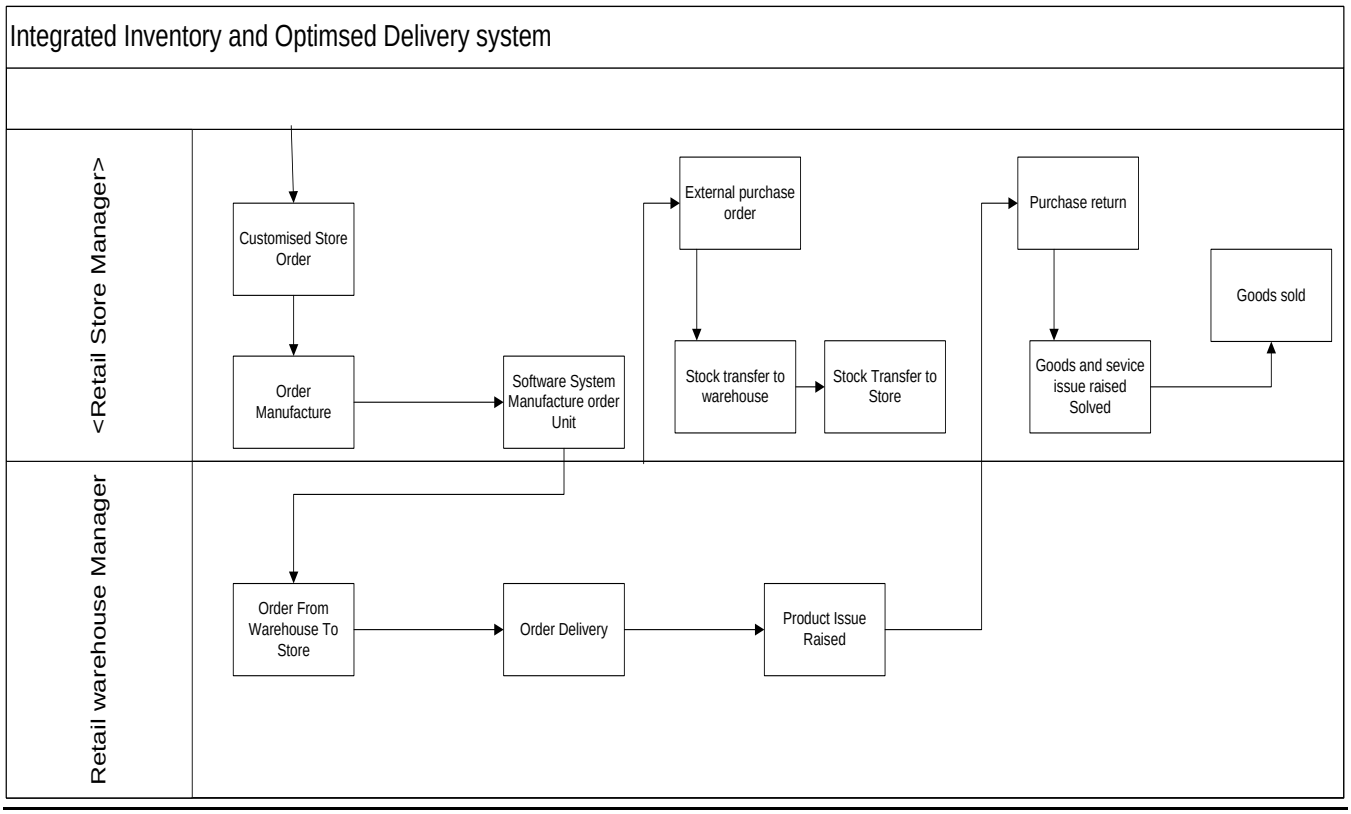
Term	Definition
FIFO	First-In First-Out
ETA	Estimated Time of Arrival
ERP	Enterprise Resource Planning
SLAs	Service Level Agreements

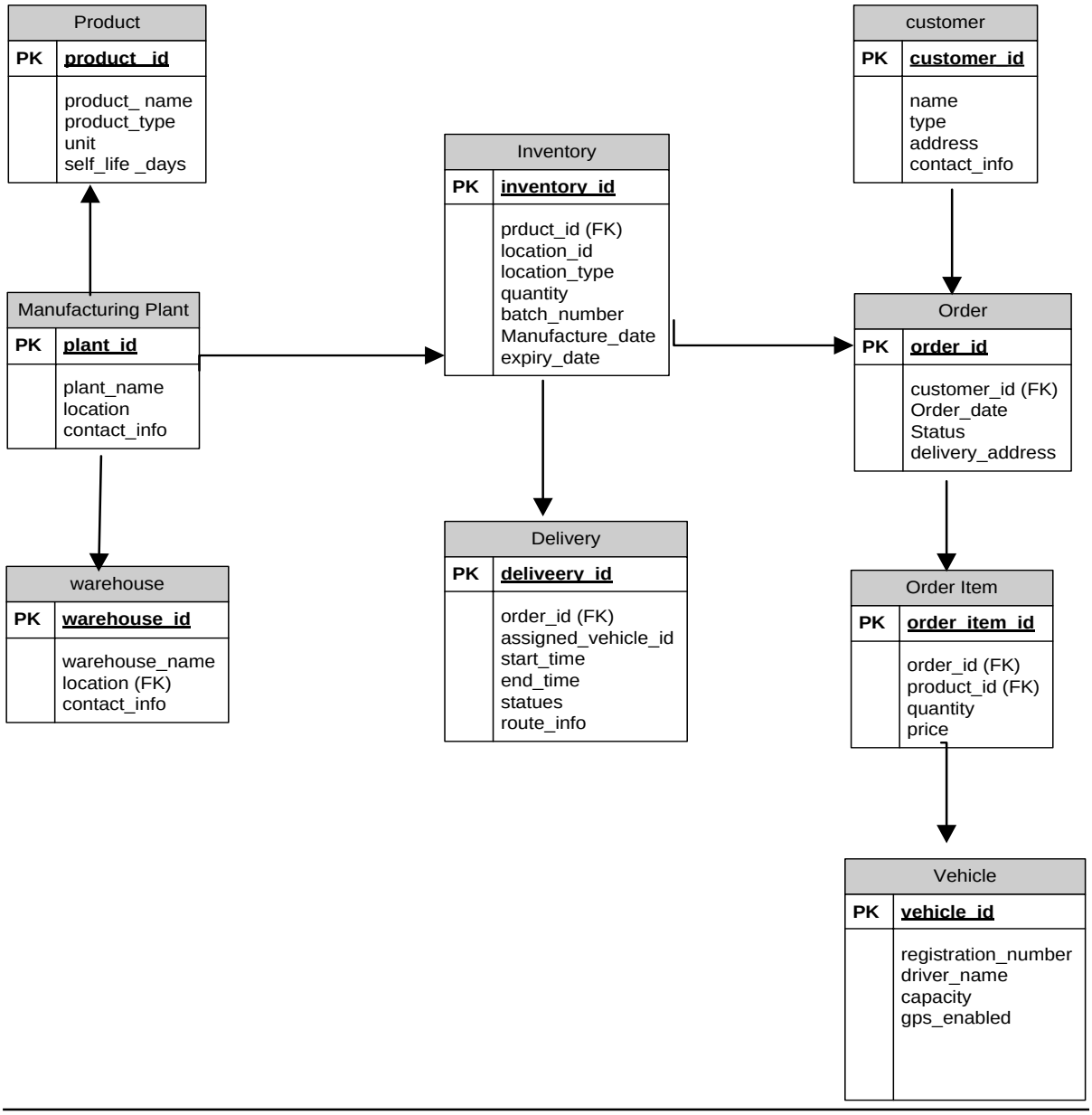
Term	**Definition**
Batch Tracking	Monitoring inventory by production batch and expiry
Cold Chain	Temperature-controlled supply chain for perishables
Route Planning	Algorithm to determine the most efficient path for deliveries

Related Documents:

- Inventory SOP (Standard Operating Procedures)
- Warehouse Compliance Manual
- ERP Integration Guide (planned for next phase)
- Initial Feasibility Report for IIDOS

2. Process Flow Diagram and ER Diagram


Integrated Inventory and Optimsed Delivery system
<Retail Store Manager>
Retail warehouse Manager
Customised Store Order
Order Manufacture
Software System Manufacture order Unit
External purchase order
Stock transfer to warehouse
Stock Transfer to Store
Purchase return
Goods and sevice issue raised Solved
Goods sold
Order From Warehouse To Store
Order Delivery
Product Issue Raised



Assignment 2.

1-Letter to client as BA to start the business understanding process-

Subject: Excited to Partner With You on Your Project

Hi Mr. S.S Singh,

I hope you're doing well. I wanted to take a moment to introduce myself - I'll be your Business Analyst for this project. I'm really looking forward to working with you and your team as we kick things off.

In the early stages, I'll be focusing on getting a clear understanding of your business — what's working, where the challenges are, and what success looks

like from your perspective. This discovery phase is all about building the foundation for everything that comes next, so we want to get it right.

We'll be diving into things like stakeholder interviews, reviewing any existing documentation or processes you can share, and exploring how things can be improved. The goal is to define requirements that actually reflect what you need — and set us up for meaningful, measurable results.

I'll be reaching out shortly to schedule our first discovery session. In the meantime, if you have any background info or materials you think might be helpful, feel free to send them my way.

Looking forward to collaborating with you!

Best regards,

R.K Singh

Business Analyst

2- BRD Template for Ticketing system

Project Overview

- Project Name: SmartTicket - Issue Tracking System For Amazon
- Project ID: ST-2025-001
- Version ID: v1.0
- Author: Priyank Mehta
- Date Created: April 24, 2025

1-Document Revisions

Date	Version Number	Document Changes
2025-04-22	V1.0	Initial draft created

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Mr. Jatin Prasad	End User						✔

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3-Business Goals

- Improve customer satisfaction by reducing ticket resolution times.
- Increase transparency and accountability across departments.
- Reduce operational costs via automation.
- Strengthen SLA adherence and improve service quality.
- Centralized and scalable ticket management platform.
- Real-time visibility into issue trends and agent performance.
- Seamless integration with existing internal systems.
- Data-driven decision-making through analytics.

4. Business Objective

To develop a centralized ticketing system for Amazon that streamlines the tracking, assignment, and resolution of internal and customer-facing issues.

The goal is to enhance operational efficiency, improve customer satisfaction, and provide better visibility into support workflows.

5. Business Rules

- All tickets must be logged with mandatory fields: category, priority, and description.
- SLA timelines will be enforced based on ticket priority.
- Only authorized personnel can escalate or close tickets.
- Tickets are auto-assigned based on category and availability of the support agent.
- Regular audit logs will be maintained for all ticket activities.
- Ticket history must be retained for a minimum of 1 year.

6. Background

With Amazon's increasing volume of customer and operational queries, the current fragmented support system has become inefficient. Teams are using different tools with limited integration, leading to missed follow-ups, delays, and poor accountability.
This project was initiated after receiving consistent feedback from operations and customer service teams. The new system aims to unify ticketing under one platform, increase transparency, and support better decision-making through real-time reporting.

Expected Benefits:

- Faster response and resolution times
- Unified tracking and reporting
- Enhanced productivity and collaboration
- Improved customer satisfaction metrics

7. Project Objectives

- Build a scalable ticketing platform for use across departments
- Enable automation in ticket assignment and escalation
- Allow categorization and tagging of issues
- Generate reports and metrics to track performance
  These align with Amazon's business objectives of customer obsession, operational excellence, and scalable infrastructure.

8. Project Scope

This project covers the design, development, and implementation of a minimum viable version (MVP) of the ticketing system to be piloted by customer service and operations teams.

9. In-Scope Functionality

- Ticket creation (manual and API-based)
- User dashboard to view and manage tickets
- Auto-assignment based on pre-defined rules
- Ticket lifecycle management (Open → In Progress → Resolved → Closed)
- Role-based access control
- SLA tracking and alerts
- Basic reporting (ticket count, resolution time, agent performance)

10. Out of Scope

- Integration with third-party platforms like Zendesk or Salesforce (Phase 2)
- Mobile app version of the ticketing tool
- Advanced analytics or AI-based ticket triaging
- Support for social media ticketing

11. Assumptions

- All teams will cooperate in transitioning to the new system
- Internal APIs required for integration will be available
- Basic infrastructure and cloud hosting are already set up
- Users will receive training before rollout

12. Constraints

- Budget approval is fixed and cannot exceed the set limit
- The system must be compliant with Amazon's internal IT and security policies
- Timeline for MVP is limited to 3 months
- Limited availability of key stakeholders during holiday season

13. Risks

Technological Risks

- Integration challenges with legacy systems.
- Potential downtime during migration.
- Data migration complexity and integrity risks**.**

Skill-Related Risks

- Lack of skilled personnel to manage or configure the new system.
- Need for user and agent training.

Political Risks

- Resistance to change from employees or departments.
- Internal stakeholder misalignment**.**

Business Risks

- Operational disruption during implementation.
- Cost overruns or delayed rollout.

- Negative customer experience during transition.

Requirement Risks

- Incomplete or evolving requirements.
- Scope creep and misalignment with actual business needs.

Other Risks

- Compliance risks with sensitive customer data.
- Vendor dependency for support and updates.

14. Business Process Overview

Overall Process Flow-The new ticketing system will cover the following phases:

Ticket Creation

- Customer or internal user submits a ticket via web portal, app, or API.
- Ticket gets categorized (e.g., technical, delivery, refund, HR).

Ticket Assignment

- System automatically assigns ticket to appropriate department/agent based on rules.
- Ticket priority is calculated (based on urgency, SLA, user type).

Ticket Processing

- Assigned agent reviews ticket and communicates with the requester.
- Ticket status is updated (Open → In Progress → Pending/Resolved).

Resolution and Closure

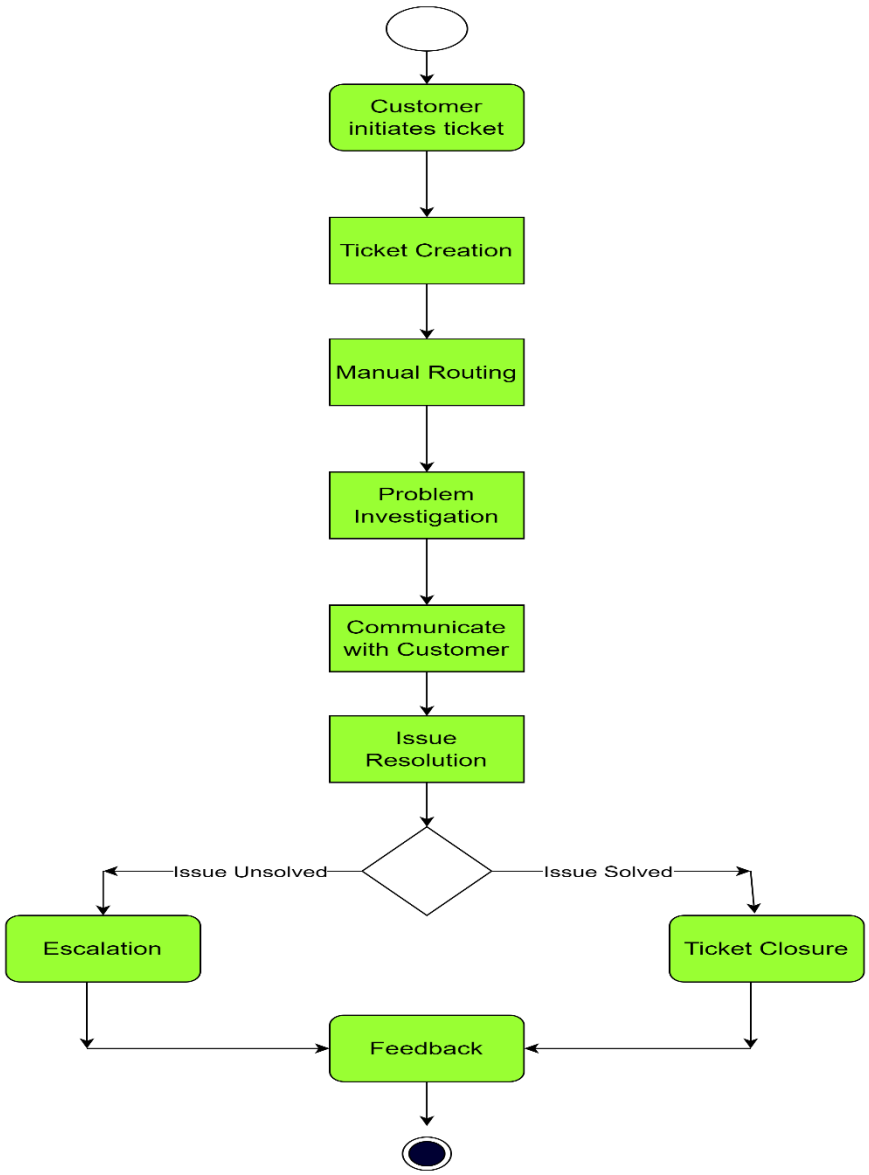
- Solution is provided; ticket is resolved and closed.
- Feedback is collected. If issue not solved goes for further escalation.
- Reporting and maintaining record.

Legacy System (AS-IS)-Current Process Description

The legacy system involves disparate tools and manual workflows:

- Customer queries via email, phone, or app.
- Internal teams use emails, spreadsheets, or isolated systems to track issues.
- Manual routing and problem investigation.
- Communication with customer and issue resolution.
- Ticket closure and if not solved then further escalation.
- Feedback and tracking in spreadsheets.
- Lack of visibility and accountability.

AS-IS Process Flow Diagram



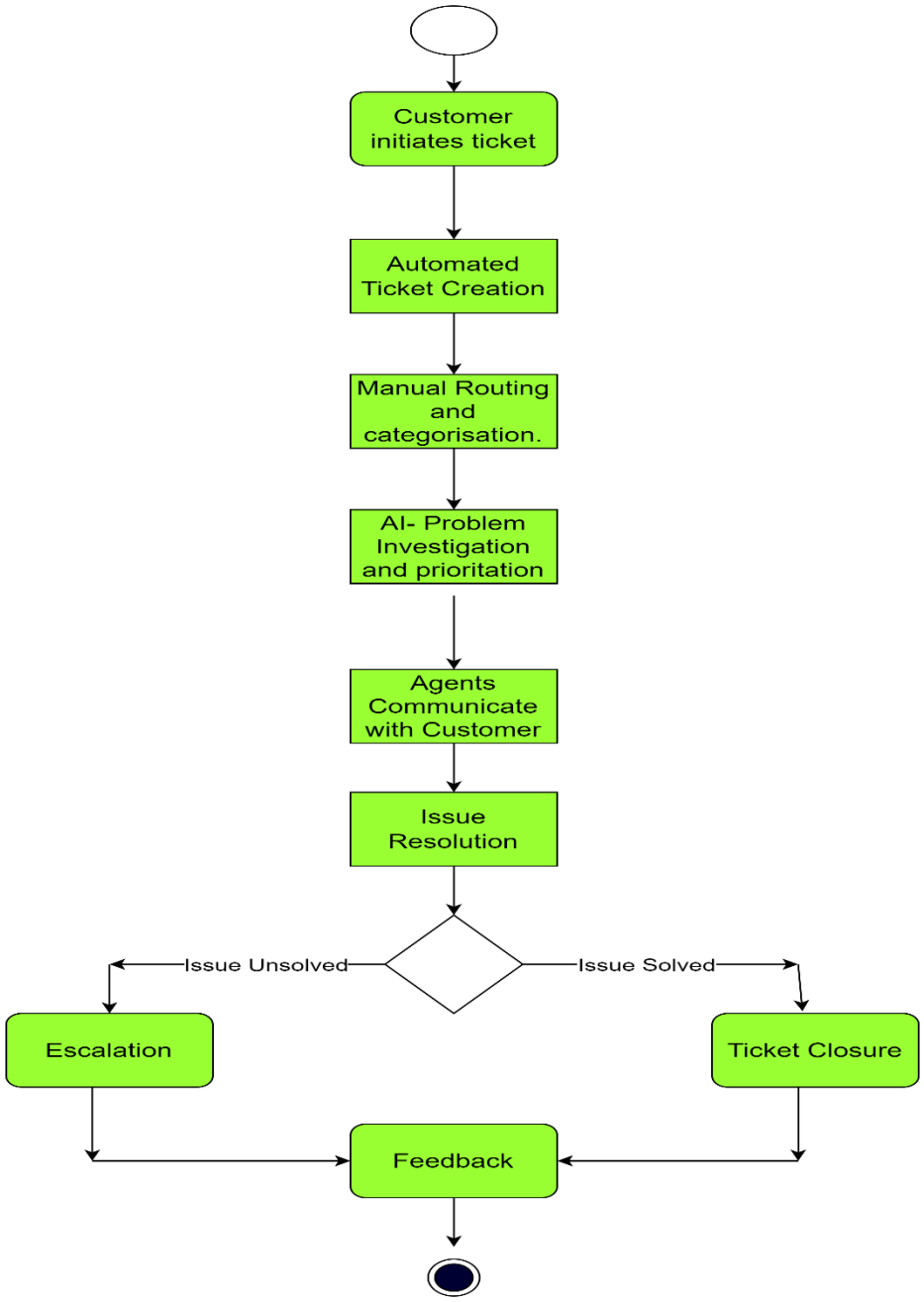
Proposed Recommendations (TO-BE)

The proposed ticketing system will consolidate and automate the issue management process using a centralized platform with real-time data, automation, and integrations.

- Automated Ticket Routing: Based on category, keywords, and user profile.
- Unified Dashboard: Central location for all ticket statuses and assignments.
- AI- powered investigation and prioritisation.

- Agents communicate with customers.
- AI-powered Suggestions: For resolutions and routing.
- Mobile Access: Agents can respond and resolve via mobile apps.
- Issue resolution and if not then further escalation.
- Feedback and automated reporting and recording.

TO-BE Process Flow Diagram



15. Business Requirements

Functional Requirements

- Ability for users to submit tickets via multiple channels (portal, app, email).
- Automatic classification and prioritization of tickets.
- Role-based access control for agents and managers.
- SLA monitoring with auto-escalation triggers.
- Integrated communication (comments, attachments, notifications).
- Customizable ticket categories and workflows.
- Real-time dashboards and reporting tools.
- Feedback collection post-ticket closure.
- Integration with Amazon's internal HR, IT, Logistics systems.

4.2 Non-Functional Requirements

- System uptime of 99.9%.
- Scalability to handle millions of tickets per month.
- Data encryption at rest and in transit.
- GDPR and compliance support.
- Response time less than2 seconds for user actions.
- Multi-language support.
- Mobile responsiveness and accessibility.
- Disaster recovery capabilities.

16. Appendices

Acronyms

- BRD – Business Requirements Document
- SLA – Service Level Agreement
- CSAT – Customer Satisfaction Score

- TAT – Turnaround Time
- AI – Artificial Intelligence

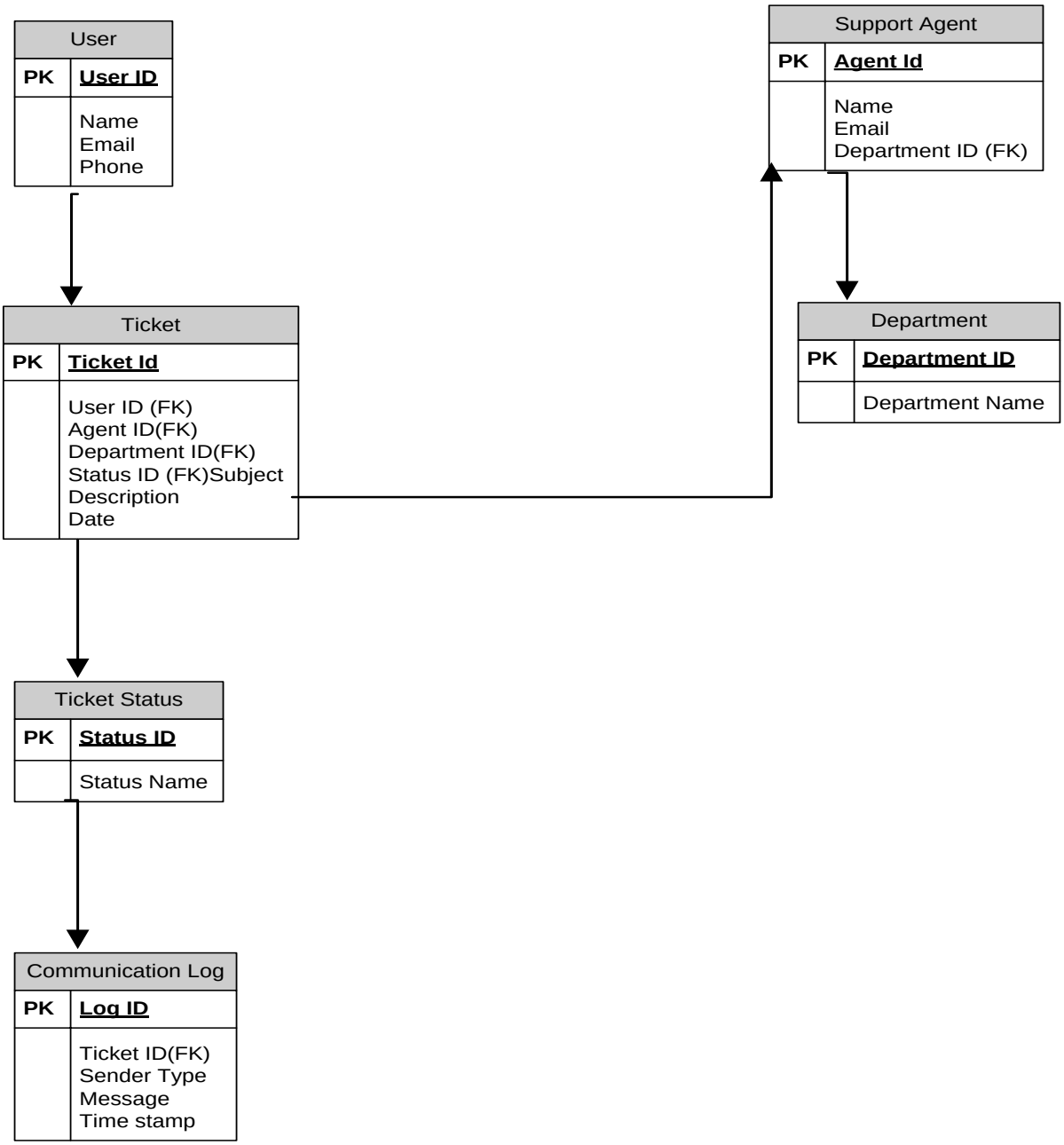
Glossary

- Ticket: A record of an issue, request, or query from a user.
- Agent: An individual assigned to handle a ticket.
- Portal: Web interface where users submit and track tickets.

Related Documents

- Customer Service Strategy Document
- Internal IT Operations Manual
- SLA Policy Document

3.ER Diagram Of Ticketing System



4- User Stories for Shopping from Ecommerce

User Story No. 1	Tasks:3	Priority: HIGHEST
AS A CUSTOMER I WANT TO REGISTER IN 'Ondoor' GROCERY APP SO THAT I CAN USE THE PLATFORM		
BV:500	CP:05	
ACCEPTANCE CRITERIA **Basic Flow:** User selects the registration option.		

User enters their email, phone number, password, and address.
User clicks the “Register” button.
The system validates the information and confirms registration.
User receives a confirmation email or SMS.

Alternative Flow:

If the user prefers, they can register with Google, Facebook, or Apple.
The system retrieves the user’s information from the chosen social platform and pre-fills the details.

Exceptional Flow:

If the email or phone number is already in use, the system prompts the user to log in or reset their password.
If required fields are missing or incorrectly formatted, the system displays an error message prompting the user to correct the errors.

User Story No. 2	Tasks:3	Priority: HIGHEST
AS A CUSTOMER I WANT TO LOGIN IN ‘ONDOOR’ APP SO THAT I CAN ORDER GROCERY ITEMS		
BV:500	CP:05	
ACCEPTANCE CRITERIA **Basic Flow:** User selects the login option. User enters their email/phone number and password. User clicks the “Login” button. The system verifies the credentials and logs the user in. **Alternative Flow:** If the user forgot their password, they can click “Forgot Password” to reset it. The system sends a reset link to the user’s registered email or phone number.		

Exceptional Flow:

If the user enters incorrect credentials, the system displays an error and prompts them to try again.

After multiple failed login attempts, the system may temporarily lock the account or request CAPTCHA verification.

User Story No. 3	Tasks:4	Priority: MEDIUM
AS A CUSTOMER I WANT TO VIEW THE GROCERY ITEMS SO THAT I CAN SELECT FOR MY ORDER		
BV:500		CP:02

Basic Flow:

User searches for and selects a grocery items.

The system displays the products, including item names, descriptions, prices, and availability.

User browses through the catalog, with items categorized (e.gskin care, hygine, fruits, oils etc)

User clicks on an item to see details such as price, options for customization, and nutritional information (if available).

Alternative Flow:

User filters menu items by dietary preference (e.g., vegetarian, vegan, gluten-free) or by popularity.

User sorts the products by price, rating, or preparation time.

If the user has marked favourite items, the system highlights them for quick access.

Exceptional Flow:

If an item becomes unavailable while browsing, the system updates the menu to reflect its unavailability.

If the restaurant is temporarily closed, the system displays a message indicating that orders cannot be placed at this time.

If there is a network issue while loading the menu, the system shows an error message and provides a “Retry” button to reload the menu

User Story No. 4	Tasks:3	Priority: HIGHEST
AS A CUSTOMER I WANT TO AN ORDER GROCERY ITEMS SO THAT I CAN HAVE MY ORDERED ITEMS		
BV:1000		CP:08

ACCEPTANCE CRITERIA

Basic Flow:

User selects a items and views the cart.

User adds items to their cart and adjusts quantities if needed.

User proceeds to the checkout page, reviews the order, and selects “Place Order.”

Alternative Flow:

User can add special instructions or requests for specific items

User can save items to favourites for easy reordering.

Exceptional Flow:

If an item becomes unavailable during the order, the system notifies the user and removes it from the cart.

If there is an issue with the selected restaurant (e.g., it is closed or no longer delivers to the area), the system notifies the user before proceeding to checkout.

User Story No. 5	Tasks:3	Priority: HIGHEST
AS A CUSTOMER I WANT TO MAKE SECURE PAYMENT SO THAT I CAN PROCEED THE GROCERY ORDER		
BV:1000	CP:08	

ACCEPTANCE CRITERIA

Basic Flow:

User selects a payment method (credit/debit card, digital wallet, cash on delivery).

User enters payment details (if applicable).

User confirms payment, and the system processes it.

Payment confirmation is displayed, and the order is confirmed.

Alternative Flow:

User selects a saved payment method for quicker checkout.

User applies a discount code or uses a loyalty reward.

Exceptional Flow:

If payment fails, the system displays an error and prompts the user to retry or select another payment method.

If a card is expired or invalid, the system prompts the user to update their details.

User Story No. 6	Tasks:4	Priority: MEDIUM
AS A CUSTOMER I WANT TO CANCEL MY ORDER SO THAT I CAN ORDER OTHER GROCERY ITEMS		
BV:200	CP:02	

ACCEPTANCE CRITERIA

Basic Flow:

User navigates to the “My Orders” section and selects the order they want to cancel.

The system displays the order details, including any applicable cancellation policies or fees.

User confirms cancellation, and the system processes the cancellation request.

If successful, the system updates the order status to “Cancelled” and provides information on any refund (if applicable).

Alternative Flow:

If the order is eligible for free cancellation, the system indicates this to the user before they confirm.

If the user wants to partially cancel specific items, the system allows the user to remove those items (if the restaurant supports partial cancellations).

Exceptional Flow:

If the order has already reached a status where it cannot be canceled (e.g., “Out for Delivery”), the system informs the user that cancellation is no longer possible.

If there is a network issue or technical problem while processing the cancellation, the system displays an error message and allows the user to retry or contact support.

If the cancellation request fails due to a system error or temporary outage, the system provides a contact option for immediate assistance.

User Story No. 7	Tasks:2	Priority: MEDIUM
AS A CUSTOMER I WANT TO RATE AND PROVIDE FEEDBACK SO THAT I CAN SHARE MY EXPERIENCE		

BV:200	CP:02
Basic Flow: User navigates to the feedback section after the order is completed. User rates the restaurant and delivery experience using a star rating system and/or written comments. User submits feedback, and the system confirms receipt**.** **Alternative Flow:** User can upload photos or select feedback tags (e.g., “On time,” “Good packaging”). User may opt to receive a follow-up for detailed feedback if they rated the order poorly. **Exceptional Flow:** If feedback submission fails, the system saves the feedback locally and attempts to resend when a stable connection is available. If the user tries to submit feedback multiple times, the system prevents duplicate submissions.	

User Story No. 8	Tasks:2	Priority: MEDIUM
AS A CUSTOMER I WANT TO EDIT BY PROFILE SO THAT I CAN UPDATE MY INFORMATION		
BV:300	CP:02	
Basic Flow: User navigates to the profile option from settings. User edits his/her profile as per requirements. User submits feedback, and the system confirms receipt**.**		

Alternative Flow:

User can update only mandatory fields and skips optional fields.

Exceptional Flow:

If feedback submission fails, the system saves the feedback locally and attempts to resend when a stable connection is available.

If the user tries to submit feedback multiple times, the system prevents duplicate submissions.

User Story No. 9	Tasks:2	Priority: MEDIUM
AS A CUSTOMER I WANT TO SHARE MY EXPPERIENCE SO THAT I CAN SHARE MY INFORMATION TO MY FRIENDS AND FAMILY		
BV:300	CP:02	

Basic Flow:

User navigates to order option.

User selects specific order.

User click on share option.

User share his/her experience via social media.

Alternative Flow:

If the user closes the app without logging out, they remain logged in (persistent session).

Optionally, the user may set up automatic logout after a certain period of inactivity for security.

Exceptional Flow:

If there's a network issue while logging out, the system shows a warning but logs the user out once reconnected.

If the app experiences an error during logout, it logs the user out and provides an option to re-login if needed.

User Story No. 10	Tasks:2	Priority: LOW
AS A CUSTOMER I WANT TO LOGOUT FROM THE APP SO THAT I CAN ENSUR MY ACCOUNT'S PRIVACY AND SECURITY		
BV:100	CP:02	

ACCEPTANCE CRITERIA

Basic Flow:

User selects the "Logout" option from the account settings menu.

The system logs the user out and returns them to the login screen.

Alternative Flow:

If the user closes the app without logging out, they remain logged in (persistent session).

Optionally, the user may set up automatic logout after a certain period of inactivity for security**.**

Exceptional Flow:

If there's a network issue while logging out, the system shows a warning but logs the user out once reconnected.

If the app experiences an error during logout, it logs the user out and provides an option to re-login if needed.