

Mr. Henry – A Rich Businessman → Company Name (SOONY) has the following team.

Mr.Pandu- financial Head

Mr.Dooku - Project coordinator

Mr. Peter- Committee Member

Mr. Ben- Stakeholder

Mr. Kavın – Stakeholder

Mr. Henry gave this project to a company Name (APT IT SOLUTIONS) teams

Mr. Karthik – Delivery Head

Mr. Vandanam- Project Manager

Ms. Juhi – Senior Java Developer

Mr. Tyson-Java Developer

Ms. Lucie –Java Developer

Mr. Trucker –Java Developer

Mr. Bravo-Java Developer

Mr. Mike – Network Admin

Mr. John- DB Admin

Mr. Jason-Tester

Mr. Alekya-Tester

You – Business Analyst

Decode of the case study

Project Idea – To develop an online application for farmers to buy agricultural products.

Current Needs - A user-friendly online application where farmers can buy fertilizers, seeds and pesticides that should be deliver in remote areas.

Overview of the Project - An online user-friendly store for buying agriculture products such as fertilizers, seeds and pesticides, adding new user and online delivery anywhere.

Current Problems - Procuring fertilizers, Seeds and Pesticides.

Budget – 2 Cr.

Duration – 18 Months

Que 01 – 4 Quarterly Audit Reports

Answer –

Audit is a quality check of the work that has been done during the Project.

Q1 Audit (Initiation & Planning Phase):

Stage	Initiation & Planning Phase –20 Weeks (Week 1 to Week 20)
Checklist	• Check for stakeholder identification • Review BA approach, elicitation plan, and RACI • Verify baseline requirements gathering process

Q2 Audit (Requirement Analysis & Documentation Phase):

Stage	Requirement Analysis Phase – 20 Weeks (Week 21 to Week 41)
Checklist	• Validate elicitation techniques used • Check completeness of BRD, FRD, Use Case Diagrams • Traceability matrix audit

Q3 Audit (Design & Development Support):

Stage	Design Phase –20 Weeks (Week 42 to Week 62)
Checklist	• Verify if BA inputs helped developers (mock-up's, specs) • Ensure BA is addressing change requests • Documentation sign-offs from stakeholders

Q4 Audit (UAT & Closure Phase):

Stage	Development Phase –15 Weeks (Week 63 to Week 78)
Checklist	• Review UAT support, Client Acceptance Form • Confirm final document versioning, handover • Stakeholder feedback on BA performance

Que 02 – BA Approach Strategy

Answer –

1. Elicitation Techniques

As a BA, following Elicitation techniques to be used to gather requirements

- a. Brainstorming
- b. Documents Analysis
- c. Reverse Engineering
- d. Focus Groups
- e. Observation
- f. JAD
- g. Interview
- h. Prototyping
- i. Questionnaire

2. Stakeholder Analysis RACI

Stakeholder analysis is one of the most task for any project. After identifying stakeholder, I will prepare Stakeholder analysis considering position of stakeholders in each task using RACI methodology.

3. Documents to Write

As a BA I will prepare

- **Business Requirement Documents**
which will help in Business goals, Business objectives & Business Rules.
- **Functional requirement Documents**
which will help in about the process functionality.
- **NON-Functional Requirement Documents**
In this documents system speed, security and other non-functional requirements will be recorded.

4. Process to follow to Sign off on the Documents

The end of the process consists of the stakeholder, i.e. the customer approving the deliverables set out by the company. Then the handover of the project takes place.

We must take Sign off on SRS (Software Requirement Specification) from client in Requirement Analysis Phase. In the User Acceptance Testing Phase, we must take sign off from client on Client Project Acceptance Form.

Project Sign-Off and Delivery

The formal end to the project is a milestone moment, which includes exact measurable. Checking against the Project Management Plan, you should verify this measurable point-by-point.

Official Approval

This process warrants formal approval from the customer, whereby they agree that the deliverable features, outlined during project Kick-Off are complete.

Full Disclosure

Primarily, once the project is complete, an official confirmation must be made by each member of the software house team. All project managers and team leaders should communicate the finalization and prepare to inform the stakeholders of the project.

5. To take Approvals from the Client

Always ask for sign off over email. It is not acceptable to take no reply as assumed sign off. Provide a deadline date on the email and chase up if the deadline is missed to find out the reasons why. If it is due to time then ask them to provide what date they can meet. Also offer an additional walk through.

Give the reviewer an opportunity to specify whether they will sign off the document based on the feedback they have given being addressed. Also ask whether sign off is given without them having to review the document again or whether they need to review the changes that have been made.

6. Communication Channels to establish and implement

The richest communication channel around, **Face-To-Face Communication** meetings are often hailed as the most effective way for teams to interact.

- Emails.
- Video conferencing.
- Phone calls.
- Text messages.

7. To Handle Change Requests

- Request any supporting materials.
- Determine whether the change request is in inside or outside the scope.
- Have your team assess the priority of the change request.
- Approve or reject the change request.
- Decide on a course of action going forward.

8. To update the progress of the project to the Stakeholders

A progress report is a document that shows the progress that your team is making towards completing a project. Progress reports give an overview to a supervisor, a manager, a team leader, a colleague or a client on:

- The status of the project
- The milestones achieved
- Responsibilities of each employee or team member
- The issues faced by various team members
- Other important factors that affect project completion

This report is essentially a project management mechanism to prevent issues before they happen, to ensure that the project will be finished on-time, and to keep those involved informed of the project's progress.

9. To take signoff on the UAT- Client Project Acceptance Form

This form can be used to record the client's sign-off and officially bring the project to a close. Use this form when the project outcome has been measured against its acceptance criteria and has been formally accepted on behalf of the client.

It offers a place to record:

- Additional comments about the project
- Key metrics achieved during the project (success criteria)
- Key metrics to be tracked on an on-going basis (to judge the long-term effectiveness of the project).
- And a place to reference or record very high-level lessons learned.

Que 03 – Describe 3 – Tier Architecture

Answer –

Presentation tier (Front End Layer)

- The presentation tier is the user interface and communication layer of the application, where the end user interacts with the application. Its main purpose is to display information and to collect information from the user. This top-level tier can run on a web browser, as desktop application, or a graphical user interface (GUI), for example. Web presentation tiers are usually developed using HTML, CSS and JavaScript. Desktop applications can be written in a variety of languages depending on the platform.

Application tier (Business Logic Tier)

- The application tier, also known as the logic tier or middle tier, is the heart of the application. In this tier, information collected in the presentation tier is processed - sometimes against other information in the data tier - using business logic, a specific set of business rules. The application tier can also add, delete or modify data in the data tier.
- The application tier is typically developed using Python, Java, Perl, PHP or Ruby, and communicates with the data tier using API calls.

Data tier (The Storage Tier)

- The data tier, sometimes called database tier, data access tier or back-end, is where the information processed by the application is stored and managed. This can be a relational database management system such as PostgreSQL, MySQL, MariaDB, Oracle, DB2, Informix or Microsoft SQL Server, or in a NoSQL Database server such as Cassandra, CouchDB or MongoDB.

Que 04 – BA approach strategy of framing questions

Answer –

As a BA I think, requirement gathering, 5W1H, RACI, UML are the best techniques for this Waterfall Project. We can use multiple strategies of framing questions. Such as

➤ **Requirement Gathering:**

- Requirement gathering is the process of collecting, documenting, and managing the needs, expectations, and constraints of stakeholders in a project. It is a critical phase in system or software development, business analysis, and project management.
- **Following are the techniques** - Interviews, Surveys, Observation, Document Analysis, Brainstorming, Prototyping, Focus Groups, Requirement Workshops, Contextual Inquiry, Use Case Analysis, JAD, Reverse Engineering, Market Research, Storytelling, User Stories, Scenarios, Process Modelling, Data Mining, Benchmarking

➤ **5W 1H:**

- **5W 1H** is a questioning technique used to gather comprehensive information by asking **who, what, when, where, why**, and **how** questions. It helps in understanding a situation or problem thoroughly. i.e.
What is the project about?
Why project is initiated?
Who will be benefited?
When it should get completed?
Where to get connected for requirement?
How we can complete the project?

➤ **SMART:**

- **SMART** is an acronym that stands for **Specific, Measurable, Achievable, Relevant, and Time-bound**. It is a framework for setting clear and actionable goals and objectives.

- **RACI:**
 - **RACI** is a responsibility assignment matrix used to define roles and responsibilities within a project or organization. It stands for **Responsible, Accountable, Consulted, and Informed** and helps clarify who does what in a project.
- **3 Tier Architecture:**
 - **3 Tier Architecture** is a design pattern commonly used in software development. It divides an application into three layers: Presentation (UI), Application (business logic), and Data (database). This separation enhances scalability and maintainability.
- **UML (Unified Modelling Language):**
 - UML provides a standardized visual language for modelling various aspects of a system, such as its structure, behavior, and interactions.
 - As a business analyst, you can use UML to create visual representations of the current system or process, helping stakeholders understand its complexities.
 - UML provides visual models to represent system structure and behavior.
 - You can frame questions to gather insights about the system's design and interactions, e.g., "What does the class diagram reveal about data structure?"
- I. Use Cases:**
 - Use cases describe how the system interacts with users.
 - Questions can focus on user needs and system requirements, e.g., "What are the primary user goals in the use cases?"
- II. Use Case Diagrams:**
 - Use case diagrams visually show system functionality and user interactions.
 - Questions clarify system scope and user roles, e.g., "Who are the main actors, and what are their roles?"
- III. Activity Diagrams:**
 - Activity diagrams model workflow or process steps.
 - Questions gather details about process flows and decision points, e.g., "Explain the steps in the process as shown in the diagram."
- **Data Models:** Domain model, Conceptual model, Data model, and ER diagram.
- **Page designs or website designs:** This is crucial for creating an effective and visually appealing online presence that can attract and retain visitors.

Que 05 – Elicitation Techniques (BDRFOWJIPQU)

Answer –

Brainstorming (B): Brainstorming is a group technique used to generate creative ideas and solutions. Business analysts facilitate brainstorming sessions with stakeholders to encourage them to share their thoughts, ideas, and suggestions related to a project or problem.

Document Analysis (D): Document analysis involves reviewing existing documentation, such as business plans, reports, process manuals, or historical records, to extract relevant information about the current state of the business or project. This helps in understanding existing processes and requirements.

Reverse Engineering (R): Reverse engineering involves examining existing systems, software, or processes to understand their inner workings. This technique is used to extract requirements from legacy systems or to understand how a system was built when documentation is lacking.

Focus Groups (F): Focus groups involve gathering a representative sample of stakeholders in a structured group setting. The facilitator guides discussions to understand the needs, preferences, and expectations of the participants, helping to gather valuable insights.

Observation (O): Observation entails directly watching and studying stakeholders in their work environment. It helps business analysts understand their processes, pain points, and behaviors, providing valuable context for requirements gathering.

Workshops (W): Workshops are collaborative sessions with stakeholders where the business analyst facilitates discussions, exercises, and activities to extract, refine, and prioritize requirements. They promote active participation and consensus building.

Joint Application Development (JAD) (J): JAD is a structured workshop-based approach where key stakeholders and subject matter experts come together to define and refine requirements collaboratively. It is particularly useful for complex projects or systems.

Interviews (I): Interviews involve one-on-one or group discussions with stakeholders to gather detailed information about their requirements, opinions, and concerns. This technique allows for in-depth exploration of individual perspectives.

Prototyping (P): Prototyping involves creating mock-ups or interactive models of a system or software to visualize and validate requirements. Stakeholders can provide feedback on the proposed solution's design and functionality.

Questionnaires and Surveys (Q): Questionnaires and surveys are structured tools used to collect quantitative or qualitative data from a wide audience. They help in gathering information about preferences, needs, and opinions on a larger scale.

Use Case Specifications (U): Use case specifications involve documenting use cases, which describe how users interact with a system or software. They specify user goals and the system's responses, helping to define functional requirements.

Que 06 – This project Elicitation Techniques

Answer –

1. Stakeholder Interviews

Used With:

Mr. Henry (Sponsor from SOONY)

Peter, Kevin, Ben (Farmer Stakeholders)

Mr. Pandu, Mr. Dooku (Committee Members)

Justification:

Direct one-on-one interviews helped to uncover expectations like login system, product catalogs, payment options, search and delivery features.

Personalized feedback from Peter, Kevin, and Ben helped identify functional expectations from the farmers' side.

Interviews are ideal when stakeholders have clear but diverse inputs.

2. Workshops / Joint Application Development (JAD)

Used With:

SOONY Committee + APT IT Solutions BA & Technical Team

Mr. Henry + Mr. Karthik + Project Manager (Mr. Vandanam)

Justification:

Conducting structured workshops allowed collaborative requirement validation and clarification.

Multiple stakeholders participated in defining priorities like login, security, product categories, etc.

Useful to achieve consensus and resolve conflicts (e.g., COD vs. UPI options).

3. Document Analysis

Used With:

Existing ecommerce models or internal documents from SOONY (if any)

CSR project guidelines

Past purchase behavior (if any available via local sellers)

Justification:

Helped understand what existing practices are in place and how they can be digitized.

Supported mapping business expectations (such as catalogue display, order tracking) to existing known models.

4. Observation / Shadowing

Used With:

Farmers in rural areas (field visits with Peter, Kevin, Ben)

Justification:

Observing how farmers currently procure seeds/fertilizers helped design a more intuitive and mobile-friendly UI.

Revealed pain points such as: lack of variety, effort in physical procurement, and need for multilingual access.

5. Brainstorming Sessions

Used With:

Manufacturer stakeholders

Testing/UX team (Jason, Alekya, Lucie)

Justification:

Helped generate ideas for product categorization, upload formats, filter-based search, and payment flows.

Also useful for creating innovative solutions like “Buy Later” feature, delivery tracker, and order notifications.

6. Prototyping (Mockups & Wireframes)

Used With:

Farmers (Peter, Kevin, Ben)

Mr. Henry and Committee for feedback on UX/UI

Justification:

Sharing Figma/Balsamiq mockups helped non-technical stakeholders visualize features like search bar, login page, order tracking, etc.

Led to refinement in UI elements and validation of process flow (search → add to cart → pay → tracking order).

Business Requirements Identified as –

BR001 – Farmers should be able to search for available products in fertilizers, seeds, pesticides
Identified through interviews (Kevin), prototyping, and observations.

BR002 – Manufacturers should be able to upload and display their products in the application
Identified through workshops and brainstorming with technical team and manufacturers

Que 07 – TEN Business Requirements

Answer –

Sr. No.	Requirement ID	Requirement Category	Description
1	BR001	Search	Farmers should be able to search for available products in fertilizers, seeds, pesticides.
2	BR002	Upload and Display	Manufacturers should be able to upload and display their products in the application
3	BR003	Browse	Farmers should be able to browse through the products catalogue.
4	BR004	Chat	Farmers must be able to communicate with the manufacturers and product experts.
5	BR005	Login	Login option for existing users.
6	BR006	Track Delivery	After placing an order, customer should be able to track their order.

7	BR007	Add to Cart	Farmers should be able to add desired products into the card
8	BR008	New User Registration	New User should be able to create new account by submitting them email id and creating a secure password.
9	BR009	Payment Processing	Farmers should be able to make payment from the Payment Gateway which should include Cash-on-delivery (COD), Credit/Debit card and Multiple UPI wallet options.
10	BR010	Order Confirmation	User must get the product order confirmation through email and text message.
11	BR011	Wish list	Farmers must be able to add product to Wish List so that they can order it later if required.
12	BR012	Customer Support	Customer should be able to call customer service executive for any assistance regarding the product, payment issues, tracking issues, product quality.
13	BR013	Return & Replace	Farmers should be able to return or replace product until and unless it is sealed, unused and within terms and conditions.

Que 08 – Assumptions

Answer –

- **Assumption 1** - Farmers must have technical knowledge to order and pay online.
- **Assumption 2** – Farmers must prefer online shopping over local vendor.
- **Assumption 3** – Farmers must have Google/Facebook account for log in.
- **Assumption 4** – Farmers must have Bank Accounts to do payments using UPI, Debit/credit card.
- **Assumption 5** – Farmers must have decent network coverage to browse internet for shopping, tracking and payments.
- **Assumption 6** – Location Provided by farmer must have a postal code and feasible to transport.

Que 09 – Project Req priority**Answer –****Note : (Priority 1 < Priority 10)**

Req ID	Requirement Name	Requirement Description	Priority (1–10)	Rationale
BR001	Farmer Search for Products	Farmers should be able to search for available products in fertilizers, seeds, pesticides	10	Core functionality — essential for farmers to find products
BR002	Manufacturers Upload Products	Manufacturers should be able to upload and display their products in the application	9	Critical input source — without this, there is nothing for farmers to search
BR003	Farmer Registration & Login	Farmers must register and securely log in to the application	10	Mandatory — access control and personalization
BR004	Manufacturer Registration & Login	Manufacturers must register and log in to upload/manage products	9	Crucial for managing product catalogue
BR005	Add to Cart	Farmers can add desired products to a shopping cart	8	Important for streamlined purchasing
BR006	Online Payment Integration	Support for online payment modes (UPI, Cards, Net banking)	8	Convenience, but not more important than core access/search functions
BR007	Track Delivery Status	Farmers can track the delivery status of their orders	7	Helpful but not critical to product access
BR008	Product Reviews by Farmers	Farmers can write and view reviews on the products	5	Good for feedback but not initially critical
BR009	Dashboard for Admin	Admin can view user activity, orders, inventory status, and manage users	7	Internal monitoring is important for scalability
BR010	Multilingual Support	App should support local languages for rural users	6	Affects usability, but may be phased

UML Diagrams to create (Based on Requirements)

Diagram Type	Purpose	For Which Requirements
Use Case Diagram	Show actors and their interactions	BR001–BR010
Activity Diagrams	Step-by-step process flows	BR001, BR003, BR005, BR007, BR008, BR009
Class Diagram	System structure – entities like Farmer, Product, Order	BR001, BR002, BR008, BR009
Sequence Diagram	Interaction flow between systems/components	BR003, BR005, BR007, BR009

Mock – Up screens to Design

Screen Name	Purpose
Farmer Registration/Login Page	Simple access form for rural users
Manufacturer Dashboard	Upload/edit products
Product Search Screen	Search bar with filters (category, price, rating)
Product Detail Page	Product info + Add to Cart + Reviews
Shopping Cart Page	View selected items + Make Payment
Order Tracking Page	Track delivery status

UML Diagrams –

Diagram Type	Purpose	For Which Requirements
Use Case Diagram	Show actors and their interactions	BR001–BR010

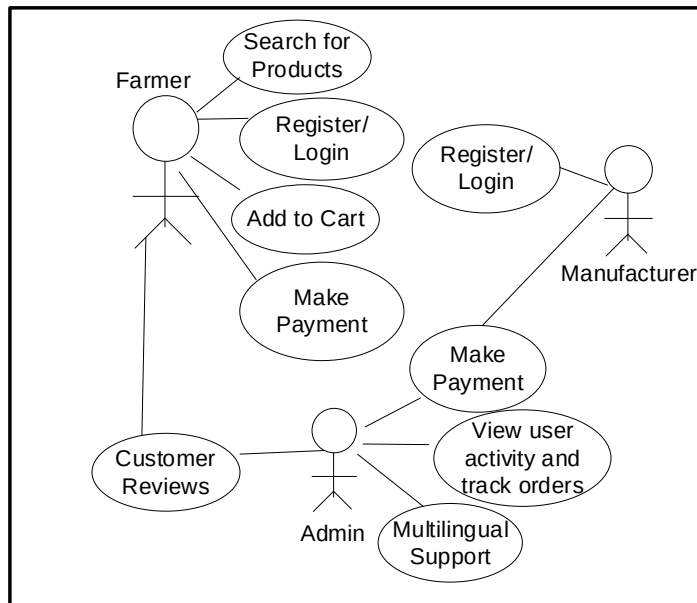


Diagram Type	Purpose	For Which Requirements
Activity Diagrams	Step-by-step process flows	BR001, BR003, BR005, BR007, BR008, BR009

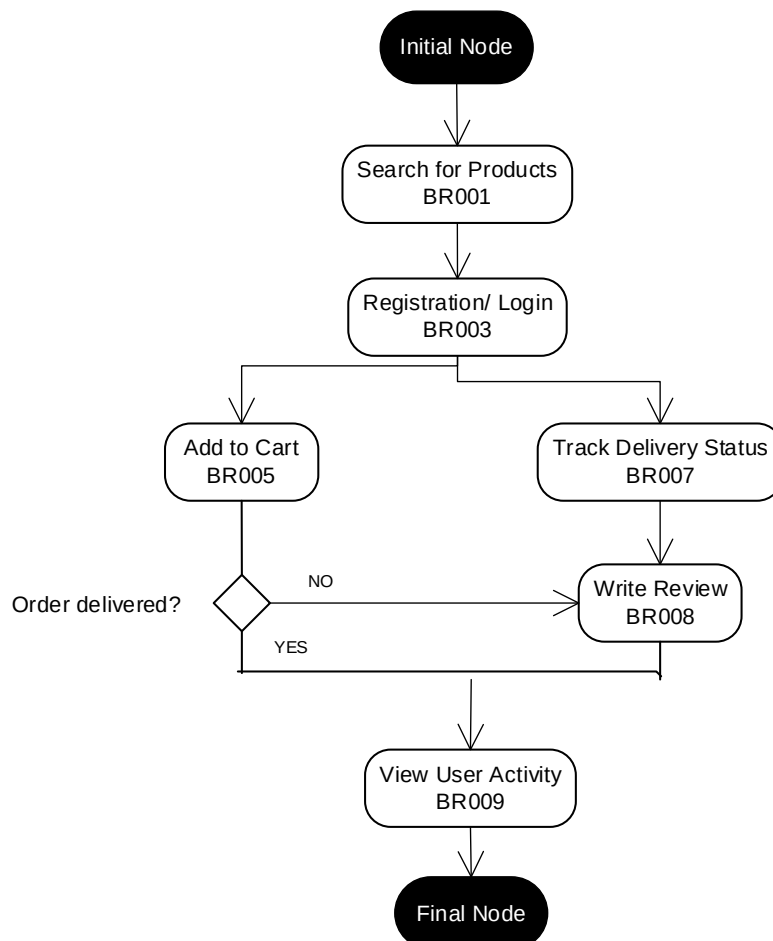


Diagram Type	Purpose	For Which Requirements
Class Diagram	System structure – entities like Farmer, Product, Order	BR001, BR002, BR008, BR009

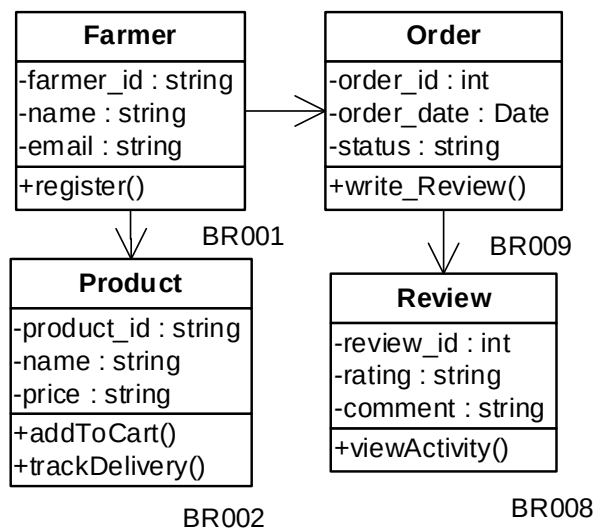
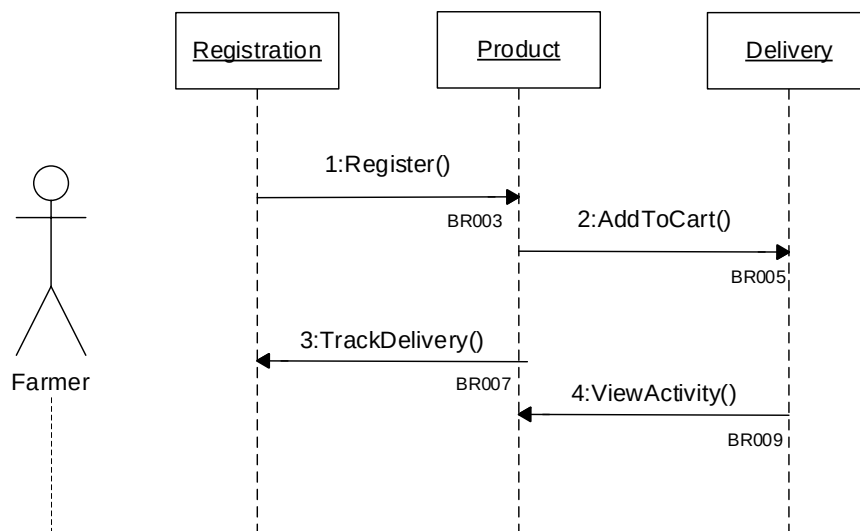


Diagram Type	Purpose	For Which Requirements
Sequence Diagram	Interaction flow between systems/components	BR003, BR005, BR007, BR009



Mock – Up screens to Design

Screen Name	Purpose
Farmer Registration/Login Page	Simple access form for rural users

Farmer Registration
Simple access form for rural user

Name

Phone Number

Password

Confirm Password

Register

Screen Name	Purpose
Manufacturer Dashboard	Upload/edit products

Farmer Login

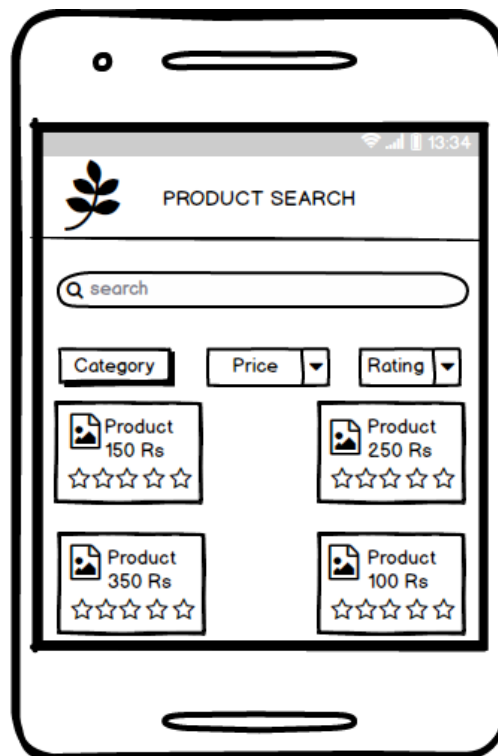
Email ID

Password

Login

[No Account? Register](#)

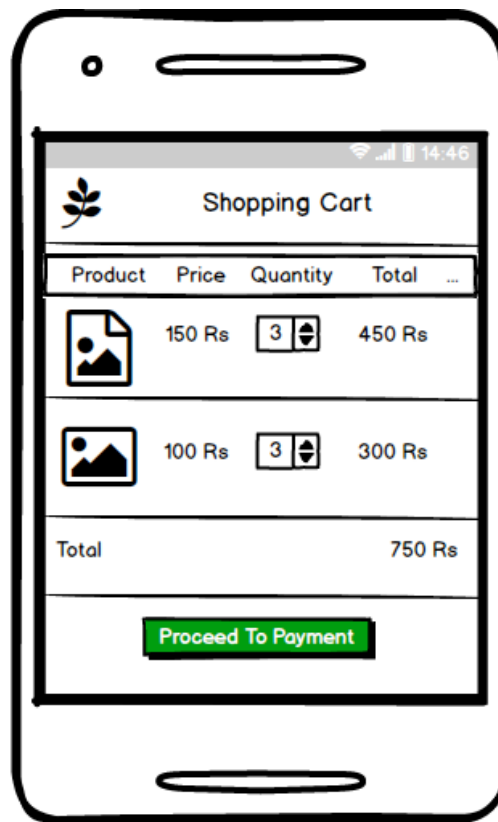
Screen Name	Purpose
Product Search Screen	Search bar with filters (category, price, rating)



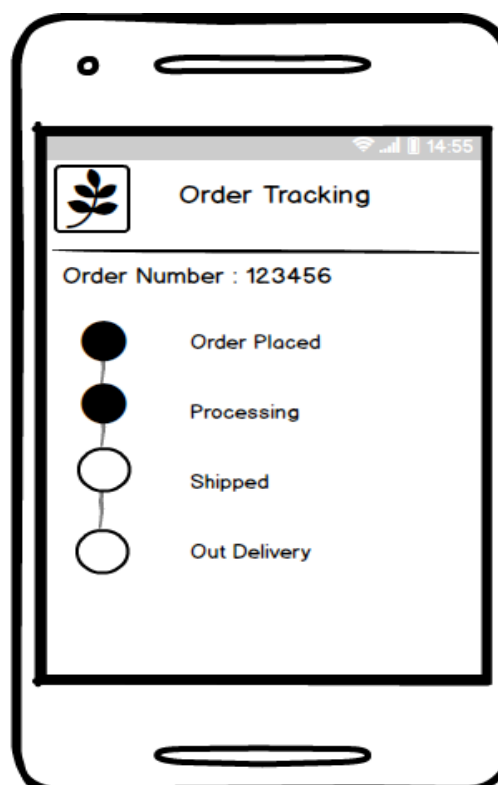
Screen Name	Purpose
Product Detail Page	Product info + Add to Cart + Reviews



Screen Name	Purpose
Shopping Cart Page	View selected items + Make Payment



Screen Name	Purpose
Order Tracking Page	Track delivery status



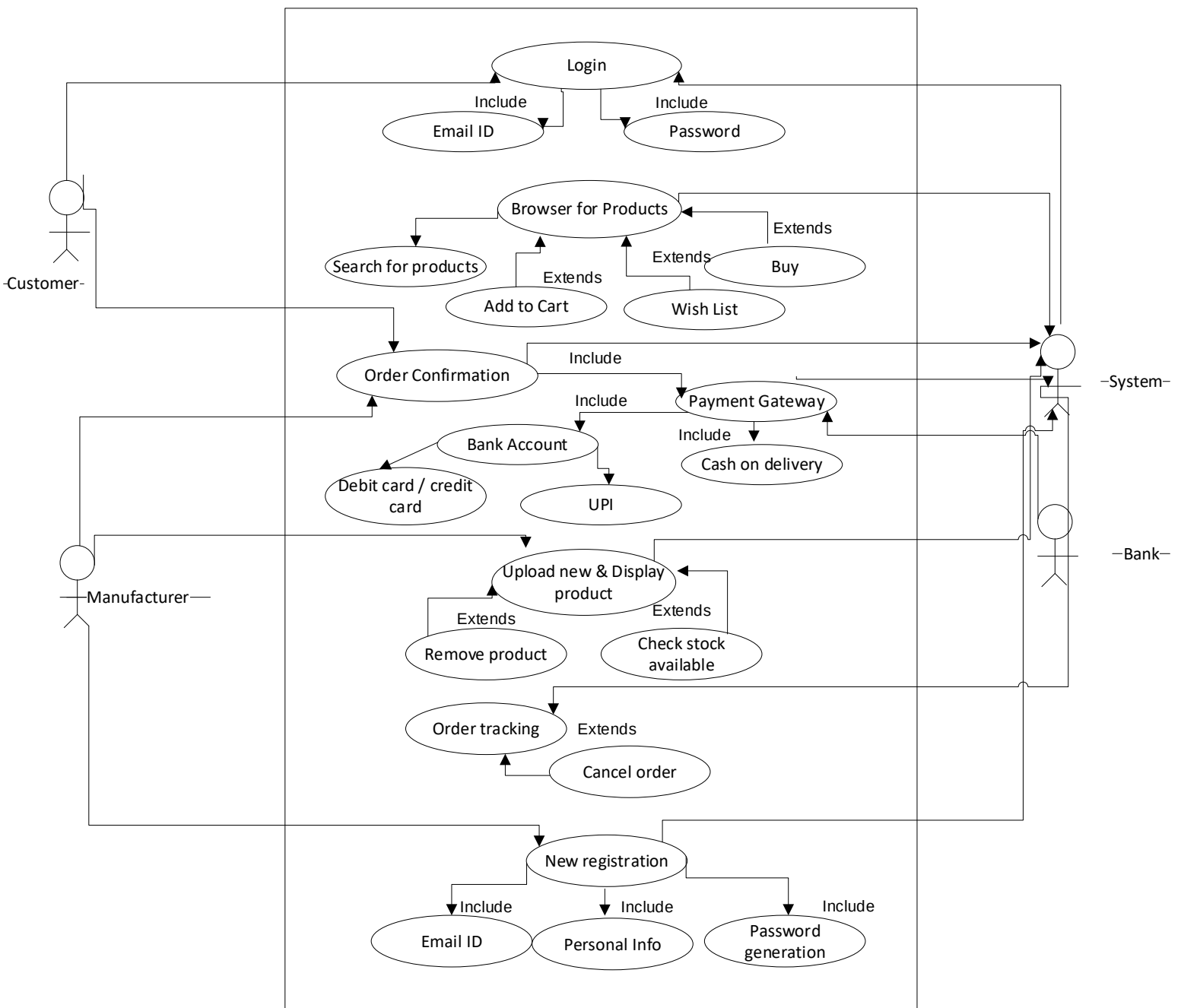
Que 10 – Draw Use Case Diagram**Answer –**

So I have a created Use Case Diagram for online agricultural shop.

Application Name: *grow*

Website Name : *grow.com*

Tool Used : Microsoft Visio 2007



Que 11 – (minimum 5) Use Case Specs

Answer –

1. User Login –

Use Case Id	UC001		
Use Case Name	User Login		
Created By	Ms. Bhakti	Last Updated By	Ms. Bhakti
Date Created On	12-July-25	Last Updated On	15-july-25
Actors	Primary	Farmer/User/customer	
	Secondary	System Data Base (grow.com)	
Description	User must be able to login to the grow.com website/application		
Pre-Condition	- Customer must have active internet connection. - Customer must have mobile/computer to visit our website/mobile application to Login.		
Post-Condition	User Logs in Successfully.		
Normal Flow of Events/Basic Flow/Happy Path	- User must use the device to login. (Mobile, Laptop, Tablet, etc.) - Existing user logged in with email ID and Password. - New user must follow the registration process to login.		
Alternative Flow	- Existing user entering wrong login credentials then system will redirect the user to "Forgot Username/Password" page. - New user inputs weak password or incorrect email id. - System is Idle for more than 10 Minutes.		
Exceptions	- If the internet connectivity is lost, then system displays "check your internet connectivity". - Error message 404		
Frequency of Use	High		
Assumptions	It is assumed that customer can operate computer or mobile.		

2. Search For a Product

Use Case Id	UC002		
Use Case Name	Search for a Product		
Created By	Ms. Bhakti	Last Updated By	Ms. Bhakti
Date Created On	12-July-25	Last Updated On	15-july-25
Actors	Primary	Farmer/User/customer	
	Secondary	System Data Base (grow.com)	
Description	User can search for a particular product using search option.		
Pre-Condition	- Customer must have active internet connection & knows internet surfing. - Customer must have mobile/computer to visit our website/mobile application to Login.		
Post-Condition	Search Results are Displayed for the Desired Product.		
Normal Flow of Events/Basic Flow/Happy Path	- User must use the device to login. (Mobile, Laptop, Tablet, etc.) - User clicks inside the “Search box” and then press enter button or search button. - User finds the desired product and checks the product description.		
Alternative Flow	- User searches for a product which is not available on website/application. Then system shows “Not Found” message. - User searches for a product which is out of stock, system shows “Out of stock” message. - Product details are getting updated in the backend		
Exceptions	If the internet connectivity is lost, then system displays "check your internet connectivity".		
Frequency of Use	High		
Assumptions	It is assumed that customer can operate computer or mobile and knows basic technicalities.		

3. Add to Cart

Use Case Id	UC003		
Use Case Name	Add to Cart		
Created By	Ms. Bhakti	Last Updated By	Ms. Bhakti
Date Created On	12-July-25	Last Updated On	15-july-25
Actors	Primary	Farmer/User/customer	
	Secondary	System Data Base (grow.com)	
Description	User can Add the desired products to the cart. So that they can buy it.		
Pre-Condition	- Customer must have active internet connection & knows internet surfing. - Customer must have mobile/computer to visit our website/mobile application to Login.		
Post-Condition	Product Added to the Cart Successfully.		
Normal Flow of Events/Basic Flow/Happy Path	- User must use the device to login. (Mobile, Laptop, Tablet, etc.) - Search for the product wanted or surf the site using different filters to get the required product. - User selects the desired product and then click on “Add to Cart” button.		
Alternative Flow	- Product is out of stock hence user is unable to add the product in the cart. - The product is currently being updated in the backend database, which is why the user is unable to add it to the cart. - User has not logged in yet to Add the product in the cart.		
Exceptions	- If the internet connectivity is lost, then system displays "check your internet connectivity". - Application/website is under maintenance or unresponsive.		
Frequency of Use	High		
Assumptions	It is assumed that customer can operate computer or mobile and knows basic technicalities.		

4. Order confirmation and payment

Use Case Id	UC004		
Use Case Name	Order Confirmation and Payment		
Created By	Ms. Bhakti	Last Updated By	Ms. Bhakti
Date Created On	12-July-25	Last Updated On	15-july-25
Actors	Primary	Farmer/User/customer	
	Secondary	System Data Base (grow.com), Bank (Payment Gateway)	
Description	The user receives an order confirmation after successfully selecting a payment method.		
Pre-Condition	- Customer must have active internet connection & knows internet surfing. - Customer must have mobile/computer to visit our website/mobile application to Login. - Bank Servers must be working.		
Post-Condition	Customer Receives an Order Confirmation Email and Text Message.		
Normal Flow of Events/Basic Flow/Happy Path	- User must use the device to login. (Mobile, Laptop, Tablet, etc.) - User selects the desired product and then click on “Add to Cart” button. - To confirm the order customer selects the payment method (UPI/Credit Card/Cash-On-Delivery). - After selection of payment method, customer will get the product confirmation details such as Order Id & e-Receipt on their registered email and mobile number.		
Alternative Flow	- Online payment failure due to bank maintenance activity. - Wrong UPI Pin/OTP/Credit Card or Debit Card details has been entered which led to payment failure. - COD is not available for specific products uploaded by Manufacturer.		
Exceptions	- If the internet connectivity is lost, then system displays "check your internet connectivity". - Application/website is under maintenance or unresponsive. - Customer do not have a bank account.		
Frequency of Use	High		
Assumptions	It is assumed that customer can operate computer or mobile and knows basic technicalities.		

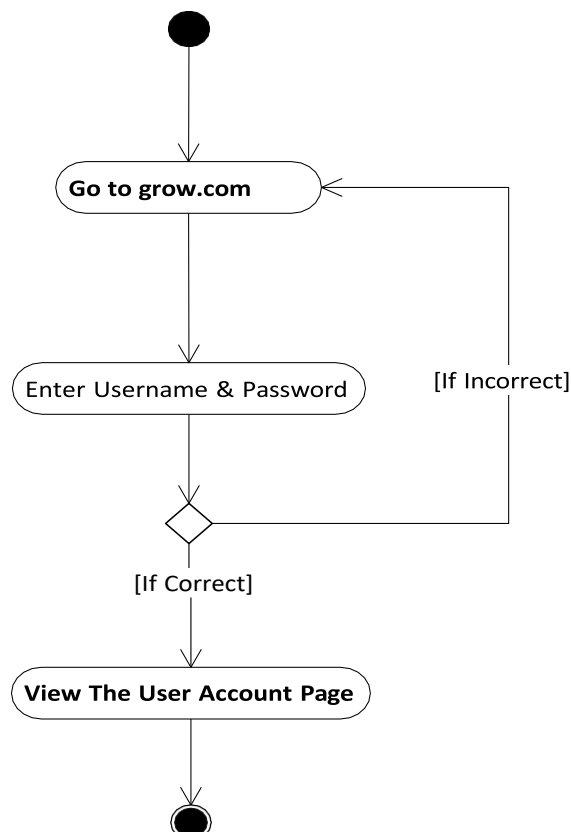
5. Order Tracking

Use Case Id	UC005		
Use Case Name	Order Tracking		
Created By	Ms. Bhakti	Last Updated By	Ms. Bhakti
Date Created On	12-July-25	Last Updated On	15-july-25
Actors	Primary	Farmer/User/customer	
	Secondary	System Data Base (grow.com)	
Description	User is able to track his order status, location where it has reached, delivery date, etc.		
Pre-Condition	- Customer must have active internet connection & knows internet surfing. - Order must be placed and order Id has been generated.		
Post-Condition	Customer Tracked His/Her Order Status.		
Normal Flow of Events/Basic Flow/Happy Path	- User must use the device to login. (Mobile, Laptop, Tablet, etc.) - Customer logs in and clicks on profile button. - Click on my orders. - Track order. - Customer Calls Customer Care for further details or concerns.		
Alternative Flow	- Unable to track order since the current status of the order is not updated in the system. - Transport service is delayed due to which current status is unknown. - Order is stuck because of some natural calamities such as heavy rain, flood, storm, earthquake, etc. or other issues.		
Exceptions	- Address is incorrect. - Order lost during transportation.		
Frequency of Use	Moderate		
Assumptions	It is assumed that customer can operate computer or mobile and knows basic technicalities.		

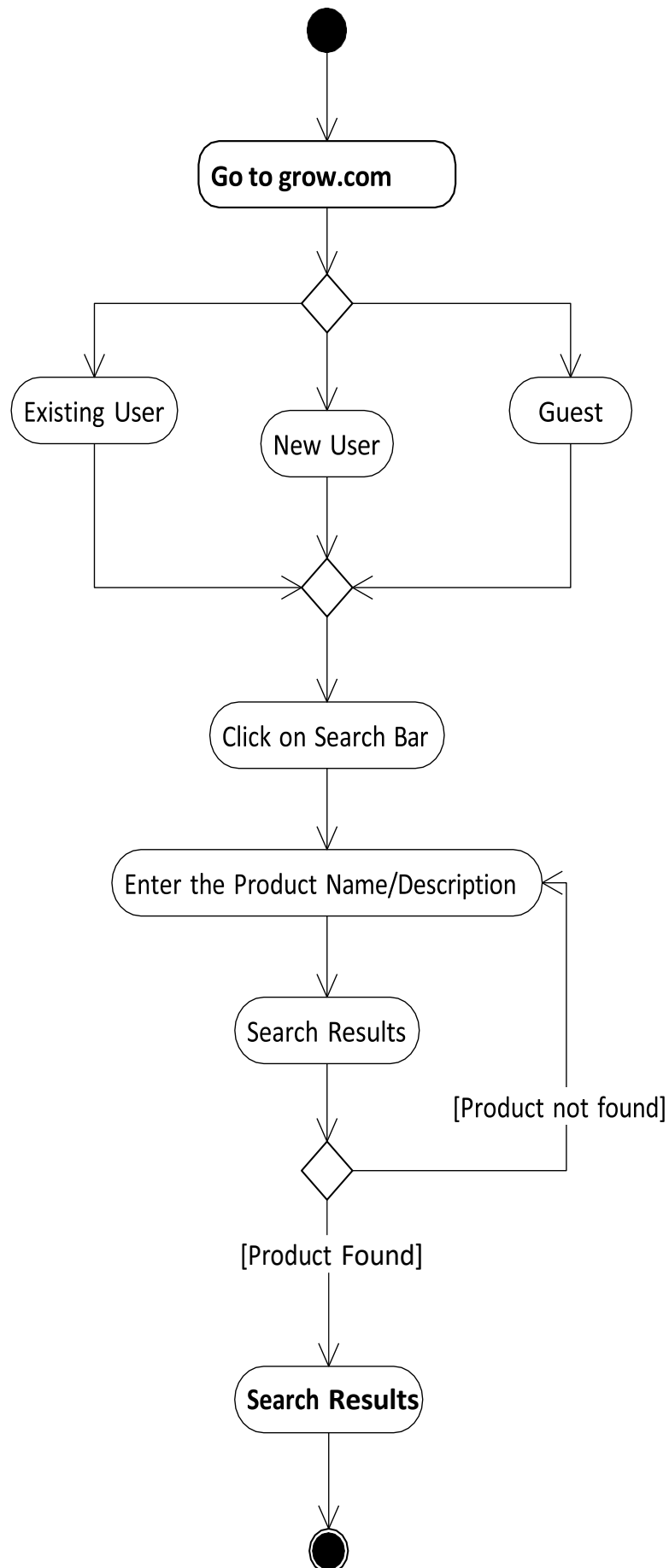
Que 12 – Activity Diagrams (5 Diagrams)

Answer –

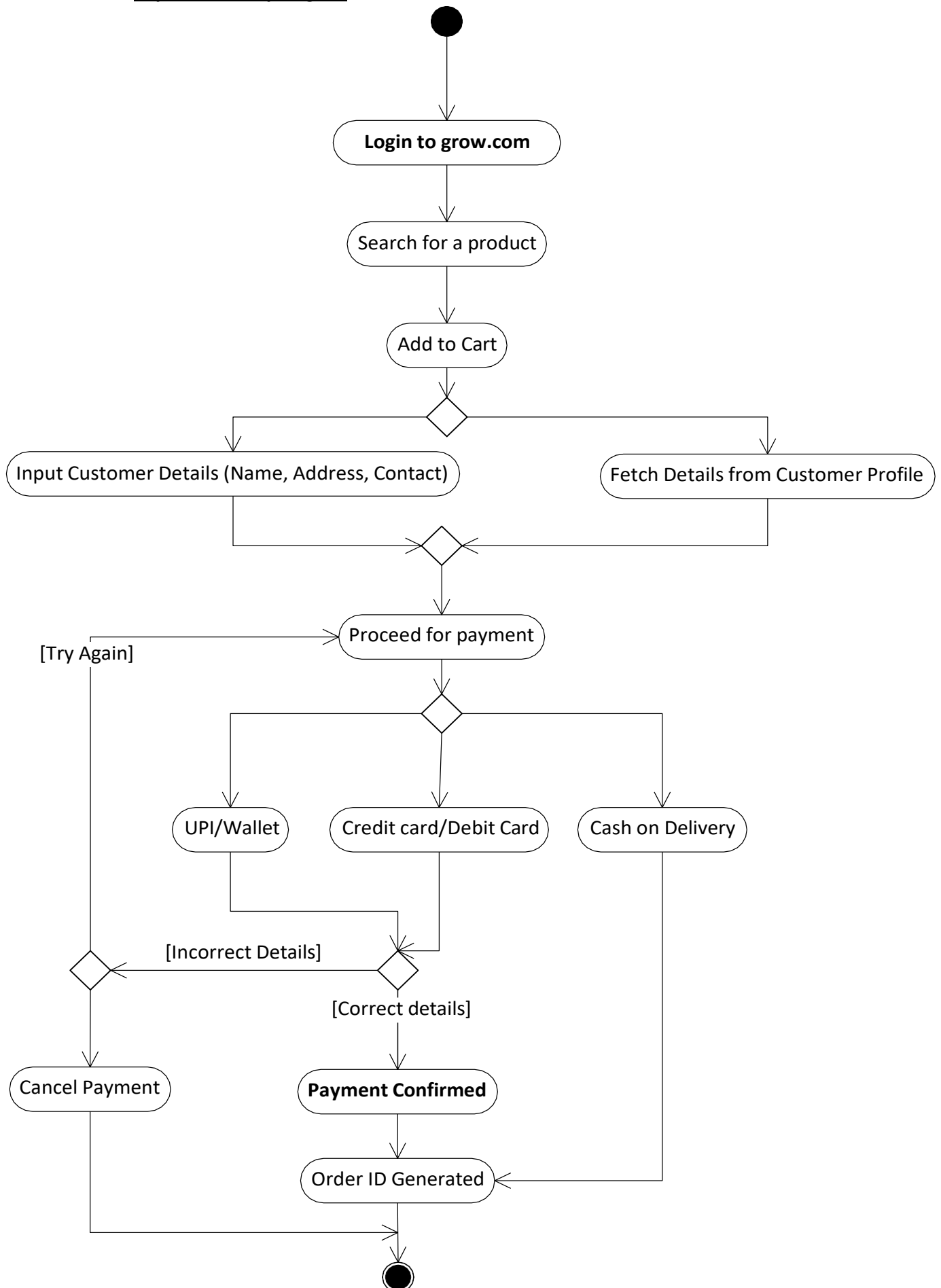
- Login Activity Diagram -



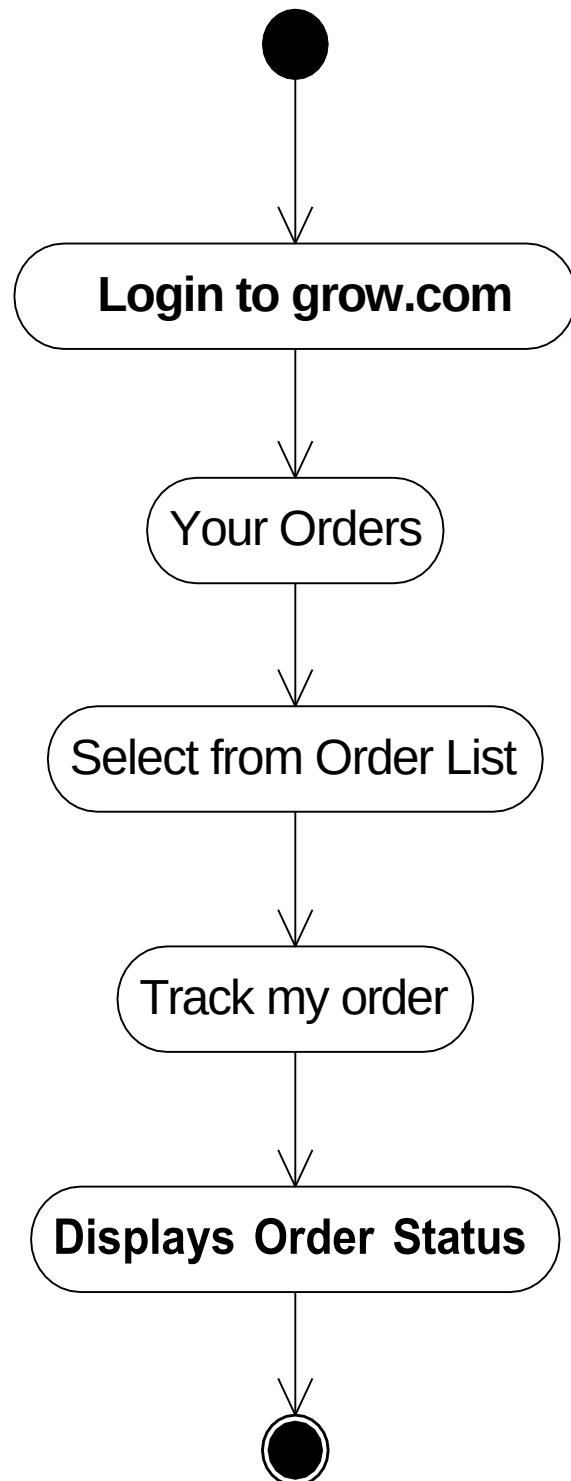
- Search Activity Diagram



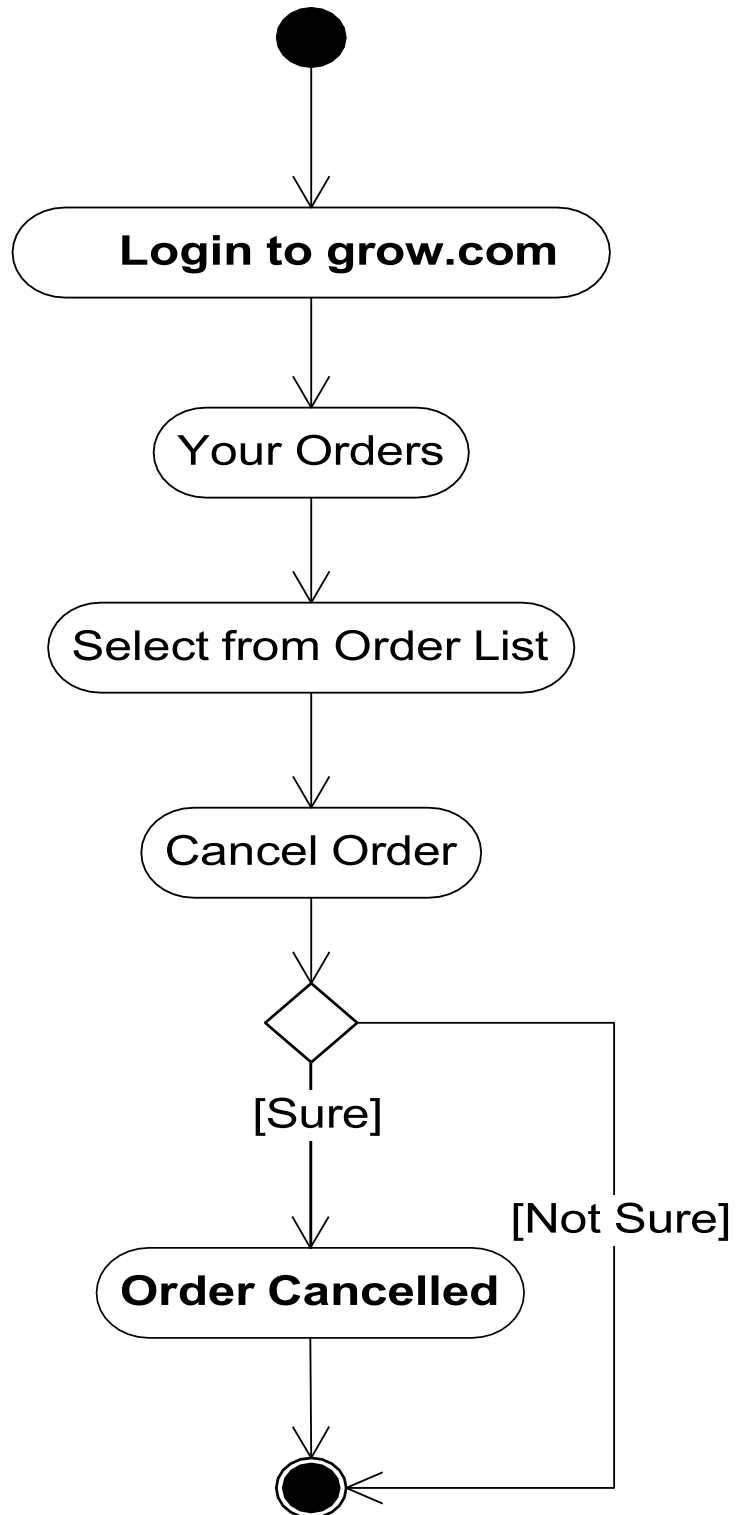
- Payment Activity Diagram**



- Order Tracking Activity Diagram –



- Order Cancellation Activity Diagram –



THANK YOU