DAIRY APPLICATION

**Project ID- NS12345**

**Project Version- 1.01**

**Author- SMITALI SAKA**

**BUSINESS REQUIREMENT DOCUMENT**

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| --- | --- | --- |
| **1. Document Revisions** | | |
| **Date** | **Version Number** | **Document Changes** |
| 05-01-2025 | 0.1 | Initial Draft |
| 10-01-2025 | 0.2 | Added stakeholder requirements |
| 15-01-2025 | 0.3 | Incorporated functional specifications |
| 20-01-2025 | 0.4 | Updated workflows and diagrams |
| 25-01-2025 | 0.5 | Included test case scenarios |
| 28-01-2025 | 1.0 | Finalized document after stakeholder review |

**2. Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor | Rakesh Joshi | Chief Operating Officer | Rakesh Joshi | 05-01-2025 |
| Business Owner | Olive Rodriuez | VP of Business Strategy | Olive Rodriuez | 06-01-2025 |
| Project Manager | Avinash Singh | Project Manager | Avinash Singh | 07-01-2025 |
| System Architect | Riya Sharma | Lead System Architect | Riya Sharma | 08-01-2025 |
| Development Lead | Deepika Rai | Senior Developer | Deepika Rai | 09-01-2025 |
| User Experience Lead | Kabir Singh | UX Design Lead | Kabir Singh | 10-01-2025 |
| Quality Lead | Vayu Bhatra | QA Manager | Vayu Bhatra | 11-01-2025 |
| Content Lead | Nikhita Patel | Content Strategist | Nikhita Patel | 12-01-2025 |

**3. RACI Chart**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **R** | **A** | **S** | **C** | **I** |
| Rakesh Joshi | Project Sponsor |  |  |  |  | X |
| Olive Rodriuez | Business Owner | X | X |  | X |  |
| Avinash Singh | Project Manager | X | X | X |  |  |
| Riya Sharma | System Architect | X |  | X | X |  |
| Deepika Rai | Development Lead | X |  | X |  |  |
| Kabir Singh | User Experience Lead | X |  | X |  |  |
| Vayu Bhatra | Quality Lead | X |  |  | X |  |
| Nikhita Patel | Content Lead | X |  | X |  |  |

**Project Name:** Dairy Management System for Ice Cream & Milk Products

**Business Analyst:** SMITALI SAKA

**Company Overview:** This project was proposed for a manufacturer of ice cream and milk products with multiple manufacturing plants and warehouses across the country. As the Business Analyst for this project, I have identified the need to develop software that will help manage inventory efficiently and ensure the quickest delivery to customers.

## ****Business Objectives****

* Optimize inventory management to minimize wastage and ensure product availability.
* Enhance the supply chain to facilitate the quickest possible delivery.
* Automate order processing and tracking.
* Improve real-time visibility into stock levels across different locations.
* Integrate with logistics partners for efficient route planning and dispatch.

## ****Project Scope****

### ****In-Scope****

* Centralized inventory management system.
* Order processing and tracking.
* Automated stock replenishment.
* Warehouse and manufacturing plant integration.
* Logistics and route optimization.
* Role-based access control for different users (Admin, Warehouse Manager, Logistics Team, Customer Support, etc.).
* Notifications and alerts for low stock, order status updates, and delivery tracking.

### ****Out-of-Scope****

* Manufacturing process automation.
* Physical warehouse infrastructure changes.
* Hardware procurement (barcode scanners, etc.).

## ****Key Features & Functional Requirements****

### ****Inventory Management****

* Track stock levels in real time.
* Forecast demand based on sales trends.
* Automated restocking notifications.
* Categorization of products by type, batch, and expiration date.

### ****Order Management****

* Online order placement for distributors and retailers.
* Order status tracking (Received, Processing, Dispatched, and Delivered).
* Integration with billing and invoicing systems.

### ****Delivery Optimization****

* Route planning for fastest delivery.
* GPS tracking and live order updates.
* Auto-assignment of delivery partners.
* Integration with third-party logistics (if applicable).

### ****User Management****

* Role-based access control.
* Audit logs for system transactions.

### ****Reports & Analytics****

* Inventory movement reports.
* Order fulfilment performance.
* Delivery time analysis.

## ****Development & Resource Plan****

### ****Development Phases****

1. **Requirement Gathering & Analysis (Week 1-2)** – Conduct stakeholder interviews, define business requirements, and finalize scope.
2. **System Design & Architecture (Week 3-4)** – Develop system workflows, UI/UX wireframes, and database design.
3. **Prototype Development (Week 5-6)** – Build a clickable prototype for client validation.
4. **Core Module Development (Week 7-12)**
   * Inventory Management
   * Order Processing
   * Delivery Optimization
5. **Testing (Week 13-15)** – Conduct unit testing, system integration testing, and user acceptance testing (UAT).
6. **Deployment & Training (Week 16-18)** – Deploy the system in a production environment and conduct user training sessions.

### ****Resource Allocation****

* **Business Analyst (1) – SMITALI SAKA** – Requirement gathering, documentation, stakeholder communication.
* **Project Manager (1)** – Overall project planning, risk management, coordination.
* **UI/UX Designer (1)** – Design user-friendly interfaces.
* **Developers (3-4)** – Backend and frontend development.
* **QA Engineers (2)** – Functional, performance, and security testing.
* **DevOps Engineer (1)** – Deployment.
* **Support Team (2)** – Post-deployment assistance and maintenance.

## ****Risks & Mitigation Strategies****

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| --- | --- |
| **Risk** | **Mitigation Strategy** |
| Data inconsistency | Implement real-time synchronization across locations |
| Delivery delays | AI-based route optimization & tracking |
| System downtime | Cloud-based architecture with failover backup |
| User adoption challenges | Training sessions & user-friendly interface |

#### ****Assumptions****

1. The client will provide accurate and up-to-date inventory and order data for system implementation.
2. All warehouses and manufacturing plants will have internet connectivity to enable real-time data synchronization.
3. The system will integrate with existing ERP and third-party logistics systems as required.
4. Users will undergo training to ensure smooth adoption of the new system.
5. The software will be cloud-based, ensuring high availability and scalability.
6. The project will follow Agile methodology, allowing for iterative development and feedback.
7. The budget and resources required for development, testing, and deployment will be approved and allocated.
8. The system will support multiple user roles, each with specific permissions.
9. Mobile and web applications will be developed to support inventory tracking and order processing.
10. External logistics partners will have API-based integration for order fulfilment and tracking.

#### ****Constraints****

1. The system must comply with industry regulations related to food safety, storage, and distribution.
2. Any third-party API integration (logistics, payment gateway, etc.) will depend on their availability and technical limitations.
3. Data security and compliance with relevant laws (such as GDPR for personal data) must be ensured.
4. The software should be accessible via web browsers and mobile devices with minimal performance degradation.
5. The budget and timeline are fixed, requiring efficient resource utilization.
6. The software should be scalable to handle increased demand during peak seasons.
7. The system should support multiple warehouses and distribution centres with location-based tracking.
8. Downtime for system maintenance should be minimal and planned in advance.
9. User authentication and role-based access must be implemented to prevent unauthorized access.
10. The company’s existing IT infrastructure should support the new system without major upgrades.

**Business Process Overview**

**Legacy System (AS-IS)**

The current system is a combination of **manual record-keeping, spreadsheets, and outdated software** with limited automation. The key challenges include:

1. **Inventory Management Issues**
   * Lack of real-time inventory visibility across warehouses.
   * Overstocking or stock outs due to inefficient demand forecasting.
   * High wastage of perishable products due to poor tracking mechanisms.
2. **Order Processing & Delivery Challenges**
   * Orders are manually processed, leading to delays and human errors.
   * No optimized route planning, resulting in **delayed deliveries**.
   * Difficulty in tracking shipments in real time.
3. **Limited Integration & Reporting**
   * Manufacturing, warehousing, and logistics operations are not integrated.
   * Decision-making is based on **historical data rather than real-time insights**.
   * No automated alerts for low stock, expired products, or delayed deliveries.

**Proposed Recommendations (TO-BE)**

To overcome these challenges, the company should implement an **integrated Inventory & Logistics Management System** with the following features:

**1. Smart Inventory Management System**

**Real-time Stock Tracking:** Enables automated inventory updates across warehouses.  
 **Demand Forecasting:** AI-driven analytics to predict demand and optimize stock levels.  
 **Automated Alerts:** Notifications for low stock, expiry dates, and replenishment needs.

**2. Optimized Order Processing & Delivery**

**Automated Order Processing:** Reduces manual effort and speeds up fulfilment.  
 **Smart Route Optimization:** AI-based delivery scheduling for the **fastest routes**.  
 **Real-time Tracking:** Customers and internal teams can track deliveries live.

**3. Integrated System & Data Analytics**

**ERP Integration:** Connects manufacturing, warehouses, and logistics on a single platform.  
 **Real-time Reports & Dashboards:** Provides insights for decision-making.  
 **Automated Compliance Management:** Ensures food safety and regulatory standards are met.

By implementing this **smart software solution**, the company can achieve **better inventory control, reduced wastage, faster deliveries, and improved customer satisfaction** while optimizing operational costs.

**PROCESS FLOW DIAGRAM**

**ASSIGNMENT 2: INTRODUCTION LETTER**

**Subject:** Introduction as Business Analyst for Project Collaboration

Dear EASY TICKET,

I hope this email finds you well. My name is SMITALI SAKA, and I am pleased to introduce myself as the Business Analyst assigned to collaborate with you and your team on this project. I am excited about the opportunity to work closely with you in understanding your business requirements and ensuring the successful development of a solution tailored to your needs.

As a Business Analyst, my primary role is to bridge the gap between your business vision and the technical development team. I will be responsible for gathering and analysing requirements, identifying key challenges, and ensuring that the final product aligns with your expectations. Throughout this process, I will facilitate discussions, document specifications, and provide insights to enhance the project's efficiency.

To initiate our engagement, I would love to schedule a meeting at your convenience. This will allow us to discuss your business goals, pain points, and expectations in detail. Your input will be invaluable in shaping the project's direction and ensuring we deliver a solution that meets your needs effectively.

Please let me know your availability for an introductory call, or feel free to share any initial thoughts or documents that would help us get started. Looking forward to collaborating with you on this exciting journey.

**Best Regards,**   
SMITALI SAKA  
Business Analyst   
[+91 1223456789]   
[QUICK IT SOLUTIONS]

EASY TICKET APPLICATION

**Project ID- HS54321**

**Project Version- 1.01**

**Author- SMITALI SAKA**

BUSINESS REQUIRMENT DOCUMENT

**Project Overview**

The Online Ticketing System is designed to provide a seamless ticket booking experience for users across various events, concerts, and travel services. The system will allow users to browse available tickets, book seats, and receive e-tickets instantly.

**Business Objectives**

* Enable users to search, book, and manage tickets online.
* Provide real-time availability and pricing updates.
* Ensure a secure and smooth payment process.
* Allow event organizers and transport providers to manage ticket sales.
* Generate reports for sales analysis and customer trends.

**Scope**

**In-Scope:**

* User registration and login.
* Event and transport ticket booking.
* Payment gateway integration.
* QR code-based e-ticket generation.
* Admin panel for managing ticket inventory.
* Reports and analytics module.

**Out-of-Scope:**

* Physical ticket printing and delivery.
* Third-party vendor management beyond ticket sales.

**Stakeholders**

* Customers (end-users booking tickets)
* Event Organizers and Transport Providers
* System Administrators
* Payment Gateway Providers

### ****Risks & Mitigation****

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk Category** | **Risk** | **Likelihood** | **Impact** |
| Performance & Scalability | High traffic load | High | High |
| Security | Fraudulent transactions | Medium | High |
| Security | Data breaches | Medium | High |
| Availability | Server downtime | Medium | High |
| Scalability | Scalability issues | Medium | High |
| Security | Ticket duplication | Medium | High |
| Financial | Refund and cancellation disputes | High | Medium |
| Compliance | Compliance with local laws | Medium | High |
| Usability | Poor user experience | High | Medium |
| Operational | Payment failures | High | High |

#### ****Assumptions:****

* Users have stable internet connectivity for booking and payments.
* Payment gateways will be third-party services like PayPal, Stripe, or Razor pay.
* Ticket inventory updates will be handled in real-time through API integrations.
* The system will support multiple currencies for international users.

#### ****Constraints:****

* Compliance with regional taxation and financial regulations.
* The system should operate within the defined performance benchmarks (e.g., page load = 2 sec).
* Payment processing must comply with PCI-DSS standards.
* Initial deployment will support web-based applications, with mobile apps introduced later.

## ****2. SOLUTION REQUIREMENT SPECIFICATION (SRS)****

## ****USE CASE DIAGRAM****

## Use Case Specification:

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| --- | --- |
| **Use Case ID** | **UC001** |
| **Use Case Name** | Login/Registration |
| **Created by** |  |
| **Actor** | Users |
| **Description** | Enables users to log in or create an account. |
| **Pre-Condition** | User must have correct credentials. |
| **Post-Condition** | User is authenticated and redirected to the dashboard. |
| **Normal Flow of Events** | User enters email and password. |
|  | The system validates credentials. |
|  | User activates the account via email. |
| **Alternative Flow** | Incorrect credentials: Show "Invalid Login" message. |
|  | The system is down or the login/registration service fails. |
|  | The user cannot remember their password. |

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| **Use Case ID** | **UC002** |
| **Use Case Name** | Book Tickets |
| **Created by** |  |
| **Actor** | Users / Payment Gateway |
| **Description** | The user selects an event, chooses seats, makes payment, and receives an e-ticket. |
| **Pre-Condition** | The event must have available tickets. |
| **Post-Condition** | The system updates seat availability and sends a confirmation email/SMS with an e-ticket. |
| **Normal Flow of Events** | User selects an event. |
|  | User chooses the number of tickets and seats. |
|  | User selects a payment method and proceeds to pay. |
| **Alternative Flow** | **Payment failure:** User is notified and can retry. |
|  | **Sold out event:** System suggests alternative events. |

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| **Use Case ID** | **UC003** |
| **Use Case Name** | Make Payment |
| **Created by** |  |
| **Actor** | Users / Payment Gateway |
| **Description** | Users make payments for their ticket bookings. |
| **Pre-Condition** | User has selected tickets. |
| **Post-Condition** | Successful transaction results in an e-ticket. |
| **Normal Flow of Events** | User selects a payment method (Credit Card, UPI, etc.). |
|  | System redirects to the payment gateway. |
|  | User enters payment details and confirms. |
| **Alternative Flow** | **Failed Payment:** User retries with another method. |

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| **Use Case ID** | **UC004** |
| **Use Case Name** | Browse Events |
| **Created by** |  |
| **Actor** | Users |
| **Description** | Users can browse available events before booking tickets. |
| **Pre-Condition** | The system must have event data available. |
| **Post-Condition** | User can proceed to booking if interested. |
| **Normal Flow of Events** | User filters/searches for events. |
|  | System displays relevant event details. |
|  | User visits the homepage. |
| **Alternative Flow** | **No events available:** System notifies the user. |

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| --- | --- |
| **Use Case ID** | **UC005** |
| **Use Case Name** | Receive E-Ticket |
| **Created by** |  |
| **Actor** | Users / Admin |
| **Description** | After successful payment, the system generates and sends an e-ticket to the user via email and SMS. |
| **Pre-Condition** | The user must have completed the booking and payment process successfully. |
| **Post-Condition** | The user receives an e-ticket via email and/or SMS |
| **Normal Flow of Events** | The system generates an e-ticket after successful payment. |
|  | The system sends the e-ticket to the user’s registered email. |
|  | The user downloads or prints the e-ticket for future use. |
| **Alternative Flow** | **Email Not Delivered:** If the email fails, the system allows the user to download the ticket from their account. |
|  | **User Requests Resend:** The user can request the e-ticket to be resent if they didn’t receive it. |

### ****FUNCTIONAL REQUIREMENTS****

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| --- | --- | --- | --- | --- | --- |
| **Project name** | Online Ticketing | | **Customer name** | EASY TICKET LTD | |
| **Project Version** | 1.001 | | **Project Sponsor** | James Smith | |
| **Project Manager** | Avinash Singh | | **Project Initiation date** | 25-01-2025 | |
| **Requirement ID** | | **Requirement Name** | **Req Description** | | **Priority** |
| FR-01 | | User Registration | Users should be able to register and log in securely. | | High |
| FR-02 | | Search Functionality | Users can search for tickets using filters (event type, date, location). | | High |
| FR-03 | | Seat Selection | Users can select seats for applicable events before booking. | | Medium |
| FR-04 | | Real-time Availability | The system should update ticket availability in real time. | | High |
| FR-05 | | Secure Payments | The system must integrate with payment gateways for secure transactions. | | High |
| FR-06 | | E-Ticket Generation | The system should generate QR-based e-tickets. | | High |
| FR-07 | | Notifications | Users should receive email and SMS confirmations after booking. | | Medium |
| FR-08 | | Admin Panel | Admins should be able to manage events and ticket inventory. | | High |
| FR-09 | | Refund and Cancellation | Users should be able to request refunds or cancel bookings. | | Medium |
| FR-10 | | Sales Reports | Admins should be able to generate sales and customer trend reports. | | Medium |

### ****NON-FUNCTIONAL REQUIREMENTS****

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement ID** | **Requirement Name** | **Req Description** | **Priority** |
| NFR-01 | System Availability | The system should ensure 99.9% uptime. | High |
| NFR-02 | Performance | The system should handle up to 10,000 concurrent users. | High |
| NFR-03 | Security | The system must use SSL encryption and secure authentication. | High |
| NFR-04 | Scalability | The system should be able to scale based on demand. | Medium |
| NFR-05 | Response Time | Page load time should be less than 2 seconds. | High |
| NFR-06 | Backup & Recovery | Data should be backed up daily with a recovery option. | High |
| NFR-07 | Compliance | The system must adhere to legal and financial regulations. | High |
| NFR-08 | Multi-Device Compatibility | The system should work on mobile, tablet, and desktop. | Medium |
| NFR-09 | Logging & Monitoring | The system should log all transactions and provide monitoring alerts. | Medium |
| NFR-10 | Usability | The system should be user-friendly with an intuitive UI. | High |

**ERD FOR A SUPPORT TICKET/TICKETING LIFE CYCLE:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **USERS** |  | **Support\_Tickets** |  | **Status** |  | **Attachments** |
| user\_id (PK) |  | ticket\_id (PK) |  | status\_id (PK) |  | attachment\_id (PK) |
| name |  | user\_id (FK) |  | status\_name |  | ticket\_id (FK) |
| email |  | agent\_id (FK) |  | created\_at |  | file\_path |
| phone |  | status\_id (FK) |  | modified\_at |  | file\_type |
| created\_at |  | created\_at |  | deleted\_at |  | created\_at |
| modified\_at |  | updated\_at |  |  |  | modified\_at |
| deleted\_at |  | subject |  | **Responses** |  | deleted\_at |
|  |  | description |  | response\_id (PK) |  |  |
|  |  | created\_at |  | ticket\_id (FK) |  |  |
|  |  | modified\_at |  | user\_id (FK) |  |  |
|  |  | deleted\_at |  | agent\_id (FK) |  |  |
|  |  |  |  | response\_time |  |  |
|  |  | **Agents** |  | message |  |  |
|  |  | agent\_id (PK) |  | created\_at |  |  |
|  |  | name |  | modified\_at |  |  |
|  |  | email |  | deleted\_at |  |  |
|  |  | phone |  |  |  |  |
|  |  | created\_at |  |  |  |  |
|  |  | modified\_at |  |  |  |  |
|  |  | deleted\_at |  |  |  |  |

**USER STORIES OF SHOPPING FROM ECOMMERCE.**

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| --- | --- | --- |
| **USER STORY 1** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **add a product to my shopping cart** | | |
| So that I can **buy the items later** | | |
| **BV:** 500 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can add a product from the product details page to their cart. | | |
| The cart icon reflects the correct number of items added. | | |
| The user can view the added products in the cart and proceed to checkout. | | |

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| **USER STORY 2** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **search for products** | | |
| So that I can **find the items I want quickly** | | |
| **BV:** 500 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can search for products by name, category, or brand. | | |
| Filters like price, brand, and rating are available to narrow down the search. | | |

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| **USER STORY 3** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **view detailed information about a product** | | |
| So that I can **make an informed decision before purchasing** | | |
| **BV:** 500 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can see product details such as description, specifications, and images. | | |
| The user can check product availability in stock. | | |

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| **USER STORY 4** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **add multiple products to my cart at once** | | |
| So that I can **buy all the products in one go** | | |
| **BV:** 500 |  | CP: 05 |
| **ACCEPTANCE CRITERIA** | | |
| The user can select several items and add them to the cart. | | |
| The cart updates with the total number of items added. | | |

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| **USER STORY 5** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **review my shopping cart** | | |
| So that I can **remove or modify items before proceeding** | | |
| **BV:** 500 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can remove an item or adjust the quantity from the cart. | | |
| The cart updates automatically with the changes. | | |

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| **USER STORY 6** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **proceed to checkout** | | |
| So that I can **enter my shipping information and finalize my order** | | |
| **BV:** 500 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can enter shipping address and contact details. | | |
| The total order cost is calculated before payment. | | |

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| **USER STORY 7** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **select my preferred payment method** | | |
| So that I can **pay for my order easily and securely** | | |
| **BV:** 500 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can choose from available payment methods (e.g., Credit Card, UPI, PayPal). | | |
| The payment method is displayed clearly for confirmation. | | |

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| **USER STORY 8** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **apply a discount code to my order** | | |
| So that I can **get a discount on my purchase** | | |
| **BV:** 500 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can apply a valid discount code at checkout. | | |
| The final price reflects the discount applied. | | |

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| **USER STORY 9** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **track my order status** | | |
| So that I can **know when my order will arrive** | | |
| **BV:** 500 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can track the status of their order (e.g., shipped, in transit, delivered). | | |
| The user receives order status updates via email/SMS. | | |

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| **USER STORY 10** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **save items to my wish list** | | |
| So that I can **purchase them later when I’m ready** | | |
| **BV:** 500 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can add products to a wish list for future reference. | | |
| The user can view and remove items from the wish list. | | |

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| **USER STORY 11** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **register for an account** | | |
| So that I can **save my preferences and order history** | | |
| **BV:** 500 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can register using email or social media accounts. | | |
| The user can update their profile details after registration. | | |

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| **USER STORY 12** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **log into my account** | | |
| So that I can **access my saved details and previous orders** | | |
| **BV:** 200 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can log in using email/password or social media login. | | |
| The user is redirected to their personalized dashboard upon successful login. | | |

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| **USER STORY 13** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **reset my password** | | |
| So that I can **access my account if I forget my password** | | |
| **BV:** 200 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can request a password reset link via email. | | |
| The user can set a new password using the link. | | |

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| **USER STORY 14** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **view my past orders** | | |
| So that I can **track previous purchases and reorder** | | |
| **BV:** 200 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can view their order history on their account page. | | |
| The user can reorder previously purchased items with one click. | | |

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| **USER STORY 15** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **sort products by price** | | |
| So that I can **find products within my budget** | | |
| **BV:** 200 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can sort products from low to high or high to low by price. | | |

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| **USER STORY 16** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **filter products by category** | | |
| So that I can **narrow down my search results** | | |
| **BV:** 200 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can filter products by category (e.g., Electronics, Clothing, and Home). | | |

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| **USER STORY 17** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **view product ratings and reviews** | | |
| So that I can **make an informed purchase decision** | | |
| **BV:** 500 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can view product ratings and read reviews submitted by other customers. | | |

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| **USER STORY 18** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **share a product on social media** | | |
| So that I can **recommend it to friends and family** | | |
| **BV:** 200 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can share product details on social media platforms like Facebook, Twitter, and Instagram. | | |

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| **USER STORY 19** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **add products to my cart directly from search results** | | |
| So that I can **quickly add items without visiting individual product pages** | | |
| **BV:** 200 |  | CP: 05 |
| **ACCEPTANCE CRITERIA** | | |
| The user can click "Add to Cart" directly from search results without navigating to the product page. | | |

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| **USER STORY 20** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **view the availability of a product** | | |
| So that I can **know if it's in stock or sold out** | | |
| **BV:** 200 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The system displays product availability (e.g., In Stock, Out of Stock). | | |

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| **USER STORY 21** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **choose my delivery option** | | |
| So that I can **receive my order in the preferred time frame** | | |
| **BV:** 200 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can select standard or expedited delivery at checkout. | | |
| Delivery cost is shown based on the selected option. | | |

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| **USER STORY 22** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **track my shipment** | | |
| So that I can **know when my order will arrive** | | |
| **BV:** 200 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can track shipment via a tracking number provided by the system. | | |

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| **USER STORY 23** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **add multiple shipping addresses** | | |
| So that I can **choose different addresses for each order** | | |
| **BV:** 200 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can save and select different shipping addresses for each purchase. | | |

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| **USER STORY 24** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **add my billing information** | | |
| So that I can **complete my payment process easily** | | |
| **BV:** 200 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can enter their billing address and payment details during checkout. | | |

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| **USER STORY 25** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **apply filters to products** | | |
| So that I can **narrow down my options based on criteria such as size or colour** | | |
| **BV:** 500 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can filter products by size, colour, material, etc. | | |

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| **USER STORY 26** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **save my payment method** | | |
| So that I can **pay faster for future orders** | | |
| **BV:** 500 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can save credit card or PayPal details for future use. | | |

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| **USER STORY 27** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **sign out of my account** | | |
| So that I can **keep my account secure** | | |
| **BV:** 500 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can sign out from their account on the website. | | |

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| **USER STORY 28** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **check out as a guest** | | |
| So that I don’t need to create an account to complete my purchase | | |
| **BV:** 500 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can check out without registering an account. | | |
| The guest user is prompted to enter necessary details like shipping and payment information. | | |

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| **USER STORY 29** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **get personalized product recommendations** | | |
| So that I can **discover new products that suit my preferences** | | |
| **BV:** 500 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user receives product recommendations based on browsing history and preferences. | | |

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| **USER STORY 30** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **save my shopping cart for later** | | |
| So that I can **continue shopping without losing my selected items** | | |
| **BV:** 500 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can save their cart and return later to complete the purchase. | | |

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| **USER STORY 31** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **check if the product is compatible with my current items** | | |
| So that I can **avoid purchasing incompatible products** | | |
| **BV:** 200 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The product page provides compatibility information, such as model numbers or sizes. | | |

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| **USER STORY 32** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **view different variations of a product** | | |
| So that I can **choose the right size or colour** | | |
| **BV:** 500 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can see different colour, size, or style variations on the product page. | | |

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| **USER STORY 33** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **see available promotions and discounts** | | |
| So that I can **take advantage of special offers** | | |
| **BV:** 500 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The system displays ongoing promotions and discount offers prominently on the homepage or product page. | | |

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| **USER STORY 34** | Task: 1 | **Priority:** Low |
| **As a user,** | | |
| I want to **subscribe to the newsletter** | | |
| So that I can **stay updated on offers and new arrivals** | | |
| **BV:** 100 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can subscribe to newsletters using their email address. | | |
| The user receives a confirmation email after subscribing. | | |

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| **USER STORY 35** | Task: 1 | **Priority:** Low |
| **As a user,** | | |
| I want to **view frequently asked questions** | | |
| So that I can **get quick answers to common queries** | | |
| **BV:** 100 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can access an FAQ page with common questions and answers. | | |

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| **USER STORY 36** | Task: 1 | **Priority:** Low |
| **As a user,** | | |
| I want to **request a product demo** | | |
| So that I can **see the product in use before buying it** | | |
| **BV:** 100 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can request a product demo by filling out a form or contacting customer support. | | |

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| **USER STORY 37** | Task: 1 | **Priority:** High |
| **As a user,** | | |
| I want to **see the shipping cost before checking out** | | |
| So that I can **make sure the total is within my budget** | | |
| **BV:** 500 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The shipping cost is displayed on the checkout page before the user confirms the order. | | |

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| **USER STORY 38** | Task: 1 | **Priority:** Low |
| **As a user,** | | |
| I want to **order gift cards** | | |
| So that I can **send them as presents to friends or family** | | |
| **BV:** 200 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can purchase gift cards of different values for gifting purposes. | | |

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| **USER STORY 39** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **save items for future purchase** | | |
| So that I can **buy them later when I'm ready** | | |
| **BV:** 200 |  | CP: 03 |
| **ACCEPTANCE CRITERIA** | | |
| The user can save items to their wish list and purchase them at a later time. | | |

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| **USER STORY 40** | Task: 1 | **Priority:** Medium |
| **As a user,** | | |
| I want to **leave a review for a product** | | |
| So that I can **share my experience with other potential buyers** | | |
| **BV:** 200 |  | CP: 01 |
| **ACCEPTANCE CRITERIA** | | |
| The user can rate the product and leave comments in the review section. | | |
| The review is posted after moderation, if necessary. | | |