**Assignment 1:**

**Business Requirements Document (BRD)**

1. **Document Revisions**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of Changes** |
| 1 |  20/02/25 | P Singa Ram | Initial Draft |

1. **Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor | Mr Vimal | Commercial Director | Sd/- | 20/02/2025 |
| Business Owner | Mr Somen | Divison Head | Sd/- | 20/02/2025 |
| Project Manager | Mr Asutosh  | Project Manager | Sd/- | 20/02/2025 |
| System Architect | Mr Anish | Architect | Sd/- | 20/02/2025 |
| Development Lead | Mr Sujit | Developer | Sd/- | 20/02/2025 |
| User Experience Lead | Mr Mrunal | Lead | Sd/- | 20/02/2025 |
| Quality Lead | Mr Vishal | Lead | Sd/- | 20/02/2025 |
| Content Lead |  Mr Ganesh |  Lead | Sd/- |  20/02/25 |

1. **RASCI Chart for This Document:**

**3.1 Codes Used in RASCI Chart:**

* **R:** Responsible (Does the work)
* **A:** Accountable (Owns the work)
* **C:** Consulted (Provides input)
* **I:** Informed (Kept up-to-date)

**3.2 RASCI Chart:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Task** | **Project Manager** | **Business Analyst** | **Developers** | **QA Engineers** | **DevOps** | **Stakeholders** |
| Requirement Gathering | A | R | C | I | I | C |
| System Design | A | R | C | I | I | C |
| Development | I | C | R | I | C | I |
| Testing | I | C | C | R | I | I |
| Deployment | I | C | I | I | R | I |
| User Training | A | R | I | I | I | C |

1. **Introduction**

[Company Name] specializes in manufacturing and distributing ice-cream and milk products. To enhance operational efficiency and customer satisfaction, the company seeks to develop a software solution to manage inventory across manufacturing plants and warehouses while ensuring the quickest delivery to customers.

**4.1 Business Goals:**

* Increase operational efficiency
* Improve customer satisfaction
* Reduce costs associated with waste and inefficient delivery
* Gain real-time visibility into inventory and delivery processes

**4.2 Business Objectives:**

* Implement a centralized inventory management system.
* Optimize delivery routes and schedules.
* Provide real-time tracking of orders and deliveries.
* Automate stock replenishment and demand forecasting.

**4.3 Business Rules:**

* Inventory must be tracked at each stage of the supply chain (manufacturing plant, warehouse, delivery).
* Delivery routes must adhere to traffic regulations and delivery time windows.
* Stock replenishment must be triggered when inventory levels fall below a predefined threshold.

**4.4 Background:**

Currently, [Company Name] manages inventory and deliveries using manual processes, leading to inefficiencies, inaccuracies, and delays. A software solution is needed to automate these processes and provide real-time visibility into operations.

**4.5 Project Objective:**

To develop and implement a Manufacturing & Delivery Management System that streamlines inventory management and optimizes delivery operations, resulting in increased efficiency, reduced costs, and improved customer satisfaction.

**4.6 Project Scope:**

**4.6.1 In Scope Functionality:**

* Inventory Management: Real-time stock tracking, automated alerts, batch tracking, integration with manufacturing units.
* Delivery Management: Order processing, route optimization, real-time vehicle tracking, customer notifications.
* Reporting and Analytics: Dashboards and reports on inventory levels, delivery performance, and other key metrics.

**4.6.2 Out Scope Functionality:**

* Integration with payment gateways.
* Management of employee payroll.
* Development of a mobile app for customers to place orders. (Considered for future phases)
1. **Assumptions:**
* Real-time inventory updates are possible from manufacturing units.
* Delivery tracking infrastructure is available.
* Integration with existing ERP systems is feasible.
1. **Constraints:**
* Budget limitations.
* Availability of resources.
* Integration with existing legacy systems.
* Dependency on third-party logistics APIs for delivery tracking.
1. **Risks:**
* Technological Risks: Compatibility with legacy systems.
* Skills Risks: Availability of skilled developers for Java, Golang, and cloud services.
* Political Risks: Data privacy regulations.
* Business Risks: Potential delays in deployment affecting revenue.
* Requirements Risks: Changes in business requirements during development.
* Other Risks: Integration risks with third-party logistics.
1. **Business Process Overview**
* 8.1 Legacy System (AS-IS) Currently, inventory and delivery management are managed manually, leading to delays and inefficiencies.
* 8.2 Proposed Recommendations (TO-BE) The proposed system will automate inventory tracking and delivery management, providing real-time updates and optimized delivery routes.
1. **Business Requirements**

9.1 Functional Requirements

* Inventory Management:
	+ Centralized dashboard for inventory monitoring.
	+ Automated alerts for low stock and expiry dates.
	+ Batch tracking and quality control checks.
	+ Integration with manufacturing units for real-time stock updates.
* Delivery Management:
	+ Order processing and fulfillment.
	+ Route optimization using AI algorithms.
	+ Real-time vehicle tracking and dispatch management.
	+ Customer notifications (SMS/Email) for order status updates.

9.2 Non-Functional Requirements

* + High availability and scalability.
	+ Secure access control and user authentication.
	+ Mobile-friendly interfaces for drivers and warehouse managers.
	+ Integration with third-party ERP and logistics systems.
1. **Appendices**

10.1 List of Acronyms

* ERP: Enterprise Resource Planning
* AI: Artificial Intelligence
* SMS: Short Message Service

10.2 Glossary of Terms

* Inventory Management: Process of tracking and managing stock levels.
* Route Optimization: Finding the most efficient delivery routes.

10.3 Related Documents

* System Architecture Document
* User Training Manuals

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



**Assignment 2:**

**1. Write an introduction letter to a client introducing yourself as a business analyst in charge of working with the client and his team to start the business understanding process.**

**P Singa Ram**
Business Analyst
psingaramdrl@gmail.com | 9439438835
20.02.2025

Mr Nagarjuna S
Project Manager
Pure Milk & Ice Creams Pvt Ltd
nagarjunas@puremilnicecream.in

1. **Subject: Introduction as Your Business Analyst & Next Steps**

Dear Nagarjuna S,

I hope this email finds you well. My name is P Singa Ram, and I am the Business Analyst assigned to work with you and your team on the [Project Name]. I am excited to collaborate and assist in understanding your business needs, defining project requirements, and ensuring we build a solution that aligns with your goals.

Our first step will be to conduct a **business understanding process**, where I will work closely with you to gather insights about your operations, challenges, and expectations for the project. This will help us establish a clear roadmap and ensure the final solution meets your specific needs.

I would love to schedule a **kickoff meeting** at your convenience to discuss the project scope, key objectives, and next steps. Please let me know a suitable time for you and your team.

Looking forward to working with you and making this project a success. Please feel free to reach out if you have any questions.

Best regards,
**P Singa Ram**

Business Analyst

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

**Business Requirements Document (BRD)**

**Project Name:** Ticketing System
**Client:** XYZ
**Date:** 20.02.25
**Prepared By:** P Singa Ram

**1. Introduction**

The **Ticketing System** is designed to manage and track customer or internal support requests efficiently. It enables users to create, assign, and resolve tickets while ensuring proper communication between stakeholders. The system aims to improve response times, enhance issue resolution, and provide insights into operational performance.

**2. Goal**

The goal of this project is to develop a **centralized ticketing system** that allows users to report issues, monitor their progress, and ensure timely resolution by support teams.

**3. Objectives**

* **Streamline Ticket Creation & Management**: Provide a structured workflow for users to submit, update, and track tickets.
* **Enhance Communication**: Enable notifications and collaboration between users and support agents.
* **Automate Ticket Assignment**: Assign tickets based on predefined rules and agent availability.
* **Improve Resolution Times**: Reduce delays through prioritization and escalation mechanisms.
* **Provide Analytics & Reporting**: Generate reports on ticket trends, resolution times, and performance metrics.

**4. Use Case Diagram**



**5. Use Case Specification**

**Use Case: Create Support Ticket**

**Use Case Specification: Create Support Ticket**

#### **1. Use Case Name**

Create Support Ticket

#### **2. Use Case ID**

UC-101

#### **3. Actors**

Primary Actor: Customer

Secondary Actor: Support Agent (for notifications)

#### **4. Description**

This use case describes how a customer creates a support ticket to report an issue or request assistance. The system records the ticket and notifies the support team.

#### **5. Preconditions**

The customer must be logged into the system.

The customer must have a valid account.

#### **6. Postconditions**

A new support ticket is created and stored in the system.

The support team is notified of the new ticket.

The customer receives a confirmation of the ticket creation.

#### **7. Basic Flow (Main Success Scenario)**

Customer navigates to the "Support" section of the system.

Customer clicks on "Create New Ticket."

System displays a form for ticket details.

Customer enters the following details:

Subject

Description of the issue

Priority (Low, Medium, High)

Category (e.g., Billing, Technical, General)

Customer submits the form.

System validates the input data.

System creates a new ticket with a unique ticket ID.

System notifies the support team via email or dashboard notification.

System displays a confirmation message to the customer.

System logs the ticket in the database.

#### **8. Alternative Flows**

**Alternative Flow 1: Customer cancels ticket creation**

Customer clicks "Cancel" before submitting the form.

System returns the customer to the Support homepage.

**Alternative Flow 2: Customer attaches a file**

Customer uploads a file (e.g., screenshot, document) to provide additional context.

System validates the file size and type.

System attaches the file to the ticket.

#### **9. Exception Flows**

**Exception 1: Invalid or missing date**

System detects missing or invalid data (e.g., empty subject or description).

System displays an error message and prompts the customer to correct the input.

**Exception 2: File upload fails**

System rejects the file if it exceeds the size limit or is an unsupported type.

System displays an error message and prompts the customer to upload a valid file.

#### **10. Special Requirements**

The system must support file attachments up to 10MB in size.

Notifications to the support team must be sent within 1 minute of ticket creation.

The ticket ID must be unique and follow the format: TICKET-XXXXXX (where XXXXXX is a 6-digit number).

#### **11. Assumptions**

The customer has access to the internet and a valid account.

The support team is available to handle incoming tickets.

#### **12. Notes**

The system should allow customers to save a draft of the ticket if they need to complete it later.

#### **13. Attachments**

Wireframe of the "Create New Ticket" form.

Example of a ticket confirmation email.

**Use Case Specification: Update Ticket Status**

#### **1. Use Case Name**

Update Ticket Status

#### **2. Use Case ID**

UC-102

#### **3. Actors**

Primary Actor: Support Agent

Secondary Actor: System (for automated status updates)

#### **4. Description**

This use case describes how a support agent or the system updates the status of a ticket (e.g., Open, In Progress, Resolved). The status change is logged, and relevant stakeholders are notified.

#### **5. Preconditions**

The ticket must exist in the system.

The support agent must be logged in and have the necessary permissions to update the ticket status.

#### **6. Postconditions**

The ticket status is updated in the system.

The status change is logged in the ticket history.

Relevant stakeholders (e.g., customer, support team) are notified of the status change.

#### **7. Basic Flow (Main Success Scenario)**

Support Agent navigates to the ticket details page.

System displays the current status of the ticket.

Support Agent selects a new status from the available options (e.g., Open, In Progress, Resolved).

Support Agent provides an optional comment explaining the status change.

Support Agent clicks "Update Status."

System validates the new status.

System updates the ticket status in the database.

System logs the status change in the ticket history.

System notifies the customer and other relevant stakeholders (e.g., support team) of the status change.

System displays a confirmation message to the Support Agent.

#### **8. Alternative Flows**

**Alternative Flow 1: System updates status automatically.**

System detects a condition that requires an automatic status update (e.g., ticket resolved after a customer confirms resolution).

System updates the status without manual intervention.

System logs the change and notifies stakeholders.

**Alternative Flow 2: Support Agent cancels the update**

Support Agent clicks "Cancel" before submitting the update.

System returns the Support Agent to the ticket details page without making any changes.

#### **9. Exception Flow**

**Exception 1: Invalid status selected**

System detects an invalid status (e.g., a status that does not exist or is not allowed for the current workflow).

System displays an error message and prompts the Support Agent to select a valid status.

**Exception 2: Permission denied**

Support Agent does not have the necessary permissions to update the ticket status.

System displays an error message and denies access to the status update feature.

#### **Special Requirements**

#### The system must log all status changes with a timestamp and the name of the Support Agent (or "System" for automated updates).

Notifications must be sent within 1 minute of the status change.

The system must enforce workflow rules (e.g., a ticket cannot move from "Resolved" back to "Open" without approval).

#### **11. Assumptions**

The Support Agent has access to the ticket details page.

The system has a predefined list of valid statuses (e.g., Open, In Progress, Resolved, Closed).

#### **12. Notes**

The system should allow administrators to configure workflow rules for status transitions.

Notifications should include a link to the ticket for easy access.

#### **13. Attachments**

Wireframe of the ticket details page with the status update feature.

Example of a status change notification email.

**Use Case Specification: Close Ticket**

#### **1. Use Case Name**

**Close Ticket**

#### **2. Use Case ID**

UC-102

#### **3. Actors**

* **Primary Actor**: Support Agent
* **Secondary Actor**: Customer (for notifications)

#### **4. Description**

This use case describes how a support agent closes a resolved support ticket. The system updates the ticket status to "Closed" and notifies the customer.

#### **5. Preconditions**

* The ticket must have a status of "Resolved."
* The support agent must be logged into the system.

#### **6. Postconditions**

* The ticket status is updated to "Closed."
* The customer receives a confirmation of ticket closure.
* The ticket history is archived for future reference.

#### **7. Basic Flow (Main Success Scenario)**

1. Support Agent logs into the system.
2. Support Agent navigates to the **"Ticket Management"** section.
3. Support Agent selects a **resolved ticket** from the list.
4. Support Agent clicks on the **"Close Ticket"** button.
5. System prompts for confirmation.
6. Support Agent confirms the closure.
7. System updates the ticket status to **"Closed"**.
8. System logs the closure activity.
9. System sends a **notification email/SMS** to the customer about ticket closure.
10. The use case ends successfully.

#### **8. Alternative Flows**

**Alternative Flow 1: Ticket Cannot Be Closed**

* If the ticket is not in the **"Resolved"** state, the system displays an error message:
"Ticket must be resolved before closing."
* The agent must resolve the issue before attempting closure.

#### **9. Exception Flows**

**Exception 1: System Error Occurs**

* If the system encounters an error while closing the ticket, it displays:
"System error. Please try again later."
* The agent can retry later or contact IT support

U**se Case Specification: Generate Report**

#### **1. Use Case Name**

**Generate Report**

#### **2. Use Case ID**

**UC-103**

#### **3. Actors**

* **Primary Actor:** Administrator
* **Secondary Actor:** Support Agent (for viewing reports)

#### **4. Description**

This use case describes how an administrator generates system reports to analyze support ticket trends, response times, and resolution efficiency. The system processes selected criteria and generates a report in the desired format.

#### **5. Preconditions**

* The administrator must be logged into the system.
* The system must have sufficient historical ticket data.

#### **6. Postconditions**

* A report is generated based on the selected criteria.
* The administrator can view, download, or export the report.

#### **7. Basic Flow (Main Success Scenario)**

1. The administrator logs into the system.
2. The administrator navigates to the **"Reports"** section.
3. The administrator selects the **report type** (e.g., Ticket Summary, Resolution Time, Agent Performance).
4. The administrator selects **filter criteria** (e.g., date range, department, priority level).
5. The administrator selects the desired **report format** (e.g., PDF, Excel, CSV).
6. The administrator clicks **"Generate Report"**.
7. The system fetches relevant data and generates the report.
8. The system displays a **preview of the report**.
9. The administrator downloads or exports the report as needed.

#### **8. Alternative Flows**

**Alternative Flow 1: No Data Found**

* If no matching records are found, the system displays a message:
"No data available for the selected criteria."
* The administrator can modify the filter options and retry.

**Alternative Flow 2: Report Scheduled for Later**

* If the report is too large, the administrator can schedule it for background processing.
* The system notifies the administrator when the report is ready.

#### **9. Exception Flows**

**Exception 1: System Error Occurs**

* If the system fails to generate the report, it displays an error message:
"An error occurred while processing the report. Please try again later."
* The system logs the error for IT review.

**Exception 2: Unauthorized Access**

* If a non-admin user tries to generate a report, the system denies access and logs the attempt.

#### **10. Special Requirements**

* The system should allow **scheduled reports** to be automatically generated at predefined intervals.
* Reports must be stored securely and should be **accessible only to authorized personnel**.
* Large reports should be processed asynchronously to avoid system slowdown.

#### **11. Assumptions**

* The system has **adequate historical data** for reporting.
* The administrator has permission to generate and view reports.

#### **12. Notes**

* A dashboard widget can be added for quick access to frequently generated reports.
* Reports should be visually structured with charts and graphs for better insights.

#### **10. Special Requirements**

* The system must log **who closed the ticket** and **when**.
* Closed tickets must be stored for **audit and reporting**.
* Customers should be able to reopen a closed ticket within a defined period (e.g., 7 days).

#### **11. Assumptions**

* The support team follows the resolution workflow before closing tickets.
* Customers can provide feedback upon ticket closure.

#### **12. Notes**

* A ticket closure report should be available for supervisors.
* The system may include an **auto-close feature** if a resolved ticket is inactive for a specified time (e.g., 72 hours).

#### **1. Use Case Name**

**Search for Tickets**

#### **2. Use Case ID**

**UC-104**

#### **3. Actors**

* **Primary Actor:** Support Agent
* **Secondary Actor:** Administrator

#### **4. Description**

This use case describes how a support agent searches for tickets in the system based on various filters such as ticket ID, customer name, issue type, priority, and status. The system retrieves and displays matching results for review and further actions.

#### **5. Preconditions**

* The support agent must be logged into the system.
* The system must have existing tickets stored in the database.

#### **6. Postconditions**

* A list of tickets matching the search criteria is displayed.
* The support agent can select and open a ticket for further action.

#### **7. Basic Flow (Main Success Scenario)**

1. The support agent logs into the system.
2. The agent navigates to the **"Search Tickets"** section.
3. The agent enters search criteria (e.g., ticket ID, customer name, issue type, priority, status).
4. The system processes the query and retrieves matching tickets.
5. The system displays the search results in a sortable table.
6. The agent clicks on a ticket to view details.
7. The system opens the selected ticket for review.

#### **8. Alternative Flows**

**Alternative Flow 1: No Matching Results**

* If no tickets match the search criteria, the system displays:
"No tickets found. Please refine your search."
* The agent can modify search criteria and retry.

**Alternative Flow 2: Search by Date Range**

* Instead of a specific ticket ID or customer name, the agent selects a **date range**.
* The system retrieves all tickets created within that range.

#### **9. Exception Flows**

**Exception 1: System Timeout or Database Error**

* If the system fails to retrieve ticket data, it displays:
"An error occurred while searching for tickets. Please try again later."
* The system logs the error for IT support.

#### **10. Special Requirements**

* The system should support **auto-suggestions** while entering search parameters.
* Search results should be **paginated** to handle large datasets.
* Agents should be able to **export search results** to Excel or CSV.

#### **11. Assumptions**

* The support team frequently searches for tickets using **different filters**.
* The database maintains an **efficient indexing system** for faster queries.

#### **12. Notes**

* The system should allow **advanced search options** (e.g., search within ticket descriptions).
* **Sorting and filtering** should be available in the results table.
1. **Business Requirements**

**6.1 Functional Requirements**

**Ticket Creation & Management**

* Users can create new tickets with details such as issue type, priority, and description.
* Support agents can update ticket statuses (e.g., Open, In Progress, Resolved, Closed).
* Tickets can be assigned to specific agents or teams based on predefined rules.
* Users can view and track the status and history of their submitted tickets.
* Support agents can add internal notes, resolutions, and attachments to tickets.

**Notification & Communication**

* Automated email/SMS notifications for ticket creation, status updates, and resolution.
* In-app notifications for real-time updates on ticket progress.
* Collaboration tools for communication between users and support agents within the ticket.

**Ticket Assignment & Routing**

* Automated ticket assignment based on agent availability, skills, and workload.
* Escalation mechanisms for high-priority or overdue tickets.
* Manual reassignment of tickets by supervisors or managers.

**Reporting & Analytics**

* Dashboard displaying key metrics such as ticket volume, resolution time, and agent performance.
* Customizable reports on ticket trends, user satisfaction, and operational efficiency.
* Export reports in various formats (e.g., Excel, PDF).

**User Roles & Access Control**

* Role-based access control for users, support agents, supervisors, and administrators.
* Permissions to view, edit, or delete tickets based on roles.
* Secure login with multi-factor authentication.

**6.2 Non-Functional Requirements**

**Performance & Scalability**

* The system should support concurrent access by at least 1000 users without performance degradation.
* Scalability to handle increased ticket volume during peak periods.

**Security**

* Secure data storage and transmission with encryption (e.g., SSL/TLS).
* Compliance with data privacy regulations (e.g., GDPR).
* Regular security audits and vulnerability assessments.

**Usability & Accessibility**

* User-friendly interface with intuitive navigation.
* Accessible to users with disabilities, compliant with WCAG 2.1 standards.
* Responsive design for compatibility with desktop, tablet, and mobile devices.

**Reliability & Availability**

* System availability of 99.9% to ensure continuous access.
* Automatic failover and disaster recovery mechanisms.
* Regular data backups to prevent data loss.

**Integration & Compatibility**

* Integration with third-party systems (e.g., CRM, email, SMS gateways).
* Compatibility with major browsers (e.g., Chrome, Firefox, Safari, Edge).
* API support for custom integrations and data synchronization.

**Maintainability & Support**

* Modular architecture for easy maintenance and updates.
* Comprehensive documentation for developers and end-users.
* Dedicated support team for issue resolution and enhancements.

# Make an ERD of creating a support ticket.



# User story of shopping from ecommerce.

|  |  |  |
| --- | --- | --- |
| User Story No: 1  | Tasks: 03 | Priority: High |
| I WANT TO CREATE AN ACCOUNTSO THAT I CAN SAVE MY PERSONAL DETAILS AND TRACK ORDERS |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✅ Users should be able to register with an email and password.✅ Users should receive a confirmation email upon successful registration.✅ Users should be able to log in using their credentials.✅ Users should be able to reset their password if forgotten. |
|  |  |  |
| User Story No: 2  | | **Tasks: 03**  | Priority: High |
| Acceptance Criteria:As a user, I want to log in securely using my email and password so that I can access my account. |
| **BV:** 500 | CP: 03 |
| Acceptance Criteria:Secure password authentication.✔ "Remember Me" functionality.✔ Error handling for invalid credentials. |
|  |  |  |
| User Story No: 3  | Tasks: 04  | Priority: High |
| As a user, I want to reset my password if I forget it so that I can regain access to my account. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Password reset via email.✔ Password reset link expiration.✔ Secure password reset process. |
|  |  |  |
| User Story No: 4 | Tasks: 04  | Priority: High |
| As a user, I want to update my profile details so that my information is up to date. |
| **BV:** 200 | CP: 03 |
| ✔Acceptance Criteria: Profile update form.Validation for profile fields.Confirmation message on update. |
|  |  |  |
| User Story No: 5 | Tasks: 04  | Priority: High |
| As a user, I want to view my order history so that I can track my past purchases. |
| **BV:** 100 | CP: 03 |
| Acceptance Criteria:✔ Order history page.✔ Display of order details (date, items, amount).✔ Option to reorder. |
|  |  |  |
| User Story No: 6 | Tasks: 04  | Priority: High |
| As a user, I want to browse products by category so that I can easily find what I need. |
| **BV:** 100 | CP: 03 |
| Acceptance Criteria:✔ Product categories displayed.✔ Category pages with product listings.✔ Clear navigation between categories. |
|  |  |  |
| User Story No: 7 | Tasks: 04  | Priority: High |
| As a user, I want to search for products using keywords so that I can quickly find items. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Search bar functionality.✔ Relevant search results.✔ Handling of no results. |
|  |  |  |
| User Story No: 8 | Tasks: 04  | Priority: High |
| As a user, I want to filter products by price, brand, and rating so that I can narrow my search results. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Filter options for price, brand, and rating.✔ Dynamic update of results on filter selection.✔ Clear display of applied filters. |
|  |  |  |
| User Story No: 9 | Tasks: 04  | Priority: High |
| As a user, I want to sort products by price, popularity, and ratings so that I can find the best deals. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Sort options for price, popularity, and ratings.✔ Accurate sorting of results.✔ Visual indication of current sorting order. |
|  |  |  |
| User Story No: 10 | Tasks: 04  | Priority: High |
| As a user, I want to view product details so that I can learn more about a product before purchasing. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Detailed product page.✔ Product images, description, specifications.✔ Customer reviews and ratings. |
|  |  |  |
| User Story No: 11 | Tasks: 04  | Priority: High |
| As a user, I want to add products to my shopping cart so that I can purchase them later. |
| **BV:** 500 | CP: 03 |
| Acceptance Criteria:✔ "Add to Cart" button on product page.✔ Confirmation message on adding to cart.✔ Cart icon showing number of items. |
| User Story No: 12 | Tasks: 04  | Priority: High |
| As a user, I want to remove products from my cart if I change my mind. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ "Remove" option for cart items.✔ Update of cart total on removal.✔ Confirmation message on removal. |
|  |  |  |
| User Story No: 13 | Tasks: 04  | Priority: High |
| As a user, I want to update the quantity of items in my cart so that I can adjust my order. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Quantity input field for cart items.✔ Update of cart total on quantity change.✔ Validation for quantity input. |
|  |  |  |
| User Story No: 14 | Tasks: 04  | Priority: High |
| As a user, I want to save products to my wishlist so that I can buy them later. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ "Add to Wishlist" button on product page.✔ Confirmation message on adding to wishlist.✔ Wishlist page with saved items. |
|  |  |  |
| User Story No: 15 | Tasks: 04  | Priority: High |
| As a user, I want to move items from my wishlist to my cart so that I can easily purchase them. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ "Move to Cart" option on wishlist items.✔ Update of cart and wishlist on moving items. |
|  |  |  |
| User Story No: 16 | Tasks: 04  | Priority: High |
| As a user, I want to enter my shipping details so that my order is delivered to the correct address. |
| **BV:** 500 | CP: 03 |
| Acceptance Criteria:✔ Shipping address form.✔ Validation for address fields.✔ Option to save multiple addresses. |
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| User Story No: 17 | Tasks: 04  | Priority: High |
| As a user, I want to select a payment method (credit card, PayPal, etc.) so that I can complete my purchase. |
| **BV:** 500 | CP: 03 |
| Acceptance Criteria:✔ Integration with payment gateways (Stripe, PayPal, etc.).✔ Secure handling of payment information.✔ Support for multiple payment methods. |
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| User Story No: 18 | Tasks: 04  | Priority: High |
| As a user, I want to apply discount codes at checkout so that I can save money. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Discount code input field.✔ Validation for discount codes.✔ Update of order total on applying discount. |
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| User Story No: 19 | Tasks: 04  | Priority: High |
| As a user, I want to review my order summary before payment so that I can ensure everything is correct. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Order summary page with all details.✔ Clear display of items, shipping address, payment method, and total.✔ Option to edit order before proceeding. |
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| User Story No: 20 | Tasks: 04  | Priority: High |
| As a user, I want to receive an order confirmation email so that I have proof of my purchase. |
| **BV: 100**  | CP: 03 |
| Acceptance Criteria:✔ Automated order confirmation email.✔ Email includes order details and tracking information. |
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| User Story No: 21 | Tasks: 04  | Priority: High |
| As a user, I want to track my order status so that I know when it will be delivered. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Order tracking page.✔ Real-time updates on order status.✔ Estimated delivery date and time. |
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| User Story No: 22 | Tasks: 04  | Priority: High |
| As a user, I want to get notifications for order dispatch and delivery so that I stay informed. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Email or SMS notifications for dispatch and delivery.✔ Customizable notification preferences. |
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| User Story No: 23 | Tasks: 04  | Priority: High |
| As a user, I want to change my shipping address before dispatch so that my order reaches the correct location. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Option to edit shipping address on order tracking page.✔ Validation for new address.✔ Confirmation message on address update. |
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| User Story No: 24 | Tasks: 04  | Priority: High |
| As a user, I want to view the estimated delivery time so that I can plan accordingly. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Estimated delivery time displayed on order tracking page.✔ Updates to delivery time if delays occur. |
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| User Story No: 25 | Tasks: 04  | Priority: High |
| As a user, I want to contact customer support regarding my order if I have any issues. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ "Contact Support" link on order tracking page.✔ Integration with customer support system. |
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| User Story No: 26 | Tasks: 04  | Priority: High |
| As a user, I want to request a return if I receive a defective or incorrect product. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ "Request Return" option on order details page.✔ Reason for return selection (e.g., defective, wrong item, size issue).✔ Option to upload supporting images/videos.✔ Confirmation message on return request.✔ Return request status tracking. |
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| As a user, I want to schedule a pickup for returned items so that I don’t have to visit a store. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Option to schedule pickup date and time.✔ Address selection for pickup (same as delivery or new address).✔ Confirmation of pickup schedule (date, time, address).✔ Integration with logistics provider for pickup scheduling.✔ Option to reschedule or cancel pickup. |
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| User Story No: 28 | Tasks: 04  | Priority: High |
| As a user, I want to get a refund after my return is approved so that I can receive my money back. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Refund initiated automatically after return approval.✔ Refund amount calculation (including any applicable deductions).✔ Notification to user about refund initiation.✔ Refund status tracking (e.g., pending, processed, completed).✔ Support for multiple refund methods (original payment method, store credit, etc.). |
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| User Story No: 29 | Tasks: 04  | Priority: High |
| As a user, I want to exchange a product instead of returning it so that I get the correct item. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ "Request Exchange" option on order details page.✔ Option to select the replacement item (same product in different size/color, or different product).✔ Exchange request approval process.✔ Shipping of replacement item after receiving returned item.✔ Tracking of exchange order. |
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| User Story No: 30 | Tasks: 04  | Priority: High |
| As a user, I want to receive an email notification about my refund status so that I stay updated. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Automated email notifications about refund status changes (e.g., initiated, processed, completed).✔ Clear information about refund amount and method in the email. |
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| User Story No: 31 | Tasks: 04  | Priority: High |
| As a user, I want to leave a review for a product so that I can share my experience. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Text review input field.✔ Option to add images/videos to the review.✔ Review submission process.✔ Display of user's review on the product page. |
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| User Story No: 32 | Tasks: 04  | Priority: High |
| As a user, I want to rate a product with stars so that I can provide feedback. |
| **BV:** 500 | CP: 03 |
| Acceptance Criteria:✔ Star rating system (e.g., 1 to 5 stars).✔ Clear visual representation of the rating.✔ Aggregation of ratings to display average rating. |
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| User Story No: 33 | Tasks: 04  | Priority: High |
| As a user, I want to view other users’ reviews before purchasing so that I can make an informed decision. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Display of reviews on product page.✔ Sorting and filtering options for reviews (e.g., by rating, date).✔ Clear indication of reviewer information (e.g., username, date). |
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| User Story No: 34 | Tasks: 04  | Priority: High |
| As a user, I want to report fake or inappropriate reviews so that the platform maintains quality. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ "Report" button or link on reviews.✔ Reporting process with reason selection.✔ Moderation system for handling reported reviews. |
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| User Story No: 35 | Tasks: 04  | Priority: High |
| As a user, I want to ask questions about a product so that I can get more details before buying. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ "Ask a Question" section on product page.✔ Question input field.✔ Display of questions and answers.✔ Notification to sellers about new questions. |
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| User Story No: 36 | Tasks: 04  | Priority: High |
| As an admin, I want to add new products to the catalog so that customers can purchase them. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Product creation form with required fields (name, description, price, images, etc.).✔ Product categories and tags management.✔ Product visibility and status control (e.g., active, inactive).✔ Confirmation message on successful product creation. |
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| User Story No: 37 | Tasks: 04  | Priority: High |
| As an admin, I want to manage product inventory so that out-of-stock products are updated. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Real-time inventory tracking.✔ Low stock alerts and notifications.✔ Option to update inventory levels manually or via bulk upload.✔ Automatic update of product status to "out of stock" when quantity reaches zero. |
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| User Story No: 38 | Tasks: 04  | Priority: High |
| As an admin, I want to process orders and manage deliveries so that customers receive their items on time. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Order management dashboard with order details and status.✔ Option to assign orders to delivery personnel.✔ Integration with delivery tracking system.✔ Delivery status updates and notifications. |
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| User Story No: 39 | Tasks: 04  | Priority: High |
| As a seller, I want to view sales analytics and reports so that I can track my business performance. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Sales dashboard with key metrics (revenue, orders, units sold, etc.).✔ Customizable reports with filters and date range selection.✔ Data visualization tools (charts, graphs) to display sales trends. |
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| User Story No: 40 | Tasks: 04  | Priority: High |
| As a seller, I want to respond to customer queries about my products so that I can provide better service. |
| **BV:** 200 | CP: 03 |
| Acceptance Criteria:✔ Customer query management system.✔ Notification of new customer queries.✔ Option to respond to queries and track their status.✔ Integration with customer support system. |