**Capstone Project3– Part -2/2**

**Question 1- What is the difference between Brainstorming and JAD Sessions?**

**Answer-**

|  |  |  |
| --- | --- | --- |
| **Features**  | **Brainstorming**  | **JAD Session** |
| **Purpose** | Brainstorming is used to generate creative ideas, solutions or concepts for a specific problem or project | JAD session is used to gather requirements, define project scope and streamline communication among stakeholders especially in software development |
| **Process** | Participants freely share their thoughts and ideas without immediate evaluation or criticism. The focus is on quantity and diversity of ideas | Facilitated by a leader, JAD sessions involve structured discussions and activities to extract detailed requirement and specification. |
| **Setting** | It often takes place in an informal setting, encouraging open and imaginative thinking | They are organized workshops that include stakeholders, end- users and development team in a focused environment |
| **Outcome** | The result is a collection of varied ideas that can be further refined, evaluated and developed into potential solutions | The outcome is a documented and refined set of project requirements that serve as a foundation for development. |
| **Applicability** | Brainstorming is used in creative processes, problem-solving and idea generation across various domains | JAD sessions are commonly used in software development projects to ensure clear understanding and alignment of project goals |

**Question 2- Why Document Analysis is one of the compulsory techniques we use in a Project?**

**Answer-**

Document analysis is a crucial and often compulsory technique used in various projects across different domain for several reasons:

1. **Information Gathering**- Documents contain valuable information, insights and data that can be crucial for understanding the project context, requirement, scope and objectives. Analysing documents helps project team gain a comprehensive understanding of the project’s background.
2. **Requirement clarification**- Ensure a clear understanding of project goal to prevent miscommunication.
3. **Risk management-** identify potential challenges and develop strategies to mitigate them.
4. **Legal and regulatory compliance-** many projects need to adhere to legal and regulatory standards. Analysing relevant documents helps ensure that the project align with these requirements, avoiding legal issues and potential penalties.
5. **Historical context-** Learn from past projects success and challenges.
6. **Stakeholder alignment-** project involve multiple stakeholders with varying interests and perspectives. Analysing documents related to stakeholder preferences, concerns and expectations helps in aligning everyone’s goal.
7. **Scope Definition-** clearly outline project scope to manage expectations.
8. **Communication strategy-** use documents for effective intra-team and inter-team communication.
9. **Change management-** evaluates impacts of changes to make informed decisions.
10. **Decision making**
11. **Quality assurance**

**Question 3- In Which Context we will use Reverse Engineering?**

**Answer-**

Reverse engineering is a process in which a product, system or component is analysed and deconstructed to understand its underlying design, functionality and structure. It involves working backward from the end products to uncover the details of how it was created, even when the original design or documentation is not readily available.

Reverse engineering is commonly used in various contexts to understand and analyse existing systems, products or technologies. Here are two common contexts where reverse engineering is employed:

1. **Software Development and maintenance (Black box)-** Reverse engineering is often used in software development to understand and analyse existing software systems, especially when the original source code is unavailable or poorly documented. It can be used to enhance or modify software or identify security vulnerabilities.
2. **Product analysis and competitor research (White box)-** Reverse engineering helps businesses understand their own products by dissecting them, revealing design, functionality and areas of improvement. It aids in troubleshooting, replication, customization, upgrades and documentation. Reverse engineering competitor product provides insights into their features, functionalities and market positioning. This informs benchmarking, innovation, differentiation and strategic decision making.

**Question 4- What is the difference between Brainstorming and Focus Groups?**

**Answer-**

|  |  |
| --- | --- |
| **Brainstorming**  | **Focus Group** |
| Brainstorming Focus Groups To generate a multitude of creative ideas or solutions to a specific problem | To gather qualitative insights, opinions and feedback on a particular topic, product or concept |
| Unstructured ideation with participants freely sharing ideas without immediate evaluation or criticism | Structured discussions led by a moderator, focusing on participants, opinions or experience guided by a set of predetermined questions |
| Brainstorming can be conducted with a small or large group, size may vary | Typically involve a small group of participants usually ranging from 6 to 12 individuals |
| Interaction among participants is encouraged, but the primary goal is idea generation | Participants interact with each other, sharing opinions, discussing viewpoints and potentially influencing and challenging each other’s perspective. |
| Emphasis on creative and diverse ideas, quantity of ideas is prioritized over their immediate quantity | Participants provide detailed insights, opinions and qualitative feedback related to the specific topic |
| Typically conducted in the early stage of problem-solving or idea generation | Often used in the research and feedback – gathering phase to inform decisions and refine strategies |

**Question 5- Observation Technique – Explain both Active and Passive approaches?**

**Answer-**

Business Analyst use observation technique to gather information by watching and understanding workplace activities.

It is used to identify needs and opportunities, understand business processes, create performance standards, assess solution performance, and facilitate training and development.

Observation of activities or jobs shadowing is the act of studying a work activity as it is being performed. It can be performed in either the user’s work environment or in a recreated test environment.

There are two approaches for observation and they are:

* **Active/noticeable:** while observing an activity the observer can ask any questions as they occur. Despite this interruption to the workflow, the observer can quickly understand the reasoning and any undocumented processes within the activity.
* **Passive/ unnoticeable:** in this approach, the observer does not disturb or interrupt the work while the user is performing the work activity. Any question would be asked once the observation is over. This allows the natural flow of events to be observed without interference by the observer, as well as the measurement of the time and quality of work.

**Question 6- How do you conduct the Requirements Workshop?**

**Answer-**

A requirements-gathering workshop is a structured, interactive session where business analysts, system analysts and project managers collaboratively work with stakeholders to identify, refine and document the essential project requirements.

The primary goal, focus and objective of a requirements workshop is to achieve a shared understanding of the project’s objectives, scope and key deliverables among all stakeholders.

**Icebreaker activities:** These Foster a collaborative and open environment. Encourage participants to introduce themselves and share expectations.

**Present project overview:** Provide an overview of the project, its goals, and the context in which it will be implemented. Clarify the purpose of the requirements-gathering process.

**Discuss end users’ needs:** Use techniques like brainstorming, mind mapping, process analysis and process modelling.

**Define functional/ non-functional requirements:** Use techniques like use case analysis, user stories or process mapping. Consider constraints and limitations that may impact the project.

**Document and summarize:** Document the gathered requirements in a clear and organized manner. Summarize key findings, decisions and action items.

**Assign responsibilities:** Assign responsibilities for further analysis, validation and implementation of the requirements. Define the next steps in the project development process.

As companies increasingly recognize the value of interactive and inclusive methods, the requirements workshop emerges as a critical cornerstone for successful project delivery.

**Question 7- In which context, Interview Technique can be conducted by a BA? How may approaches are there in conducting Interviews? (Structured – Unstructured) Explain them. Explain the difference between Open Ended Questions and Closed ended Questions**

**Answer-**

Interview Technique can be used to verify the fact, clarify ambiguity, trigger enthusiasm, engage end user, identify requirements, and the opinion and ideas. It is used to get more information from the people in a formal or informal setting by asking questions and documentation the responses.

It involves direct communication with the individuals or a group of people who are part of an initiative; there are two basic types of interviews. They are,

* **Structured Interview-** in which the interviewer has the predefined set of questions. It is a structured way of interview.
* **Unstructured Interview-** in which the interviewer does not have the predetermined set of questions ad it may vary based on the stakeholder response and interactions.
* **Open Ended Questioned-** Open- ended questions are those that provide respondents with a question prompt and provides them a space in which to construct their own response.
* **Close Ended questions-** Often the answer is a single word (e.g. Yes or No) or less common a short phrase. You are not looking for an explanation or an elaboration to the question in the answer given to the question.

**Question 8- Questionnaire Technique – Where we will use? Give one example**

**Answer-**

A questionnaire is a research instrument that consists of a set of questions or other types of prompts that aims to collect information from a respondent.

A research questionnaire is typically a mix of close-ended question and open-ended questions and open-ended questions.

Open-ended, long-form questions offer the respondent the ability to elaborate on their thoughts.

The data collected from the data collection questionnaire can be both qualitative as well as quantitively in nature. A questionnaire may or may not be delivered in the form of a survey, but a survey always consists of a questionnaire.

A survey or questionnaire is used to elicit business analysis information including information about the customer, products, work practices and attitudes from a group of people in a structured way and in relatively short period of time.

Surveys are preferred elicitation techniques when faced with a large number of stakeholders are geographically dispersed and you need to gather the same information from them.

Example:

1. How many times have you visited (website) in past month?
	1. None
	2. Once
	3. More than once
2. What is primary reason for your visit to (website)?
	1. To make a purchase
	2. To find more information before making a purchase in-store.
	3. To contact customer service
3. Who did you purchase these products for?
	1. Self
	2. Family member
	3. Friends
	4. Colleague
	5. On behalf of a business
	6. Other

**Question 9- How to Sort the Requirements – Where we will use? Give one example**

**Answer-**

When all the requirements are gathered there are chances of redundancy in those requirements so basically all the scattered requirements are put together and the repetition of requirements are removed which is known as sorting of requirements. The process for sorting is:

1. Identification of requirements.
2. Dividing identified requirements into functional and non-functional requirements.
3. If identified requirements are similar then they are put together and removed.

We will sort the requirements in two ways such as functional requirements and Non-functional requirements.

* Functional requirements define a function that a system or system element must be qualified to perform and must be documented in different forms. The functional requirements describe the behaviour of the system as it correlates to the system’s functionality.

Examples of Functional requirements are authentication, business rules, Audit tracking, certification requirements, transaction correction, etc.

* Non- functional requirements are not related to software’s functional aspect. They can be the necessities that specify the criteria that can be used to decide the operation instead of specific behaviours of the system.

Example- usability, reliability, security, storage, cost, flexibility, configuration, performance, legal or regulatory requirements, etc.

**Question 10- Prioritise the Requirements – –Where we will use? Give one example**

**Answer-**

Large software system has a few hundred to thousands of requirements. Neither are all requirements equal nor do the implementation team have resources to implement all the documented requirements. There are several constrains such as limited resources, budgetary constraints, time crunch, feasibility, etc, which bring in the need to prioritize requirements.

Most req. is interdepended and you will hardly find any req. that exists independent. To understand why we need a dependency map- let us take a scenario where you have 8 req. X, Y, Z, P, Q, R, M, O and N with priorities on a 5 –level scale where 1 is the most critical and 5 least critical, as 1,2,1,4,5,1,2,2,3.

So, with these priorities it would be logical to begin with req. X, Z and R.

1.MoSCoW- The prioritization technique was developed by Dai Clegg of Oracle UK Consulting it is one of the more widely used techniques for its simplicity and ease of use. The letters of the word MoSCoW stand for Must, Should, Could and Won’t.

* Must have- These are the features that must be included before the product can be launched.
* Should haves be features that are not critical for the launch, but are considered to be important and of a high value to the user.
* Could haves be features that are nice to have and could potentially by included without incurring too much effort or cost
* Won’t have- are features that have been requested but are explicitly excluded from scope for the planned during and may be included in a future phase of development.

MoSCoW method works better than numeric rating system as it is much easier for the stakeholders to rate the requirements as Must, Should Could or Would.

**MUST (M)-** Defines a req. that has to be satisfied for final solution to be acceptable e.g. The HR system “must” store employee leave history.

**SHOULD (S)**- This is high –priority requirement that should be included, if possible, within the delivery time frame. Workaround may be available for such req. and they are not usually considered as time-critical or must-have. E.g. The HR system “should” allow printing of leave letters.

**Could (C)**- This is a desired or nice to have req. (time and resources permitting) but the solution will still be accepted if the functionality is not included e.g. The HR system “could” send out notification on pending leave dates.

**WON’T or Would (W)-** This represents a requirement that stakeholders want to have, but have agree will not be implemented is the current version of the system. That is, they have decided it will be postponed till next round of development e.g. The HR system “won’t” support remote access but may do so in the next release.

**Question 11- Weekly status reporting – How we will drive?**

**Answer-**

A weekly status report, also known as a weekly check-in. is a communication tool that project managers use to keep tabs on their employee’s work experiences. While a team lead can do a weekly status report in person, it’s easier to do it online.

A weekly status report is a complete overview of your week at work, covering projects you’ve completed, ones that are still in progress and coming plans for future.

A weekly report is a review of your workweek and provides a summary of what you competed, what project are in progress and plans that outline your workflow for the next week.

Typically, weekly reports are brief and concise and only one page long. Most professionals send weekly reports on Friday afternoons to establish consistent communication with team members and supervisors.

Additionally, a weekly report can benefit both you and your employer by providing insight onto important aspects of the work you complete.

|  |
| --- |
| **Project Management Weekly Status Report Template** |
| **Completed Items** |
| **Project**  | **Task**  | **Team Members** | **Estimation**  | **Notes** |
| Text Here | Text Here | Text Here | Text Here | Text Here |
| Text Here | Text Here | Text Here | Text Here | Text Here |
| **In Progress** |
| **Project**  | **Task**  | **Team Members** | **Estimation**  | **Notes** |
| Text Here | Text Here | Text Here | Text Here | Text Here |
| Text Here | Text Here | Text Here | Text Here | Text Here |
| **Assigned but not Started** |
| **Project**  | **Task**  | **Team Members** | **Estimation**  | **Notes** |
| Text Here | Text Here | Text Here | Text Here | Text Here |
| Text Here | Text Here | Text Here | Text Here | Text Here |

**Question 12- Meeting Minutes Document – prepare one Sample**

**Answer-**

Minutes are to create an official record of action taken at a Meeting. Minutes serve to both memorialize the actions taken for those attending the Meeting as well as for those who were unable to attend the meeting.

Meeting minutes are notes that are recorded during a meeting. They highlight the key issues that are discussed, motions proposed or voted on, and activities to be undertaken.

|  |  |
| --- | --- |
| **Meeting/Project Name**  | Sprint Review Meeting |
| **Date of Meeting:(DD/MM/YYYY)** |   | **Time** |   |
| **Meeting Facilitator** |   | **Location** |   |

|  |
| --- |
| **A. Meeting Objective** |
| 1.2.3.4. |

|  |
| --- |
| **B. Attendees** |
| **Name**  | **Department/Division** | **E-mail** | **Phone** |
|   |   |   |   |
|   |   |   |   |

|  |
| --- |
| **C. Meeting Agenda** |
| **Topic**  | **Owner**  | **Time** |  |
|   |   |   |   |
|   |   |   |   |

**Question 13- Change Tracker – Document - prepare one Sample**

**Answer-**

The role of a BA in change request is very important as the change request differ in number and complexity across business projects and may come in before, during or after implementation of a solution.

Below are the steps to follow:

* Understand the reason for the change
* Understand the impact of change
* Understand the efforts required to implement the change
* Ensure that the change request follows the predetermined approval process

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Date | Version Number | Document changes | Name | Title | Signature | Approved By |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

**Question 14- Difference between Traditional Development Model and Agile Development Models?**

**Answer-**

**Traditional Development Model-**

* Used to develop Simple Software
* In this testing is done once the development phase is totally completed
* It provides less security
* It provides less functionality in the software.
* It supports fixed development model
* Development cost is less
* It consists of five phases
* Expectation is favoured in traditional model
* Product delivered at the end of project
* It is rigid to accept the change
* Models based on traditional software development- spiral, waterfall, V model, incremental model.

Traditional project management focuses on the linear approach. In the agile world, this project management approach is often known as the waterfall approach. In traditional method, al the project phases are complete is sequential order. This rigid, top-down approach contains some fixed stages, such as plan, design, build, testing, user acceptance, deployment, release, etc. Unlike agile, traditional project management plan everything beforehand and not empirically.

In this approach, requirements are fixed and budget and time get agreed on earlier. For this reason, teams often face budget and timeline problems with this approach. You can’t use traditional project management to develop complex product, as this approach leaves no room for changing the requirements. However, studies suggested that the waterfall or traditional approach’s failure rate is nearly 21% while the agile failure rate is 8%.

**Agile model-**

* It is used to develop complicated software
* In this testing and development process are performed concurrently
* It provides less high security
* It provides all functionality needed by the users
* It is used by professionals
* It supports changeable development model
* Development cost is higher
* It consists only three phases
* Adaptability is favoured in the agile methodology
* Product delivered frequently within couple of weeks to couple of months
* Change accepted even in late development stage
* Model based on agile development- Scrum, XP, Crystal, Dynamic system development method (DSDM), feature driven development (FDD), Adaptive software development (ASD)

Agile Project Management:

In agile project management, project is time-boxed in short iterations. The iteration lasts for maximum of a calendar month. And after each iteration, you’ll get a new releasable product increment. Agile project management focuses more on implementing the client’s feedback and reviewing the product periodically. Customer collaboration is a vital factor I agile. It doesn’t follow a plan blindly and responses to Changes quickly.

Today, agile methodology comes with different methods and frameworks for project management.

For example, Scrum, Kanban, LeSS, SAFe, and Scrumban are great examples of popular agile project management methods. These methods are perfect choices for preventing time consumption, increasing customer satisfaction, and encouraging decision-making at every product development step. Initially, agile project management was considered fir the software development industry and, in recent times, successfully implemented in other sectors like architecture, financial services, marketing, etc.

**Question 15- Explain Brainstorming Technique – Where to use?**

**Answer-**

The basic idea behind brainstorming is to find a conclusion for a specific problem by gathering a list of ideas spontaneously contributed by its members.

In other words, brainstorming is a situation where a group of people meet to generate new ideas and solutions around a specific domain of interest by removing inhibitions.

These meetings are used for solving a process problem, inventing new products or product innovation, solving inter- group communication problems, project scheduling, etc.

1. **Nominal group technique:** In this technique Participants are asked to write their ideas anonymously, then the facilitator collect the ideas and the group votes on each idea. This process is called distillation.
2. **Group passing technique:** In this technique each person in a circular group writes down one idea, and then passes the piece of paper to the next person, who adds some thoughts. This continues until everybody gets his or her original piece of paper back. By this time, it is likely that the group will have extensively elaborated on each idea.
3. **Team idea mapping method:** This method of brainstorming works by the method of association. It may improve collaboration and increase the quantity of ideas, and is designed so that all attendees participate and no ideas are rejected.
4. **Directed brainstorming:** Directed brainstorming is a variation of electronic brainstorming (described below). It can be done manually or with computers. Directed brainstorming works when the solution space (i.e the set of criteria for evaluating a good idea) is known prior to the session. There are many other techniques as well. Most important thing is you have to decide which technique is most suitable for your team.

You can use brainstorming throughout any design or work process, of course, to generate idea for design solutions, but also any time you are trying to generate ideas, such as planning where to do empathy work, or thinking about product and services related to your project.

**Brain storming:** It is a creative technique to find a solution or to understand the need or requirement by group of people, as a BA, by using brainstorming, we can gather the ideas and can creative solutions for problems in short time.

1. **Prepare for brainstorming:** start a clear and concise objective for the session, generate as many ideas as possible and don’t limit the creative ideas instead limit the time for session. Decide who all are going to include in session and their role like participant or facilitator.
2. **Conduct brainstorming session:** Share new ideas without any discussion, criticism or evaluation. Record or note down all ideas.
3. **Wrap up the brainstorming:** once the time limit is reached create a list of ideas and eliminate the duplicates. Rate the ideas and prioritize the ideas using voting and distribute the final list of ideas.

**Question 16- What reports Accounts Departments will generate (minimum 5 reports)**

**Answer-**

The Accounts Department in TTS Company's Employee Loan Management System would be responsible for managing the financial aspect of the loan approval and repayment process. Therefore, they would be generating reports related to the financial transactions of the loans. Some of the reports they might generate include:

* **Loan applications received a report:** This report would provide an overview of all the loan applications received by the company, including the employee's name, requested loan amount and the date of the application.
* **Loan Approval report**: This report would list all the loans that have been approved along with details of the loan amount, repayment schedule, and interest rates.
* **Loan Rejection report:** This report would list all the loans that have been rejected. The most common reasons for rejection include a low credit score or bad credit history, a high debt-to-income ratio, unstable employment history, too low of income for the desired loan amount, or missing important information or paperwork within your application.
* **Loan Approval teams & conditions:** “Loan terms” refers to the terms and conditions involved when borrowing money. This can include the loan's repayment period, the interest rate and fees associated with the loan, penalty fees borrowers might be charged, and any other special conditions that may apply.
* **Loan Repayment:** This report would provide information on the repayment schedule for all the approved loans, including the due dates, the amount to be repaid, and the interest charged.

**Question 17- What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is rejected?**

**Answer-**

The mail communicated from the HR department to the employee in case the loan is rejected should be informative and courteous while clearly conveying the reason for the loan rejection. The structure of the message/mail could be as follows:

Dear [Employee Name],

We regret to inform you that your loan application has been rejected. After careful consideration, we have determined that your application did not meet our lending criteria.

The reason(s) for your loan rejection is as follows:

* Low Credit Score
* Low Income
* Job Instability
* Too Many Pending Loans

Please note that we understand the importance of this matter and we have reviewed your application thoroughly. However, we must adhere to our lending policies and criteria to ensure the financial stability of our organization.

We encourage you to review your financial situation and reapply for a loan in the future, as our lending criteria may change from time to time. If you have any further questions or concerns, please do not hesitate to contact us.

Best regards,

[HR Department]

**Question 18- What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is approved?**

**Answer-**

Dear [Employee Name],

We are pleased to inform you that your loan application has been approved. Congratulations!

The loan amount that has been approved for you is [Loan Amount].

Please review the following loan other terms and conditions and the repayment schedule:

Loan Offer Terms and Conditions:

* Interest rate: [Interest Rate]
* Loan Term: [Loan Term]
* Processing fee: [Processing fee]
* Other terms and conditions: [Other terms and conditions]

Repayment Schedule:

* Monthly Instalment Amount: [Monthly Instalment Amount]
* Loan start date: [Loan Start Date]
* Loan End date: [Loan End Date]
* Total Amount to be paid: [Total Amount to be paid]

We would like to remind you that the loan repayment will be automatically deducted from your salary on a monthly basis as per the repayment schedule. Please make sure that you have sufficient funds in your account to avoid any missed payments.

If you have any questions or concerns about the loan offer terms and conditions, please feel free to contact us at [HR Department contact email or phone number] or [Accounts Department contact email or phone number]. If you are happy with the terms and conditions, kindly reply to this email accepting the offer.

Congratulations again and we wish you all the best in your financial goals.

Best regards,

[HR Department]

**Question 19- Design a sample report on the Loans applications Received by the accounts department?**

**Answer-**

[Date]

[Accounts Department]

Company Name – TTS Company

Loan Applications Received by the Accounts Department.

Introduction

This report provides a detailed analysis of the loan applications received by the Accounts Department of TTS Company during [time period]. The report presents an overview of the loan application process, the types of loans received, and the approval rate. The report also highlights key insights and recommendations for improving the loan application process.

Loan Application Process

The loan application process at TTS Company involves the following steps:

Application Submission: Prospective borrowers submit loan applications to the Accounts Department.

Initial Review: The Accounts Department conducts an initial review of the loan application to ensure that it meets the eligibility criteria.

Credit Check: The Accounts Department performs a credit check to assess the borrower's credit worthiness and ability to repay the loan.

Loan Approval: The Accounts Department approves or rejects the loan application based on the eligibility criteria and credit check.

Disbursement: If the loan is approved, the Accounts Department disburses the loan amount to the borrower.

Types of Loans Received

During [time period], the Accounts Department received [number] loan applications. The following table provides a breakdown of the types of loans received:

|  |  |
| --- | --- |
| **Loan Type** | **No of application** |
| Personal loan | {Account number} |
| Business loan | {Account number} |
| Home loan | {Account number} |
| Car loan | {Account number} |
| Others | {Account number} |

Approval Rate

Out of the total number of loan applications received, [percentage] percent were approved, and[percentage] percent were rejected. The following table provides a breakdown of the loan application approval rate by type:

|  |  |
| --- | --- |
| **Loan Type** | **No of application** |
| Personal loan | {Percentage} |
| Business loan | {Percentage} |
| Home loan | {Percentage} |
| Car loan | {Percentage} |
| Others | {Percentage} |

Key Insights Based on the analysis of the loan applications received by the Accounts Department; the following key insights have been identified:

[Insight 1]

[Insight 2]

[Insight 3]

Recommendations to improve the loan application process, the following recommendations are suggested:

[Recommendation 1]

[Recommendation 2]

[Recommendation 3]

Conclusion

The Accounts Department plays a critical role in managing the loan application process at TTS Company.

This report provides valuable insights into the types of loans received, the approval rate, and key recommendations for improving the loan application process. By implementing these recommendations, the Accounts Department can streamline the loan application process and improve the overall customer experience.

**Question 20- Which reporting Tools we will use for generating reports.**

**Answer-**

There are several reporting tools available in the market that can be used for generating reports, including:

* Tableau: Tableau is a data visualization tool that can be used for creating interactive and visually appealing reports. It provides drag-and-drop functionality and can connect to various data sources.
* Power BI: Power BI is a business analytics service that can be used for creating and sharing reports and dashboards. It allows users to connect to various data sources, visualize data, and share insights with others.