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**1 Business Requirements Document**

**Project Name** Ice cream and milk product Inventory and delivery management system

**Client Name**  ABC Milk Products

**Date** 24-02-2025

**Prepared by**- Satish Sargar

The objective of this project is to develop a software solution for the management of inventory and ensuring the quickest delivery to customers. The software will be used for the streamline operations, improve efficiency, and reduce delivery times, which will increase customer satisfaction and meet besiness goal.

**Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor |  Kunal Gawali | Senior VP of Operations |  Kunal Gawali | 27-02-2025 |
| Business Owner | Priya Sharma | Business Owner | Priya Sharma | 27-02-2025 |
| Project Manager | Arjun Singh | Project Manager | Arjun Singh | 27-02-2025 |
| System Architect | Vikram Iyer | System Architect | Vikram Iyer | 27-02-2025 |
| Development Lead | Neha Gupta | Development Lead | Neha Gupta | 27-02-2025 |
| User Experience Lead | Suresh Nair | User Experience Lead | Suresh Nair | 27-02-2025 |
| Quality Lead | Kavita Rao | Quality Lead | Kavita Rao | 27-02-2025 |
| Content Lead | Akash Patel | Content Lead | Akash Patel | 27-02-2025 |

**RACI Chart**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Business Requiremen t ID** | **Description** | **R****(Responsible)** | **A****(Accountable)** | **C****(Consulted)** | **I (Informed)** |
| BR001 | Secure user login functionality | Neha Gupta (Developmen t Lead) | Arjun Singh (Project Manager) | Priya Sharma (Business Owner) | Users |
| BR002 | Customers can view details | Neha Gupta (Developmen t Lead) | Arjun Singh (Project Manager) | Priya Sharma (Business Owner) | Customers |
| BR003 | Customers can online Track delivery status | Neha Gupta (Developmen t Lead) | Arjun Singh (Project Manager) | Priya Sharma (BusinessOwner) | Customers |
| BR004 | Admin users can search for customer data | Neha Gupta (Developmen t Lead) | Arjun Singh (Project Manager) | Priya Sharma (BusinessOwner) | Admin Users |
| BR005 | Easy report generation for management | Neha Gupta (Developmen t Lead) | Arjun Singh (Project Manager) | Priya Sharma (BusinessOwner) | Managemen t |
| BR006 | User-friendly interface for application | Suresh Nair (UX Lead) | Arjun Singh (Project Manager) | Priya Sharma (BusinessOwner) | Users |
| BR007 | Effective communication channels for support | Neha Gupta (Developmen t Lead) | Arjun Singh (Project Manager) | Priya Sharma (Business Owner) | Customers |

**Business Goal**

1. Improve Inventory Management: Implement an inventory management system that can accurately track and manage ice cream and milk product inventory levels, reducing stockouts and overstcking by 20%.

2. Increase Delivery Efficiency: Implement a delivery management system that can optimize delivery routes and schedules, reducing delivery times by 30% and increasing on-time delivery rates to 95%.

3. Enhance Customer Satisfaction: Implement a customer portal that allows customers to track their orders and receive real-time updates, improving customer satisfaction ratings by 15%.

**Business Objectives**

 **Inventory Management:**

1.Provide tracking of inventory levels for both ice-cream and milk products.

2.Track product demand and ensure sufficient stock at manufacturing plants and warehouses.

3.Automated trigger stocks when inventory levels fall below the stocks.

4.Support categorization of inventory for easy tracking and management like product category and packing of ice creams.

**Quick delivery to customer**

1.Optimize delivery routes based on real-time demand, inventory, and geographic location.

2.Track orders from customers, process them, and ensure timely dispatch from the nearest warehouse or manufacturing plant.

3. Integrate with third-party logistics or in-house delivery systems for real-time tracking.

Key Feature

 **Inventory Management Feature**

1.Monitoring the stock levels across manufacturing plants and warehouses.

2.Automated notifications for low stock levels.

3.Categorized products by type, flavor, and packaging.

4.Manage and track orders from customers, ensuring accurate inventory deductions.

5.Reports on sales trends, stock turnover, and demand forecasting.

**Delivery Management Features**

1.Customer Order Processing customers via the platform.

2.Delivery Optimization for planning to ensure fastest delivery.

3.Tracking delivery from warehouse to customer.

4.Customer can get notification sms email notifications regarding order status

**Stakeholders**

1.Client management team for overall progress and approve key decisions.

2.Software development team for system design, coding, and testing.

3.Logistic team to provide input on delivery processes and route optimization.

Warehouse team to ensure proper stock management and warehouse operations.

End users provide feedback and validate the system.

**In-Scope Functionality**

1. Inventory Management

    - Manage raw material inventory

    - Manage finished goods inventory

    - Track inventory levels in real-time

2. Order Management

    - Receive and process customer orders

    - Manage order status and updates

    - Integrate with inventory management to ensure availability of products

3. Delivery Management

    - Plan and optimize delivery routes

    - Track delivery vehicles in real-time

**Out-of-Scope Functionality**

1. Manufacturing Process Automation

    - Automating the manufacturing process is out of scope

    - The software will only manage the inventory and delivery of finished goods

2. Supply Chain Management

    - Managing the supply chain, including procurement and logistics, is out of scope

    - The software will only manage the inventory and delivery of finished goods

3. Customer Relationship Management

    - Managing customer relationships, including sales and marketing, is out of scope

    - The software will only manage the inventory and delivery of finished goods

**Functional Requirements**

Inventory Management System

Track inventry -The software will track stock at manufacturing plants and warehouses

Stock level - The system will notify relevant staff when stock falls below fixed level.

Categorization and labelling - Products will be categorized and labeled based on type, flavor, packaging size..

Product Expiry Management -The software will handle expiry dates for perishable products like milk.

2. Delivery System

Order Tracking- Customers will place orders, and the software will track order progress from placement to delivery.

Route Optimization -The software will use geographic information to identify the

quickest delivery routes, minimizing delivery time.

Shipping tracking - Integration with third-party shipping carriers for real-time updates and delivery tracking.

Delivery confirmation updates will be sent to customers regarding delivery status.

 Analytics and Reporting

Demand Forecasting - The system will use historical data to predict future product demand.

Inventory Reports- Real-time reporting on stock levels, product turnover, and sales trends.

Performance Metrics -Track delivery performance such as on-time delivery rates, delivery delays

**# Non-Functional Requirements**

Scalability- The system must be able to handle growth in product lines, inventory levels, and customer base.

Reliability- The system must be highly available with minimal downtime, supporting 24\*7 operations.

Security- The system must protect sensitive customer and product data, with encryption and access control.

Usability- The user interface should easy to navigate for all user types like admin, warehouse staff, delivery personnel, customers.

 **Project Timeline**

|  |  |
| --- | --- |
| Phase | Time line |
| Requirement gathering | 2 weeks |
| System design | 4 weeks |
| Development of software | 5 week |
| Testing of software | 4 week |
| UAT | 1 week |
| Deployment  | 2 weeks |

 **Resource Plan**

|  |  |  |  |
| --- | --- | --- | --- |
| Resource type | Role | No,of resource | Details |
| Project manager | Track progress and ensure meet deadline | 1 | Manage time line resourse and stakeholder |
| Business Analyst | Gather Req and project scope | 1 | Work closly with client req  |
| Developers backend and front end | Develop data base and user interface |  4 | Responsible for the building the software |
| QA Engineer | Test the syste finf the bugs and software performance |  2 | Ensure system will meet all functional and non functional req |
| Delivery and logistic experts | Provide inputs on system | 1 | Emsure planning and delivery integration |
| Administrator | Responsible for deployment and maintainance | 1 | Manages servers and database |

**Risks**

1. Data Accuracy and Integrity

    - Risk: Inaccurate or incomplete data may lead to incorrect inventory levels, delayed deliveries, and dissatisfied customers.

    - Mitigation: Implement data validation and verification processes to ensure accuracy and integrity.

2. System Integration

    - Risk: Integration with existing systems CRM, may be challenging and time-consuming.

    - Mitigation: Conduct thorough analysis of existing systems and develop a comprehensive integration plan.

3. Security and Access Control

    - Risk: Unauthorized access to the system may compromise sensitive data and disrupt operations.

    - Mitigation: Implement robust security measures, including access controls, encryption, and firewalls.

**Constraints**

1. Timeline

    - Constraint: The project must be completed within a tight timeline

    - Impact: Delays in the project timeline may impact the company's ability to meet customer demand and achieve business objectives.

2. Budget

    - Constraint: The project budget is limited

    - Impact: Exceeding the budget may require additional funding, which may not be available.

3. Resources

    - Constraint: The company has limited IT resources, including personnel and infrastructure.

    - Impact: Insufficient resources may impact the project timeline and quality.

**Budget Estimation**

Development cost 4 lac

Infrastructure cost 3 lac

Third party software 2 lac

Maintainance and support 1 lac

Training and marketing 1 lac

**Assumptions**

1. Existing Infrastructure: The project assumes that the company has an existing infrastructure, including hardware, software, and network connectivity, that can support the implementation of the inventory and delivery management system.

2. Data Accuracy: The project assumes that the data provided by the company, including inventory levels, delivery schedules, and customer information, is accurate and up-to-date.

3. User Adoption: The project assumes that the company's employees and customers will adopt the new inventory and delivery management system and use it as intended.

**Dependencies**

1. Hardware and Software Upgrades: The project is dependent on the company's ability to upgrade its hardware and software infrastructure to support the implementation of the inventory and delivery management system.

2. Data Migration: The project is dependent on the company's ability to migrate its existing data, including inventory levels, delivery schedules, and customer information, to the new system.

**2 Process Flow Chart**

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Raw Materials- Gather raw materials like milk, sugar, and other ingredient needed for ice cream production.

 Manufacturing Process- Ice cream and milk products are manufactured from the raw materials

Finished Products Stored in Warehouse - The finished products are stored in regional warehouses, categorized and ready for distribution.

1. Inventory Management - Inventory is continuously tracked, including stock levels, product expiry, and alerts for reordering.
2. Customer Order Received - Orders come in through online channels web, phone, app from customers.
3. Order Validation - Check if the requested products are available in the warehouse and validate delivery details.
4. Nearest Warehouse Identified -The system identifies the closest warehouse to the customer’s location using geolocation technology.
5. Allocate Products from Warehouse -Products are allocated from the identified warehouse based on availability.
6. Delivery Route Optimized -The quickest delivery route is selected using routing algorithms, factoring in traffic and distance.
7. Products Ready for Delivery - Products are packed and prepared for delivery, ensuring perishable items like ice cream are kept at the correct temperature.
8. Deliver to Customerr -The products are delivered to the customer as quickly as possible.

**3 Introduction letter for client as business analyst**

Satish Sargar

 Business Analyst

Kotak Bank

25-02-2025

ABC Milk Products

Pune 411015

Dear Team

I am writing to introduce myself as the Business Analyst who will be working closely with you and your team to understand your business requirements for the new software solution. As discussed, the primary objectives of this project are to develop a system that efficiently manages your inventory and enables the quickest delivery of your ice-cream and milk products to customers.

I am excited to collaborate with you to gather business requirements, identify pain points, and develop a comprehensive understanding of your current processes. This information will be crucial in designing a tailored solution that meets your specific needs and goals.

In the coming weeks, I will be scheduling meetings and workshops with your team to initiate the business understanding process. I will also be sharing a detailed project plan and timeline with you shortly.

Please feel free to reach out to me directly if you have any questions, concerns, or need any clarification on the project scope. I am committed to ensuring that this project is a success and that the final solution meets your expectations.

Thank you for entrusting us with this project. I look forward to working closely with you and your team.

Best regards

Satish Sargar

Business Analyst

Kotak Bank

9130223005

**Business Requirements Document for an Online Store project**

**Introduction**

The online store project aims to create an e-commerce platform for customers to browse and purchase products online. The platform will provide a user-friendly interface, secure payment processing, and efficient order management.

Approvals

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor |  Kunal Gawali | Senior VP of Operations |  Kunal Gawali | 28-02-2025 |
| Business Owner | Priya Sharma | Business Owner | Priya Sharma | 28-02-2025 |
| Project Manager | Arjun Singh | Project Manager | Arjun Singh | 28-02-2025 |

1. **RACI Chart**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
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| BR003 | Admin users can search for customer data | Neha Gupta (Developmen t Lead) | Arjun Singh (Project Manager) | Priya Sharma (BusinessOwner) | Admin Users |
| BR004 | Easy report generation for management | Neha Gupta (Developmen t Lead) | Arjun Singh (Project Manager) | Priya Sharma (BusinessOwner) | Managemen t |
| BR005 | System displays current interest rates/loan details | Neha Gupta (Developmen t Lead) | Arjun Singh (Project Manager) | Priya Sharma (Business Owner) | Customers |
| BR006 | User-friendly interface for application | Suresh Nair (UX Lead) | Arjun Singh (Project Manager) | Priya Sharma (BusinessOwner) | Users |
| BR007 | Effective communication channels for support | Neha Gupta (Developmen t Lead) | Arjun Singh (Project Manager) | Priya Sharma (Business Owner) | Customers |

**Business Goal**

1.Expand products offering

2.Enter new Market including international market

3.Improve Supply Chain Efficiency

**Business Objectives**

1. Increase online sales revenue by 20% within the first six months.

2. Improve customer satisfaction ratings by 15% within the first three months.

3. Reduce order processing time by 30% within the first two months.

**In-Scope**

1. E-commerce Platform: Design and develop a user-friendly e-commerce platform for customers to browse and purchase products online.

2. Product Management: Develop a system to manage products, including product information, pricing, and inventory levels.

3. Order Management: Develop a system to manage customer orders, including order processing, payment processing, and order fulfillment.

4. Payment Gateway Integration Integrate a payment gateway to enable secure online payments.

**Out-of-Scope**

1. Supply Chain Management: Managing the supply chain, including procurement and logistics, is out-of-scope.

2. Inventory Management: Managing inventory levels, including tracking and replenishment, is out-of-scope.

3. Customer Relationship Management -Managing customer relationships, including sales and marketing, is out-of-scope.

**Functional Requirements**

User Management

1. User registration and login functionality.

2. Password recovery and reset functionality.

3. User profile management, including address book and order history.

Product Management

1. Product browsing and search functionality.

2. Product details, including descriptions, prices, and images.

3. Product categorization and filtering.

4. Product reviews and ratings.

Shopping Cart and Checkout

1. Add and remove products from shopping cart.

2. Calculate totals and apply discounts.

3. Secure payment processing, including credit card and PayPal.

4. Order confirmation and receipt.

Order Management

1. Order tracking and status updates.

2. Order cancellation and refund processing.

3. Order fulfillment and shipping integration.

Customer Support

1. Contact form for customer inquiries.

2. FAQ section for common questions.

3. Live chat support.

Reporting and Analytics

1. Sales reports and analytics.

2. Customer behavior and demographics reports.

3. Product performance and inventory reports.

**Non-Functional Requirements**

Performance

1. The system shall respond to user requests within 3 seconds.

2. The system shall handle a minimum of 100 concurrent users.

Security

1. The system shall encrypt sensitive data, including payment information.

2. The system shall implement secure authentication and authorization mechanisms.

Usability

1. The system shall provide an intuitive user interface.

2. The system shall be accessible on desktop and mobile devices.

Scalability

1. The system shall be able to scale to handle increased traffic and sales.

2. The system shall be able to integrate with new payment gateways and shipping providers.

Risks

1. Security Risks: Risk of security breaches and data theft.

    - Mitigation: Implement robust security measures, including encryption, firewalls, and access controls.

2. Technical Issues: Risk of technical issues, including website downtime and bugs.

    - Mitigation: Develop a comprehensive testing plan, and implement robust technical support and maintenance processes.

3. Payment Gateway Integration Risks: Risk of payment gateway integration issues, including payment processing errors.

    - Mitigation: Conduct thorough testing of payment gateway integration, and implement robust error handling and reporting processes.

Constraints

1. Timeline: The project must be completed within a tight timeline of 6 months.

2. Budget: The project budget is limited

3. Resources: The company has limited IT resources, including personnel and infrastructure.

**Assumptions and Dependencies**

Assumptions

1. The project will utilize existing product catalogs and inventory management systems.

2. The project will require integration with third-party payment gateways and shipping providers.

Dependencies

1. The project is dependent on the availability of IT resources and infrastructure.

2. The project is dependent on the cooperation of stakeholders, including product managers, marketers, and customer support team

**Success Metrics And KPI**

Key Performance Indicators

1. Online sales revenue growth.

2. Customer satisfaction ratings.

3. Order processing time reduction.

4. System uptime and availability.

Success Metrics

1. Increase online sales revenue by 20% within the first six months.

2. Improve customer satisfaction ratings by 15% within the first three months.

3. Reduce order processing time by 30% within the first two months.

**Project Timeline**

Project Phases

1. Requirements gathering and analysis 2 Weeks

2. Design and prototyping 4 Weeks

3. Development and testing 16 weeks

4. Deployment and launch 2 weeks

**Project Budget**

Budget Breakdown

1. Personnel costs 4 Lakh

2. Technology and infrastructure costs 3 Lakh

3. Consulting and services costs 3 Lakh

Total Budget

10 Lakh

**Stakeholder Analysis**

1. Customers.

2. Product managers.

3. Marketers.

4. Customer support teams.

**Risk Management Plan**

1. Identify risks.

2. Assess risks.

3. Mitigate risks.

4. Monitor risks.

**Conclusion**

The online store project aims to create a user-friendly and secure e-commerce platform for customers to browse and purchase products online. The project will require careful planning, execution, and testing to ensure its success.

**SRS For Online Store Software Requirment Specification**

**1. Introduction**

This Software Requirements Specification document outlines the requirements for the online store project.

**Scope**

This SRS document covers the functional and non-functional requirements for the online store project.

 **Goal and Objectives**

**Goal**

The goal of the online store project is to create an e-commerce platform that allows customers to browse and purchase products online.

**Objectives**

1. To provide a user-friendly interface for customers to browse and purchase products online.

2. To provide a secure payment processing system.

3. To provide a efficient order management system.

4. To increase online sales revenue by 20% within the first six months.

3. **Use Case Diagram**

Use Cases

1. Browse Product- The customer browses products online.

2. Search Products- The customer searches for products online.

3. Add to Cart-The customer adds products to their shopping cart.

4. Checkout-The customer proceeds to checkout.

5. Make Payment-The customer makes a payment.

6. Order Confirmation- The customer receives an order confirmation.

7. Track Order-The customer tracks their order.

Actors

1. Customer- The customer who browses and purchases products online.

2. Administrator -The administrator who manages products, orders, and customer information.

**4. Functional Requirements**

User Management

1. The system shall allow users to register and create an account.

2. The system shall allow users to log in and access their account.

3. The system shall allow users to update their account information.

4. The system shall allow users to reset their password.

Product Management

1. The system shall allow administrators to add, edit, and delete products.

2. The system shall allow administrators to manage product categories and subcategories.

3. The system shall allow administrators to upload product images.

4. The system shall display product details, including price, description, and images.

Shopping Cart and Checkout

1. The system shall allow users to add products to their shopping cart.

2. The system shall allow users to view and edit their shopping cart.

3. The system shall allow users to proceed to checkout.

4. The system shall process payments securely.

Order Management

1. The system shall allow administrators to view and manage orders.

2. The system shall allow administrators to update order status.

3. The system shall send order confirmation emails to users.

4. The system shall allow users to track their orders.

5**. Non-Functional Requirements**

Performance

1. The system shall respond to user requests within 3 seconds.

2. The system shall handle a minimum of 100 concurrent users.

Usability

1. The system shall provide an easy user interface.

2. The system shall be accessible on desktop and mobile devices.

Scalability

1. The system shall be able to scale to handle increased traffic and sales.

2. The system shall be able to integrate with new payment gateways and shipping providers.

Interface Requirements

User Interface

1. The system shall provide a user-friendly interface for users to navigate.

2. The system shall display product information, including images and descriptions

 and authorization mechanisms.

Testing Requirements

Unit Testing

1. The system shall undergo unit testing to ensure individual components function correctly.

Integration Testing

1. The system shall undergo integration testing to ensure components interact correctly.

System Testing

1. The system shall undergo system testing to ensure the entire system functions correctly.

 Glossary

 E-commerce The buying and selling of goods and services over the internet.

 Online store A website that allows customers to browse and purchase products online.

 Payment gateway: A service that processes payments for online transactions.

**Assumptions and Dependencies**

1. The system shall assume that users have a valid email address and password.

2. The system shall depend on the availability of payment gateways and shipping providers.

 **Limitations**

1. The system shall not support real-time inventory updates.

2. The system shall not support multiple languages.

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**Entity Relationship Diagram**



**User Story for shopping ecommerce**

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| User Story: 1 | Tasks: 1 | Priority: High |
| Browse ProductsAs a customer, I want to browse products by category, so that I can easily find what I'm looking for. |
| BV: 500 | CP :3 |
| - Acceptance Criteria:    - The customer can browse products by category.    - The customer can view product names, prices, and images. |

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| User Story: 2 | Tasks: 2 | Priority: High |
| Search ProductsAs a customer, I want to search for products by keyword, so that I can quickly find specific products. |
| BV: 1000 | CP :4 |
| Acceptance Criteria:    the customer can search for products by keyword.    The customer can view search results, including product names, prices, aimages. |

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| User Story: 3 | Tasks: 3 | Priority: High |
| BV: 1000 | CP: 4 |
| View Product Details As a customer, I want to add products to my shopping cart, so that I can purchase them later.Acceptance Criteria:    - The customer can add products to their shopping cart.    - The customer can view their shopping cart contents. |

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| User Story: 4 | Task: 2 | Priority: High |
| Add to Cart As a customer, I want to view my shopping cart, so that I can see the products I've added. |
| BV: 500 | CP:5 |
| - Acceptance Criteria:    - The customer can view their shopping cart contents.    - The customer can edit their shopping cart contents. |

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| User Story: 5 | Tasks: 2 | Priority: High |
|  Edit Cart- As a customer, I want to edit my shopping cart, so that I can update quantities or remove products. |
| BV: 1000 | CP: 3 |
| Acceptance Criteria:    - The customer can edit their shopping cart contents.    - The customer can update quantities or remove products. |

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| User Story: 6 | Tasks: 2 | Priority: Medium |
| Checkout As a customer, I want to proceed to checkout, so that I can complete my purchase. |
| BV: 100 | CP: 8 |
| - Acceptance Criteria:    - The customer can proceed to checkout.    - The customer can enter their shipping and payment information. |

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| User Story: 8 | Tasks: 2 | Priority: HIGH |
|  Enter Shipping Info- As a customer, I want to enter my shipping information, so that my order can be delivered to the correct address.. |
| BV: 500 | CP: 8 |
| - Acceptance Criteria:    - The customer can enter their shipping information.    - The customer can select their preferred shipping method. |

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| User Story: 9 | Tasks: 2 | Priority: Medium |
| Enter Payment Info- As a customer, I want to enter my payment information, so that I can complete my purchase. |
| BV: 100 | CP: 3 |
| - Acceptance Criteria:    - The customer can enter their payment information.    - The customer can select their preferred payment method. |

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| User Story: 10 | Tasks: 2 | Priority: High |
| Review - As a customer, I want to review my order, including products, quantities, and total cost, so that I can ensure everything is correct. |
| BV: 50 | CP: 3 |
| Acceptance Criteria:    - The customer can review their order.    - The customer can edit their order if necessary. |

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| User Story: 11 | Tasks: 2 | Priority: High |
|  Review Order-as a customer, I want to confirm my order, so that it can be processed and shipped. |
| BV: 1000 | CP :5 |
|  Acceptance Criteria:    - The customer can confirm their order.    - The customer receives an order confirmation email. |
| User Story: 12 | Tasks: 2 | Priority: High |
| BV: 1000 | CP :4 |
|  Receive Order Confirmation- As a customer, I want to receive an order confirmation email, so that I can verify that my order has been received.Acceptance Criteria:    - The customer receives an order confirmation |

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| User Story: 13 | Tasks: 3 | Priority: High |
| Track OrderAs a customer, I want to track the status of my order, so that I can stay informed about delivery. |
| BV: 500 | CP: 4 |
| Acceptance Criteria:    - The customer can track the status of their order.    - The customer receives updates on order status. |

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| User Story: 14 | Tasks: 2 | Priority: High |
| Cancel Order- As a customer, I want to be able to cancel my order, so that I can change my mind if needed. |
| BV: 500 | CP: 3 |
| Cancel Order- As a customer, I want to be able to cancel my order, so that I can change my mind if needed. |

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| User Story: 15 | Tasks: 2 | Priority: low |
| Return Product- As a customer, I want to be able to return a product, so that I can exchange it for a different size or color. |
| BV: 200 | CP :3 |
|  Acceptance Criteria:    - The customer can initiate a return.    - The customer receives a return confirmation email. |

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| User Story: 16 | Tasks: 2 | Priority: Low |
| Apply Coupon- As a customer, I want to be able to apply a coupon or promo code, so that I can receive a discount. |
| BV: 100 | CP: 8 |
| Acceptance Criteria:    - The customer can apply a coupon or promo code. |

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| User Story: 17 | Tasks: 2 | Priority: Medium |
| Create Account- As a customer, I want to be able to create an account, so that I can save my information for future purchases. |
| BV: 100 | CP: 3 |
| Acceptance Criteria:    - The customer can create an account.    - The customer can save their information for future purchases. |

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| User Story: 18 | Tasks: 2 | Priority: High |
| Login- As a customer, I want to be able to log in to my account, so that I can access my order history and saved information. |
| BV: 500 | CP: 5 |
| Acceptance Criteria:    - The customer can log in to their account.    - The customer can access their order history and saved information. |

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| User Story: 19 | Tasks: 2 | Priority: HIGH |
| View Order History- As a customer, I want to be able to view my order history, so that I can see my past purchases. |
| BV: 500 | CP: 3 |
| Acceptance Criteria:    - The customer can view their order history.    - The customer can see details of past purchases. |

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| User Story: 20 | Tasks: 2 | Priority: High |
|  Receive Recommendations- As a customer, I want to receive personalized product recommendations, so that I can discover new products that I might be interested in. |
| BV: 500 | CP: 5 |
| Acceptance Criteria:    - The customer receives personalized product recommendations.    - The customer can view details of recommended products. |

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| User Story: 21 | Tasks: 2 | Priority: High |
|  Filter Products- As a customer, I want to be able to filter products by price, brand, and category, so that I can quickly find what I'm looking fo |
| BV:500 | CP: 5 |
| - Acceptance Criteria:    - The customer can filter products by price, brand, and category.    - The customer can view filtered product results. |

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| User Story: 22 | Tasks: 2 | Priority: Low |
| Sort Products- As a customer, I want to be able to sort products by price, brand, and category, so that I can quickly find what I'm looking for. |
| BV: 50 | CP: 5 |
|  Acceptance Criteria:    - The customer can sort products by price, brand, and category.    - The customer can view sorted product results. |

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| User Story: 23 | Tasks: 2 | Priority: High |
| View Product Reviews- As a customer, I want to be able to view product reviews, so that I can make informed purchasing decisions. |
| BV: 500 | CP: 5 |
| Acceptance Criteria:    - The customer can view product reviews.    - The customer can view review ratings and comments. |

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| User Story: 24 | Tasks :2 | Priority: Low |
| Write Product Review- As a customer, I want to be able to write a product review, so that I can share my experience with others. |
| BV: 100 | CP: 4 |
|  Acceptance Criteria:    - The customer can write a product review.    - The customer can submit their review for approval. |

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| User Story: 25 | Tasks: 2 | Priority: High |
| View Product Ratings- As a customer, I want to be able to view product ratings, so that I can make informed purchasing decisions. |
| BV: 1000  | CP: 3 |
| Acceptance Criteria:    - The customer can view product ratings.    - The customer can view rating averages and distributions. |

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| User Story: 26 | Tasks: 2 | Priority: Medium |
|  Compare Products- As a customer, I want to be able to compare products, so that I can make informed purchasing decisions. |
| BV: 500 | CP: 4 |
| Acceptance Criteria:    - The customer can compare products.    - The customer can view comparison results. |

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| User Story: 27 | Tasks: 2 | Priority: MEDIUM |
|  View Product Videos- As a customer, I want to be able to view product videos, so that I can get a better understanding of the product. |
| BV: 500 | CP: 4 |
|  Acceptance Criteria:    - The customer can view product videos.    - The customer can play and pause videos. |

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| User Story: 28 | Tasks: 2 | Priority: MEDIUM |
| View Product Images- As a customer, I want to be able to view product images, so that I can get a better understanding of the product. |
| BV: 500 | CP: 5 |
|  Acceptance Criteria:    - The customer can view product images.    - The customer can zoom in and out of images. |

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| User Story: 29 | Tasks: 2 | Priority: High |
| View Product Specifications- As a customer, I want to be able to view product specifications, so that I can get a better understanding of the product. |
| BV: 500 | CP:5 |
|  Acceptance Criteria:    - The customer can view product specifications.    - The customer can view specification details. |

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| User Story: 30 | Tasks: 2 | Priority: LOW |
|  View Product FAQs- As a customer, I want to be able to view product FAQs, so that I can get answers to common questions. |
| BV:500 | CP: 8 |
|  Acceptance Criteria:    - The customer can view product FAQs.    - The customer can view FAQ questions and answers. |

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| User Story: 31 | Tasks: 2 | Priority: LOW |
|  Contact Customer Support- As a customer, I want to be able to contact customer support, so that I can get help with my order. |
| BV:500 | CP: 8 |
|  Acceptance Criteria:    - The customer can contact customer support.    - The customer can receive a response from customer support. |

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| User Story: 32 | Tasks: 02 | Priority: Low |
|  Track Order Status- As a customer, I want to be able to track the status of my order, so that I can stay informed about delivery. |
| BV: 100 | CP: 8 |
|  Acceptance Criteria:    - The customer can track the status of their order.    - The customer can view order status updates. |

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| User Story: 33 | Tasks: 02 | Priority: Low |
| : Receive Order Updates- As a customer, I want to receive order updates, so that I can stay informed about delivery. |
| BV: 100 | CP: 8 |
| - Acceptance Criteria:    - The customer receives order updates.    - The customer can view order update detail |

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| User Story: 34 | Tasks: 02 | Priority: Medium |
| Cancel Order- As a customer, I want to be able to cancel my order, so that I can change my mind if needed. |
| BV: 200 | CP: 8 |
|  Acceptance Criteria:    - The customer can cancel their order.    - The customer receives a cancellation confirmation email. |

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| User Story: 35 | Tasks: 02 | Priority: Low |
| Return Product- As a customer, I want to be able to return a product, so that I can exchange it for a different size or color. |
| BV: 500 | CP: 3 |
| Acceptance Criteria:    - The customer can initiate a return.    - The customer receives a return confirmation email. |

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| User Story: 36 | Tasks: 03 | Priority: Medium |
|  View Return Policy- As a customer, I want to be able to view the return policy, so that I can understand the return process. |
| BV: 200 | CP: 8 |
| Acceptance Criteria:    - The customer can view the return policy.    - The customer can understand the return process. |
| User Story: 37 | Tasks: 02 | Priority: Low |
|  View Shipping Options- As a customer, I want to be able to view shipping options, so that I can choose the best shipping method for my order. |
| BV: 500 | CP: 3 |
| - Acceptance Criteria:    - The customer can view shipping options.    - The customer can choose a shipping method. |
| User Story: 38 | Tasks: 02 | Priority: Medium |
|  View Payment Options- As a customer, I want to be able to view payment options, so that I can choose the best payment method for my order. |
| BV: 500 | CP: 3 |
| Acceptance Criteria:    - The customer can view payment options.    - The customer can choose a payment method. |
| User Story: 39 | Tasks: 02 | Priority: Low |
| Save Payment Method- As a customer, I want to be able to save my payment method, so that I can quickly checkout in the future. |
| BV: 500 | CP: 3 |
| Acceptance Criteria:    - The customer can save their payment method.    - The customer can quickly checkout using their saved payment method. |
| User Story: 40 | Tasks: 02 | Priority: Low |
|  Receive Exclusive Offers- As a customer, I want to receive exclusive offers and discounts, so that I can save money on my purchases |
| BV: 500 | CP: 3 |
| Acceptance Criteria:    - The customer receives exclusive offers and discounts.    - The customer can redeem offers and discounts on their purchases. |