### **Assignment 1**

#### **1. Business Requirements Document (BRD)**

#### **Project Name:** Inventory and Delivery Management System**Project ID:** ENCT-Inv-01**Version ID:** V1D0**Author:** Bhakti**Date:** January 2025**Company Name:** IceDelight Pvt Ltd**Confidentiality:** CONFIDENTIAL

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### **1. Document Revisions**

| **Date** | **Version Number** | **Document Changes** |
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| 12/01/2025 | 0.1 | Initial Draft |

### **2. Approvals**

| **Role** | **Name** | **Signature** | **Date** |
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| Business Owner | Meera Patel | Meera Patel | 15 Jan 2025 |
| Project Manager | Pankaj Kumar | Pankaj Kumar | 16 Jan 2025 |
| System Architect | Akash Goel | Akash Goel | 16 Jan 2025 |
| Development Lead | Kriti Sahay | Kriti Sahay | 17 Jan 2025 |
| User Experience Lead | Ishita Chanda | Ishita Chanda | 17 Jan 2025 |
| Quality Lead | Ankur Upadhyay | Ankur Upadhyay | 18 Jan 2025 |
| Content Lead | Gajanan Ped | Gajanan Ped | 18 Jan 2025 |

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### **3. RACI Chart for This Document**

| **Stage** | **Project Sponsor** | **Business Owner** | **Project Manager** | **System Architect** | **Development Lead** | **User Experience Lead** | **Quality Lead** | **Content Lead** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1. Project Initiation** | I | A | R | C | I | I | I | I |
| **2. Requirements Gathering** | I | A | R | C | I | C | C | C |
| **3. System Design & Architecture** | I | I | C | A | R | C | C | I |
| **4. Development (Coding)** | I | I | C | C | A | I | C | I |
| **5. Testing (QA)** | I | I | C | C | C | C | A | I |
| **6. Deployment & Launch** | I | I | R | C | A | I | C | I |
| **7. Post-Launch Support** | I | I | R | C | I | C | A | C |

### **4. Introduction**

#### **4.1 Business Goals**

#### To develop a system that optimizes inventory management and accelerates product delivery to customers across various locations.

#### **4.2 Business Objectives**

#### Streamline inventory tracking across multiple warehouses.

#### Automate low-stock alerts and restocking processes.

#### Enhance order fulfillment efficiency for faster deliveries.

#### Provide real-time delivery tracking for customers.

#### **4.3 Business Rules**

#### All inventory data must be updated in real-time.

#### Only authorized personnel can modify inventory levels.

#### Delivery routes should be optimized based on traffic and distance.

#### **4.4 Background**

#### The company faces challenges with manual inventory tracking and delays in order fulfillment. The new system aims to address these issues.

#### **4.5 Project Objective**

#### To create a robust system for managing inventory and ensuring timely delivery of ice-cream and milk products.

#### **4.6 Project Scope**

##### **4.6.1 In Scope Functionality**

#### Real-time inventory updates.

#### Automated low-stock alerts.

#### Order tracking and route optimization.

#### Customer notifications for order status.

##### **4.6.2 Out of Scope Functionality**

#### Mobile app development.

#### Integration with external marketplaces.

### **5. Assumptions**

#### Timely feedback from stakeholders during development.

#### Availability of necessary hardware and software resources.

### **6. Constraints**

#### The system must be deployed within 12 months.

#### Budget constraints may limit the inclusion of additional features.

### **7. Risks**

#### **7.1 Technological Risks**

#### Integration challenges with existing systems.

#### **7.2 Skills Risks**

#### Potential shortage of skilled developers.

#### **7.3 Political Risks**

#### Project delays due to shifts in company priorities.

#### **7.4 Business Risks**

#### The system may not meet all user expectations.

#### **7.5 Requirements Risks**

#### Inadequate requirement capture may lead to scope creep.

#### **7.6 Other Risks**

#### Unforeseen technical issues.

### **8. Business Process Overview**

#### **8.1 Legacy System (AS-IS)**

#### Manual tracking of inventory, leading to inefficiencies and delays.

#### **8.2 Proposed Recommendations (TO-BE)**

#### Automated inventory management with real-time updates and optimized delivery processes.

### **9. Requirements**

| **Sr No** | **Requirement Type** | **Requirement Name** | **Requirement Description** | **BV** | **CV** |
| --- | --- | --- | --- | --- | --- |
| 1 | Functional | Real-time Inventory View | The system shall allow users to view real-time inventory levels of all products. | 500 | 4 |
| 2 | Functional | Automatic Inventory Update | The system shall automatically update inventory levels when stock is added or removed. | 500 | 5 |
| 3 | Functional | Low-stock Alerts | The system shall generate low-stock alerts when inventory falls below a predefined threshold. | 400 | 4 |
| 4 | Functional | Manual Inventory Adjustment | The system shall allow warehouse managers to manually adjust inventory levels. | 300 | 3 |
| 5 | Functional | Expiration Date Tracking | The system shall track the expiration dates of perishable products. | 300 | 3 |
| 6 | Functional | Inventory Turnover Reports | The system shall generate reports on inventory turnover rates. | 300 | 3 |
| 7 | Functional | Product Entry Creation | The system shall allow the creation of new product entries with necessary details. | 300 | 3 |
| 8 | Functional | Batch Tracking | The system shall support batch tracking for inventory management. | 300 | 3 |
| 9 | Functional | Product Search | The system shall allow users to search for products by name, category, or SKU. | 300 | 3 |
| 10 | Functional | Role-based Access Control | The system shall provide role-based access control to restrict access to certain features. | 400 | 4 |
| 11 | Functional | Barcode Scanning | The system shall support barcode scanning for inventory updates. | 300 | 4 |
| 12 | Functional | Warehouse Management Integration | The system shall integrate with existing warehouse management systems. | 400 | 4 |
| 13 | Functional | Route Optimization | The system shall optimize delivery routes based on customer locations. | 500 | 5 |
| 14 | Functional | Real-time Order Tracking | The system shall allow customers to track their orders in real-time. | 400 | 4 |
| 15 | Functional | Customer Notifications | The system shall send automated notifications to customers regarding order status updates. | 400 | 4 |
| 16 | Functional | Delivery Scheduling | The system shall allow for the scheduling of deliveries based on customer preferences. | 400 | 4 |
| 17 | Functional | Optimized Driver Routes | The system shall provide drivers with optimized routes for deliveries. | 500 | 5 |
| 18 | Functional | Third-party Logistics Integration | The system shall allow for the integration of third-party logistics providers. | 400 | 4 |
| 19 | Functional | Multi-Warehouse Support | The system shall support multiple warehouse locations and transfer of stock between them. | 400 | 4 |
| 20 | Functional | Delivery Performance Reports | The system shall generate reports on delivery performance and times. | 300 | 4 |
| 21 | Non-functional | Scalability | The system shall be scalable to accommodate an increasing number of users and inventory items. | 500 | 5 |
| 22 | Non-functional | Data Accuracy | The system shall ensure data accuracy and integrity across all modules. | 500 | 4 |
| 23 | Non-functional | User-friendly Interface | The system shall have a user-friendly interface for ease of use by warehouse and delivery personnel. | 400 | 4 |
| 24 | Non-functional | High Availability | The system shall provide high availability with a target uptime of 99.9%. | 500 | 5 |
| 25 | Non-functional | Performance Efficiency | The system shall perform inventory updates within 5 seconds of an action being performed. | 400 | 4 |
| 26 | Non-functional | Data Protection Compliance | The system shall comply with data protection regulations, such as GDPR. | 400 | 4 |
| 27 | Non-functional | Secure Access | The system shall provide secure access through user authentication and authorization. | 500 | 5 |
| 28 | Non-functional | User Action Logging | The system shall log all user actions for audit purposes. | 400 | 4 |
| 29 | Non-functional | Multilingual Support | The system shall offer multilingual support for users across different regions. | 300 | 3 |
| 30 | Non-functional | Mobile Compatibility | The system shall be compatible with mobile devices for use by delivery drivers. | 300 | 4 |
| 31 | Non-functional | ERP System Integration | The system shall support integration with ERP systems. | 400 | 4 |
| 32 | Non-functional | Backup and Recovery | The system shall provide backup and recovery options to prevent data loss. | 500 | 5 |
| 33 | Non-functional | High Load Support | The system shall support a load of up to 10,000 concurrent users. | 500 | 5 |
| 34 | Non-functional | Minimal Downtime | The system shall ensure that all updates and maintenance can be performed with minimal downtime. | 400 | 4 |
| 35 | Non-functional | Error Messaging | The system shall provide detailed error messages for troubleshooting. | 300 | 3 |
| 36 | Non-functional | Peak Load Handling | The system shall be able to handle peak loads during seasonal demand increases. | 500 | 5 |
| 37 | Non-functional | Data Encryption | The system shall encrypt sensitive data during transmission and storage. | 500 | 4 |
| 38 | Non-functional | Consistent Response Time | The system shall maintain a consistent response time of less than 2 seconds for all major functions. | 400 | 4 |
| 39 | Non-functional | API Integration Support | The system shall provide APIs for integration with third-party applications. | 400 | 4 |
| 40 | Non-functional | Automatic Scaling | The system shall be capable of automatic scaling based on workload demands. | 500 | 5 |

###

### **10. Appendices**

#### **10.1 List of Acronyms**

#### ERP: Enterprise Resource Planning

#### GPS: Global Positioning System

#### **10.2 Glossary of Terms**

#### Inventory: Stock of products in warehouses.

#### Restocking: Replenishing inventory when levels are low.

#### **10.3 Related Documents**

#### System Design Document

#### Technical Specifications Document

####

#### **Development and Resource Plan**

#### **1. Development Phases**

#### Phase 1: Requirement Gathering and Analysis

#### Phase 2: Design and Prototyping

#### Phase 3: Development

#### Phase 4: Testing and Quality Assurance

#### Phase 5: Deployment and Training

#### Phase 6: Maintenance and Support

#### **2. Resource Allocation**

#### Business Analyst: Requirement gathering, BRD, and stakeholder communication.

#### UI/UX Designer: Interface design.

#### Developers: Frontend and Backend development.

#### QA Engineers: Testing and bug tracking.

#### Project Manager: Overseeing project progress.

#### Support Staff: Post-deployment support.

#### **3. Timeline**

#### Total Duration: 6 months

#### Each phase lasts approximately one month, with overlapping for seamless transition.

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#### 2. Process Flow Diagram



### **Assignment 2**

#### **1. Introduction Letter**

Subject: Introduction as Your Business Analyst for [Project Name]

Dear [Client's Name],

I am Bhakti, your assigned Business Analyst for the upcoming [Project Name]. I am excited to collaborate with you and your team to gather detailed requirements, ensure seamless communication, and deliver a solution that meets your business needs.

My role will involve understanding your business processes, identifying key challenges, and translating them into actionable requirements for our development team. I look forward to starting this journey together and achieving your project goals.

Please feel free to reach out if you have any questions or require further information.

Best Regards,
Bhakti
Business Analyst

####

#### **2. Brief BRD and SRS for an Online Store Platform**

#### **BRD**

**Project Name:** Online Store **Project ID:** ENCT-Web-04
**Version ID:** V1D0
**Author:** Bhakti
**Date:** January 2025
**Company Name:** Locon Solutions Pvt Ltd
**Confidentiality:** CONFIDENTIAL

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## **1. Document Revisions**

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| 17/01/2025 | 0.1 | Initial Draft |

##

## **2. Approvals**

| **Role** | **Name** | **Signature** | **Date** |
| --- | --- | --- | --- |
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| **Business Owner** | Sneha Kapoor | Sneha Kapoor | 18 Jan 2025 |
| **Project Manager** | Vikram Reddy | Vikram Reddy | 18 Jan 2025 |
| **System Architect** | Rahul Mishra | Rahul Mishra | 19 Jan 2025 |
| **Development Lead** | Priya Desai | Priya Desai | 19 Jan 2025 |
| **User Experience Lead** | Sanya Mehta | Sanya Mehta | 20 Jan 2025 |
| **Quality Lead** | Mohit Chauhan | Mohit Chauhan | 20 Jan 2025 |
| **Content Lead** | Anjali Patel | Anjali Patel | 21 Jan 2025 |

##

## **3. RACI Chart for This Document**

| **Stage** | **Project Sponsor** | **Business Owner** | **Project Manager** | **System Architect** | **Development Lead** | **UX Lead** | **QA Lead** | **Content Lead** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
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| **5. Testing (QA)** | I | I | C | C | C | C | A | I |
| **6. Deployment & Launch** | I | I | R | C | A | I | C | I |
| **7. Post-Launch Support** | I | I | R | C | I | C | A | C |

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## **4. Introduction**

### **4.1. Business Goals**

The goal of the "Online Store" project is to develop a user-friendly, scalable, and secure e-commerce platform for online shopping. The platform will offer an enhanced shopping experience, easy navigation, secure payment integration, and personalized customer features.

### **4.2. Business Objectives**

* Build an e-commerce website for seamless product browsing and purchasing.
* Provide secure payment gateways and real-time inventory management.
* Enable customer accounts, order tracking, and personalized recommendations.
* Optimize the platform for both mobile and desktop users.

### **4.3. Business Rules**

* All transactions must be processed securely with industry-standard encryption.
* Product availability should be updated in real-time.
* Customer data must be stored in compliance with privacy laws (GDPR, CCPA, etc.).
* Only verified sellers can list products on the platform.

### **4.4. Background**

The business seeks to enter the online retail space with a reliable and attractive e-commerce platform. Currently, the organization operates offline and is expanding into the digital market. The new platform aims to facilitate easy product purchases, increase customer engagement, and enhance overall brand presence online.

### **4.5. Project Objective**

Develop a fully functional online store that:

* Allows customers to browse and purchase products online.
* Integrates secure payment gateways for hassle-free transactions.
* Provides a responsive design for a seamless experience across all devices.
* Includes features like product recommendations, wish lists, and order tracking.

### **4.6. Project Scope**

#### **4.6.1. In Scope Functionality**

* Customer registration and login features.
* Search and filtering options for browsing products.
* Shopping cart and checkout functionality.
* Payment gateway integration (e.g., PayPal, credit cards).
* Product recommendations and wish lists.
* Admin functionality for product and order management.
* Mobile-responsive design.

#### **4.6.2. Out of Scope Functionality**

* Mobile application development (not part of this phase).
* Integration with third-party ERP or CRM systems (future enhancements).

## **5. Assumptions**

* The client will provide timely feedback during the requirements gathering and testing phases.
* Stakeholders will be available for periodic reviews and decisions.
* The platform will be built using open-source technologies to ensure cost-effectiveness.
* External systems (payment processors, shipping providers) will be handled by third-party vendors.
* User testing will involve real customers for valid feedback.

## **6. Constraints**

* The project must be completed within 12 months from the start date.
* Budget limitations may affect the scope of additional features (e.g., mobile app).
* The platform must be compatible with all major browsers (Chrome, Firefox, Safari) and mobile devices.

## **7. Risks**

### **Technological Risks**

* Issues during integration with third-party payment systems.
* Difficulty ensuring system scalability to handle high traffic.

### **Skills Risks**

* Limited availability of developers skilled in building e-commerce platforms.

### **Political Risks**

* Shifts in organizational priorities may delay project approval.

### **Business Risks**

* Potential lack of customer engagement if the user experience is not intuitive.

### **Requirements Risks**

* Evolving business requirements could lead to scope creep and delays.

### **Other Risks**

* Unexpected issues with security and data privacy compliance.

## **8. Business Process Overview**

### **8.1. Legacy System (AS-IS)**

The current system is an offline business with no e-commerce presence.

### **8.2. Proposed Recommendations (TO-BE)**

The new system will provide a fully integrated online shopping experience, including product browsing, secure checkout, order tracking, and personalized features like recommendations and wish lists.

## **9. Business Requirements**

* User Accounts: Customers can create accounts and log in.
* Product Listings: Sellers can list, update, and manage products.
* Shopping Cart: Customers can add products to their cart and proceed to checkout.
* Payment Gateway: Integration with secure payment processors (e.g., PayPal, credit card).
* Order Tracking: Customers can track the status of their orders.
* Customer Reviews: Users can leave reviews for products they purchase.

## **10. Appendices**

### **10.1. List of Acronyms**

* API: Application Programming Interface
* CRM: Customer Relationship Management

### **10.2. Glossary of Terms**

* Seller: A user who lists products for sale on the platform.
* Buyer: A user who purchases products from the platform.

### **10.3. Related Documents**

* Technical Specifications Document
* System Architecture Design Document

#### **SRS**

**Software Requirements Specification (SRS)**

**Project Name:** Online Store **Project ID:** ENCT-Web-04
**Version ID:** V1D0
**Author:** Bhakti
**Date:** January 2025
**Company Name:** Locon Solutions Pvt Ltd
**Confidentiality:** CONFIDENTIAL

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## **1. Document Revisions**

| **Date** | **Version Number** | **Document Changes** |
| --- | --- | --- |
| 17/01/2025 | 0.1 | Initial Draft |

## **2. Introduction**

### **2.1. Purpose**

The purpose of this document is to define the software requirements for the "Online Store" project. It outlines the system's functional and non-functional requirements, user interactions, and system constraints to guide the development process.

### **2.2. Scope**

The "Online Store" project aims to develop an e-commerce platform that allows users to browse, purchase, and manage products online. The system will include secure payment processing, real-time inventory management, user accounts, and personalized recommendations.

### **2.3. Definitions, Acronyms, and Abbreviations**

* API: Application Programming Interface
* UI: User Interface
* UX: User Experience

### **2.4. References**

* BRD for Online Store
* System Architecture Design Document

### **2.5. Overview**

This SRS document provides a comprehensive description of the functionalities and requirements of the Online Store system. It serves as a reference for the development team and stakeholders throughout the project lifecycle.

## **3. System Overview**

### **3.1. System Goal**

The goal is to create a robust and scalable online store platform that offers an enhanced shopping experience, secure transactions, and efficient order management.

### **3.2. System Objectives**

* Enable users to browse and purchase products seamlessly.
* Integrate secure payment gateways.
* Provide real-time inventory updates.
* Offer personalized recommendations and user accounts.

## **4. Functional & Non-functional Requirements**

| **Sr. No.** | **Requirement Type** | **Requirement Name** | **Requirement Description** | **BV** | **CV** |
| --- | --- | --- | --- | --- | --- |
| 1 | Functional | User Registration and Login | Users can register and log in using their email and password. | 500 | 3 |
| 2 | Functional | Product Browsing | Users can browse available products by categories and view product details. | 500 | 2 |
| 3 | Functional | Add to Cart | Users can add selected products to their shopping cart. | 400 | 2 |
| 4 | Functional | Checkout and Payment | Users can complete purchases by providing payment and shipping details. | 500 | 4 |
| 5 | Functional | Order Management | Users can view and manage their orders, including tracking and history. | 400 | 3 |
| 6 | Functional | Admin Product Management | Admin can add, update, and delete product listings in the system. | 300 | 4 |
| 7 | Functional | View Sales Reports (Admin) | Admin can view sales reports and analytics to track store performance. | 300 | 2 |
| 8 | Functional | Notifications | Users receive notifications for order status updates and promotional offers. | 300 | 2 |
| 9 | Functional | Personalized Recommendations | The system provides product recommendations based on user preferences. | 300 | 3 |
| 10 | Functional | Product Search | Users can search for products using keywords and filters such as price and category. | 500 | 3 |
| 11 | Functional | Filter Products by Categories | Users can filter products by categories, brands, and other criteria. | 400 | 2 |
| 12 | Functional | Sort Products by Price/Rating | Users can sort products based on price, rating, and popularity. | 400 | 2 |
| 13 | Functional | User Profile Management | Users can update their profile information, including address and payment details. | 400 | 3 |
| 14 | Functional | Wishlist | Users can save products to their wishlist for future reference. | 300 | 2 |
| 15 | Functional | Product Reviews and Ratings | Users can leave reviews and ratings for products they have purchased. | 400 | 3 |
| 16 | Functional | Discount and Promotion Management | Admin can create and manage discounts and promotional offers. | 400 | 4 |
| 17 | Functional | Inventory Management | Admin can manage product inventory levels and receive alerts for low stock. | 500 | 4 |
| 18 | Functional | Order Tracking | Users can track their orders in real-time from the moment of purchase to delivery. | 400 | 3 |
| 19 | Functional | Multi-language Support | The platform should support multiple languages for a diverse user base. | 300 | 4 |
| 20 | Functional | Currency Conversion | Users can view prices in different currencies based on their location. | 300 | 4 |
| 21 | Functional | Return and Refund Management | Users can initiate returns and refunds for their orders within a set timeframe. | 400 | 3 |
| 22 | Functional | Customer Support Chat | Users can chat with customer support for assistance with their orders. | 300 | 4 |
| 23 | Functional | Product Recommendation Engine | The system should provide automated product recommendations using AI. | 400 | 4 |
| 24 | Functional | Secure User Authentication | Users must authenticate securely using email and password or social media login. | 500 | 4 |
| 25 | Functional | Multi-step Checkout Process | The checkout process should be divided into multiple steps for ease of use. | 400 | 3 |
| 26 | Functional | Order Confirmation Emails | Users receive confirmation emails after placing an order. | 300 | 2 |
| 27 | Functional | Admin Dashboard for Analytics | Admin can view key metrics and analytics through a dashboard interface. | 400 | 4 |
| 28 | Functional | Customer Segmentation for Promotions | The system should allow segmentation of customers for targeted promotions. | 300 | 3 |
| 29 | Functional | Integration with Third-party APIs | The platform should integrate with third-party APIs for payment, shipping, etc. | 400 | 5 |
| 30 | Functional | Bulk Product Upload | Admin can upload multiple products at once using a bulk upload feature. | 300 | 4 |
| 31 | Functional | Admin User Role Management | Admin can manage roles and permissions for other admin users. | 300 | 4 |
| 32 | Non-functional | System Performance | The system must handle at least 1,000 concurrent users without performance degradation. | 400 | 5 |
| 33 | Non-functional | Data Security | User data must be encrypted and securely stored to prevent unauthorized access. | 500 | 5 |
| 34 | Non-functional | Usability | The platform should be user-friendly and intuitive, requiring minimal user training. | 400 | 3 |
| 35 | Non-functional | Scalability | The platform should be scalable to support future growth in users and products. | 300 | 4 |
| 36 | Non-functional | Cross-browser Compatibility | The platform should be compatible with all major browsers, including Chrome, Firefox, and Safari. | 300 | 4 |
| 37 | Non-functional | Mobile Responsiveness | The platform should be fully responsive and work seamlessly on mobile devices. | 400 | 3 |
| 38 | Non-functional | GDPR Compliance | The platform must comply with GDPR for user data protection and privacy. | 500 | 5 |
| 39 | Non-functional | Real-time Data Sync | The platform should support real-time data synchronization across services. | 400 | 4 |
| 40 | Non-functional | System Logging and Monitoring | The platform should have logging and monitoring capabilities to track system performance and issues. | 300 | 3 |

## **6. Use Case Diagram**

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## **7. Use Case Specifications**

### **7.1. Use Case: Browse Products**

**Actors:** Customer
**Description:** The user browses through the available products on the online store. **Preconditions:** The user is on the home page.
**Postconditions:** The user views product details or adds products to the cart.
**Main Flow:**

1. User navigates to the product category.
2. System displays a list of products.
3. User selects a product to view details.

### **7.2. Use Case: Add to Cart**

**Actors:** Customer
**Description:** The user adds a selected product to their shopping cart.
**Preconditions:** The user is viewing the product details.
**Postconditions:** The product is added to the cart, and the cart is updated.
**Main Flow:**

1. User clicks "Add to Cart".
2. System confirms the addition and updates the cart.

### **7.3. Use Case: Checkout**

**Actors:** Customer
**Description:** The user completes the purchase process.
**Preconditions:** The user has items in the cart.
**Postconditions:** The order is placed, and a confirmation is sent.
**Main Flow:**

1. User reviews the cart.
2. User proceeds to checkout.
3. System processes payment and confirms the order.

### **7.4. Use Case: Manage Products (Admin)**

**Actors:** Admin
**Description:** The admin adds, updates, or deletes product listings.
**Preconditions:** The admin is logged into the system.
**Postconditions:** The product list is updated.
**Main Flow:**

1. Admin selects "Manage Products".
2. Admin adds or updates product details.
3. System updates the product list.

**4. System Architecture**

* Frontend: Web and Mobile Applications
* Backend: Server-side logic and database management

####

#### **3. ERD of Ticketing System**



**4. User Story for E-commerce Shopping**

| **Sr. No.** | **Requirement ID** | **Requirement Name** | **As a** | **So that** | **BV** | **CP** | **Acceptance Criteria** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | R001 | User Registration | Customer | I can create an account to shop easily | 500 | 3 | User can create an account with email/password, and account details are saved. |
| 2 | R002 | User Login | Customer | I can log in to my account and access personalized shopping | 500 | 2 | User can log in with email/password. Incorrect login shows an error message. |
| 3 | R003 | Forgot Password | Customer | I can reset my password if I forget it | 400 | 2 | User can request a password reset link. Link is sent to registered email. |
| 4 | R004 | Profile Management | Customer | I can update my personal information and preferences | 400 | 3 | User can edit their name, email, address, and phone number. |
| 5 | R005 | View Products | Customer | I can browse products by category or search | 500 | 2 | User can filter products by category, price, or brand. |
| 6 | R006 | Product Search | Customer | I can find products by searching for specific items | 500 | 3 | Search results return products related to the search term. |
| 7 | R007 | Product Details | Customer | I can view detailed information about a product | 400 | 2 | Product page shows name, description, price, reviews, and available stock. |
| 8 | R008 | Add to Cart | Customer | I can add products to my cart to purchase later | 500 | 2 | User can add a product to the cart. Cart icon updates to show item count. |
| 9 | R009 | View Cart | Customer | I can see the products I have added to my cart | 500 | 2 | User can view all items in the cart with prices and total amount. |
| 10 | R010 | Remove from Cart | Customer | I can remove products from my cart before checkout | 400 | 2 | User can delete products from the cart and see the updated total. |
| 11 | R011 | Checkout Process | Customer | I can proceed to checkout and complete my purchase | 500 | 4 | User can enter delivery address, payment method, and confirm order. |
| 12 | R012 | Payment Integration | Customer | I can make payments securely using multiple methods | 500 | 5 | User can pay via credit card, PayPal, or other methods securely. |
| 13 | R013 | Order Confirmation | Customer | I can get a confirmation of my order after payment | 400 | 2 | User receives an order confirmation message and email. |
| 14 | R014 | Track Order Status | Customer | I can track the status of my order from purchase to delivery | 500 | 4 | User can check order status (processing, shipped, delivered). |
| 15 | R015 | Order History | Customer | I can view a list of all my past orders | 400 | 3 | User can access a history of past orders with details. |
| 16 | R016 | Product Reviews | Customer | I can leave reviews for products I purchase | 400 | 3 | User can write reviews with a rating system for each product. |
| 17 | R017 | Rating System | Customer | I can rate products on a scale of 1 to 5 stars | 300 | 2 | User can give a star rating and submit feedback. |
| 18 | R018 | Wishlist | Customer | I can save products to my wishlist for future purchases | 300 | 2 | User can add and remove products from a wishlist. |
| 19 | R019 | Discount Codes | Customer | I can apply promo codes to get discounts on my order | 400 | 3 | User can input promo codes during checkout for a discount. |
| 20 | R020 | Shipping Options | Customer | I can choose a preferred shipping method | 400 | 3 | User can select between standard, express, or free shipping. |
| 21 | R021 | Order Cancellation | Customer | I can cancel an order before it is shipped | 400 | 3 | User can cancel an order if it hasn't been processed or shipped yet. |
| 22 | R022 | Customer Support | Customer | I can contact customer service if I have any issues | 400 | 4 | User can access a help center and contact support via chat or email. |
| 23 | R023 | Product Availability | Customer | I can see if a product is in stock or out of stock | 500 | 2 | Product page shows availability status (in stock/out of stock). |
| 24 | R024 | Multi-language Support | Customer | I can change the language of the app for easier navigation | 300 | 3 | User can select preferred language from a list. |
| 25 | R025 | Multi-currency Support | Customer | I can view prices in my local currency | 300 | 3 | User can select their currency, and product prices adjust accordingly. |
| 26 | R026 | Security Features | Customer | I can shop securely with data encryption and fraud protection | 500 | 5 | All payment information is encrypted, and security features are implemented. |
| 27 | R027 | Product Recommendations | Customer | I can get product suggestions based on my browsing and purchase history | 400 | 4 | User receives personalized product recommendations. |
| 28 | R028 | Return and Refund Policy | Customer | I can request a return or refund for eligible products | 500 | 3 | User can initiate a return or refund request within the allowed time frame. |
| 29 | R029 | Product Comparison | Customer | I can compare similar products side by side | 400 | 3 | User can select multiple products to compare features and prices. |
| 30 | R030 | Order Modification | Customer | I can change my order before it is shipped | 400 | 4 | User can modify the order (change quantity, color, etc.) before shipping. |
| 31 | R031 | Mobile App Availability | Customer | I can shop from my phone using the mobile app | 500 | 5 | App is available on Android and iOS with the same features as the website. |
| 32 | R032 | Push Notifications | Customer | I can receive notifications for sales, discounts, or order updates | 300 | 3 | User receives notifications about order status and promotional offers. |
| 33 | R033 | Social Media Integration | Customer | I can share my favorite products on social media platforms | 200 | 2 | User can share product links via Facebook, Twitter, etc. |
| 34 | R034 | Guest Checkout | Customer | I can make a purchase without creating an account | 500 | 3 | User can checkout as a guest without needing to sign in. |
| 35 | R035 | Manage Payment Methods | Customer | I can add, edit, or remove payment methods for easier checkout | 400 | 3 | User can manage stored payment methods (credit/debit card, PayPal). |
| 36 | R036 | Order Confirmation Email | Customer | I can receive an email with all details after placing an order | 300 | 2 | User receives an email with order summary and delivery details. |
| 37 | R037 | Search Filters | Customer | I can narrow down product search results by various criteria | 500 | 3 | Search results include filters for price range, rating, category, etc. |
| 38 | R038 | Terms & Conditions | Customer | I can read the terms of service and policies before making a purchase | 200 | 1 | User can access and read the terms and conditions during checkout. |
| 39 | R039 | Order Invoice | Customer | I can receive an invoice for my purchase for record-keeping | 300 | 2 | User can download a PDF invoice after order completion. |
| 40 | R040 | Subscription Service | Customer | I can subscribe to get regular deliveries of products | 400 | 4 | User can subscribe to a product for recurring orders at intervals (weekly, monthly). |