**Assignment 1**

**#1 Please make a BRD which can be presented to the client along with complete development and resource plan.**

**Business Requirement Document –** It is a blue print of the total project. It keeps the alignment of the project and that every stakeholder is on one boat. We will take approval from the stakeholders for BRD. It gives total a to z clarity in the project.





1. **Document Revisions**

| Date | Version Number | Document Changes |
| --- | --- | --- |
| 15/02/2025 | 1.0 | Initial Draft |
|  |  |  |

**2. Approvals**

| **Role** | **Name** | **Title** | **Signature** | **Date** |
| --- | --- | --- | --- | --- |
| Project Sponsor | Frosty Go |  |  | 15/02/2025 |
| Business Owner | Vikas Jaiswal |  |  |  |
| Project Manager | Mayank Lodha |  |  |  |
| System Architect | Mike |  |  |  |
| Development Lead | Juhi Singh |  |  |  |
| User Experience Lead | Ankit Jain |  |  |  |
| Quality Lead | Gayatri Kulkarni |  |  |  |
| Content Lead | Nikhil Anupare |  |  |  |

1. **RASCI Chart for this document**

The RACI chart identifies the persons who need to be contacted whenever changes are made to this document. RACI stands for responsible, accountable, consulted, and informed. These are the main codes that appear in a RACI chart, used here to describe the roles played by team members and stakeholders in the production of the BRD. They are adapted from charts used to assign roles and responsibilities during a project.

The following describes the full list of codes used in the table:



1. **INTRODUCTION**
	1. **Business Goals:** To develop a software to manage the inventory and fastest delivery of the products to the customers. This software will keep a track of all the inventory and help in making faster deliveries.
	2. **Business Objectives:**
* To provide an IT solution for streamlining and automating the entire inventory management and seamless delivery experience ensuring efficiency, accuracy, compliance and customer satisfaction.
* To develop an application for android and iOS and a web page.
* To develop inventory management system for automated orders.
* To develop a dedicated unit for assistance to the customers.
	1. **Business Rules**: Ensure fresh and fast delivery of premium dairy and ice cream products through efficient inventory management and optimized logistics.
	2. **Background:** Currently Frosty Go is keeping a manual track of all the inventories resulting in delayed delivery to the customers. Also, timely orders cannot be placed due to manual tracking.
	3. **Project Objective:** Develop an intelligent software solution to efficiently manage inventory and optimize delivery logistics, ensuring the freshest dairy and ice cream products reach customers in the shortest time possible.
	4. **Project Scope:** The project aims to develop an integrated software solution for managing inventory and optimizing delivery logistics to ensure fresh and timely distribution of ice cream and dairy products.
		1. **In Scope Functionality:**
* Inventory management
* Order and Delivery management
* Customer management
* Reporting and analytics
* System Integration
	+ 1. **Out Scope Functionality:**
* Manufacturing process automation.
* Direct customer deliveries (if handled by third-party delivery services).
* International logistics (initially focused on national operations).
* Retail store inventory management (focused on warehouses & distribution centres).
1. **ASSUMPTIONS**
* The company has multiple manufacturing plants and warehouses across the country.
* Warehouses will act as distribution centres, not retail stores.
* Orders can be fulfilled from the nearest warehouse based on stock availability.
* The company operates in a single country (international expansion is not in scope for now).
* Real-time tracking of raw materials and finished goods is required.
* All products follow FIFO (First In, First Out) to minimize waste.
* System will auto-generate restocking alerts based on demand and stock levels.
1. **CONSTRAINTS**
* Challenges in designing a system capable of handling future international deliveries as well traffic without significant reengineering
* Adhering to regulatory requirements that may vary across regions and jurisdictions
* High costs associated with advanced features and third-party integrations
* Budget constraints as SME or Developers may quit and replacement will be required with the same skill set.
1. **RISKS:** A riskis something that could affect the success or failure of a project.
	1. **Technological Risk:** Disruptions in order processing & tracking, data security breach, scalability issues, delayed deliveries
	2. **Political Risk:** Frequent changes in taxation and compliance requirements can disrupt the functionality and require costly updates or reconfigurations.
	3. **Business Risk:**
* The initial cost of developing and customizing the software may exceed budgeted limits affecting the company’s financial stability
* If the software does not deliver expected efficiency, cost savings or revenue growth, it could result in financial losses
* Overstocking and stockouts
	1. **Requirement Risk:** Requirements gathering was not done properly due to stakeholders are not fully aware about the requirements
	2. **BA Risk:**
* Unable to understand the requirements
* Proper documentation not done
* Lack of knowledge of IT domain
* Communication gap between the stakeholders
	1. **Project Risk:**
* Employees struggle to use the system
* Inventory errors and product wastage
* Delivery Delays Due to Weather or Traffic
* Payment failures and order cancellations
* Customer service issues
	1. **Other Risk:** Access needs to be given with expectation that the customer information is secure and there will be no theft of information.
1. **BUSINESS PROCESS OVERVIEW**
	1. **Legacy System (AS-IS):**
* Inventory is tracked manually or using spreadsheets.
* Limited automation leads to stock discrepancies.
* Expiry date management is inefficient, leading to wastage.
* Restocking is done manually based on past trends.
* No real-time demand prediction, leading to overstocking or stockouts.
* Customers place orders via phone, email, or sales representatives.
* Orders are manually entered into a basic system or spreadsheet.
* Deliveries are scheduled manually, with no AI-based route optimization.
* Drivers rely on experience or static maps, leading to delays.
* Temperature-sensitive products are transported, but monitoring is manual.
* Any temperature breaches are identified too late, leading to spoilage.
* Customers do not receive live tracking of their orders.
* Delays often lead to customer complaints and dissatisfaction.



* 1. **Proposed Recommendations (TO-BE):**
* A centralized inventory management system (IMS) tracks stock in real-time across all warehouses.
* RFID/barcode scanning ensures accurate stock updates.
* Expiry dates are auto-monitored, and FIFO (First In, First Out) is strictly followed.
* The system automatically suggests purchase orders for raw materials before stockouts occur.
* Alerts notify warehouse managers when stock levels fall below the threshold.
* Customers place orders via a mobile app, website, or integrated sales system.
* Orders are instantly validated and assigned to the nearest warehouse with stock availability.
* The system generates invoices automatically and sends them via email or SMS.
* Multiple payment options (UPI, credit/debit cards, wallets, COD) are available.
* Payment confirmation is real-time, reducing processing delays.



1. **BUSINESS REQUIREMENTS**
* Inventory management requirements
* Order and delivery management requirements
* Warehouse and logistics requirements
* Customer and supplier management requirements
* Reporting and analytics requirements

**Development & Resource Plan**

**Project Overview:** Develop a centralized software solution for managing inventory and optimizing deliveries to ensure the quickest customer fulfilment.

**Development Timeline:**

| **Phase** | **Description** | **Duration (in weeks)** |
| --- | --- | --- |
| 1 | Requirement Analysis & Planning | 4 |
| 2 | UI/UX Design | 6 |
| 3 | Database setup | 6 |
| 4 | Development (Web Page and app) | 12 |
| 5 | Delivery Optimization Integration | 6 |
| 6 | Testing and QA | 6 |
| 7 | Deployment and Training | 4 |
| 8 | Post-launch support and maintenance | Ongoing |

**Infrastructure and Budget:**

* Overall Budget: 3 Crores
* Hardware: 0.90 Crores
* Software: 0.80 Crores
* Salaries: 1.05 Crores
* Training: 0.25 Crores

**Risks and Mitigation Plan:**

* Data security and compliance
* Scalability issues
* Integration issues
* Delivery route optimization
* User adoption resistance

**Deployment and Training Plan:**

* Pre-deployment testing
* Go-live with monitoring tools
* Conducting trainings for employees and delivery staff
* Preparation user manuals
* Dedicated support team for customers

**Duration:** 12 months

**Team Size:** 12-16 members

**Goal:** Efficient inventory tracking and optimized delivery

**#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.**

**Subject:** Introduction as Your Business Analyst for the Business Understanding Process

Dear Frosty Go,

I hope this email finds you well. My name is Chandni Bhandari, and I am pleased to introduce myself as the Business Analyst assigned to work with you and your team as we embark on this exciting journey together.

As part of my role, I will be working closely with you to understand your business objectives, challenges, and requirements to ensure we develop a solution that aligns perfectly with your vision. Our initial focus will be on conducting a comprehensive business understanding process, which includes:

* Gathering key insights into your current operations and pain points.
* Identifying and defining business needs and process improvements.
* Collaborating with stakeholders to ensure alignment between business goals and technology solutions.
* Laying the foundation for a structured and efficient project roadmap.

I look forward to building a strong partnership with you and your team. Please let me know a convenient time when we can schedule our first discussion. In the meantime, feel free to reach out if you have any questions or specific points you would like to address.

I am excited to get started and look forward to working with you!

Best regards,
Chandni Bhandari
Business Analyst
XYZ Limited

**#2 Prepare a brief BRD and SRS for a project- Ticketing system.**

**BUSINESS REQUIREMENTS DOCUMENT**





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| --- | --- | --- | --- | --- |
| Project Sponsor | Ticketing System |  |  | 15/02/2025 |
| Business Owner | Vikas Jaiswal |  |  |  |
| Project Manager | Mayank Lodha |  |  |  |
| System Architect | Mike |  |  |  |
| Development Lead | Juhi Singh |  |  |  |
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The following describes the full list of codes used in the table:



1. **INTRODUCTION**
	1. **Business Goals:**
	* Improve customer satisfaction by ensuring faster response and resolution times.
	* Automate ticket management to reduce manual efforts and operational costs.
	* Provide real-time tracking and notifications for transparency and accountability.
	* Enhance reporting and analytics to improve decision-making.
	* Ensure scalability and security to support growing business needs.
	1. **Business Objectives:** The primary objective of this project is to develop a Ticketing System that enables users to create, track, and manage tickets efficiently. This system will enhance customer support, improve response times, and streamline communication between customers and support teams.
	2. **Business Rules**:
* Customers can only update or add comments to tickets they have submitted.
* High-priority tickets must be escalated automatically if not resolved within a specified timeframe.
* Only administrators have the authority to delete tickets or modify system settings.
* System notifications must be sent to customers and agents upon ticket status updates.
* Service Level Agreements (SLAs) must be enforced, ensuring timely resolution of tickets.
	1. **Background:** Many organizations struggle with managing customer inquiries and internal support requests due to a lack of a centralized system. This leads to delayed responses, unresolved issues, and poor tracking mechanisms. To address these challenges, the proposed Ticketing System will provide a streamlined, automated, and transparent approach to managing tickets, ensuring better issue resolution and customer service.

* 1. **Project Objective:** The objective of this project is to design and implement a comprehensive Ticketing System that enhances issue tracking, automates ticket management, and improves response efficiency.
	2. **Project Scope:** The Ticketing System will be designed to support organizations in handling customer inquiries, IT support requests, and internal issue tracking.
		1. **In Scope Functionality:**
* Development of a web-based ticketing platform accessible to customers, support agents, and administrators.
* Ticket lifecycle management including creation, assignment, tracking, and closure.
* Automated workflows for ticket prioritization, assignment, and escalation.
* Role-based access control to ensure security and restricted access.
* Integration with email and SMS notifications to inform users of ticket updates.
* Comprehensive reporting and analytics
* Multi-channel support, including web, email, and chatbot-based ticket submission.
* Cloud-based hosting for scalability and availability.
	+ 1. **Out Scope Functionality:**
* Development of a mobile application (to be considered in future phases).
* AI-driven predictive analytics and chatbots (future enhancements).
* Integration with third-party CRM or ERP systems (unless explicitly requested by stakeholders).
* Support for multiple languages beyond English in the initial release.
1. **ASSUMPTIONS**
* Users have basic knowledge of using a web application.
* The system will be hosted on a cloud platform.
* The system will integrate with existing email and communication tools.
1. **CONSTRAINTS**
* The initial version will only support English language.
* The system must comply with data security and privacy regulations.
1. **RISKS:** A riskis something that could affect the success or failure of a project.
	1. **Technological Risk:** Disruptions in order processing & tracking, data security breach, scalability issues, delayed deliveries
	2. **Political Risk:** Frequent changes in taxation and compliance requirements can disrupt the functionality and require costly updates or reconfigurations.
	3. **Business Risk:**
* The initial cost of developing and customizing the software may exceed budgeted limits affecting the company’s financial stability
* If the software does not deliver expected efficiency, cost savings or revenue growth, it could result in financial losses
	1. **Requirement Risk:** Requirements gathering was not done properly due to stakeholders are not fully aware about the requirements
	2. **BA Risk:**
* Unable to understand the requirements
* Proper documentation not done
* Lack of knowledge of IT domain
* Communication gap between the stakeholders
	1. **Project Risk:**
* Employees struggle to use the system
* Slow response times can affect user experience
* Unforeseen expenses may exceed budget
* Payment failures and order cancellations
* Customer service issues
	1. **Other Risk:** Access needs to be given with expectation that the customer information is secure and there will be no theft of information.
1. **BUSINESS PROCESS OVERVIEW**
	1. **Legacy System (AS-IS):**
* Email-based communication, where customers and employees report issues via email, leading to unstructured tracking and delays.
* Manual assignment of tickets, resulting in inefficiencies and lack of accountability.
* Spreadsheets for tracking, which lacks real-time updates and automation.
* No automated escalation process, causing SLA breaches and unresolved issues.
* Limited reporting and analytics, making it difficult to track trends, measure performance, and improve service levels.



* 1. **Proposed Recommendations (TO-BE):**
* Provide a centralized web-based platform for ticket submission, tracking, and resolution.
* Implement automated ticket assignment based on predefined rules.
* Enable real-time notifications via email and SMS for better communication.
* Introduce service-level agreements (SLAs) to ensure timely resolution.
* Offer role-based access control for better security and data protection.
* Provide advanced reporting and analytics to track performance metrics and customer satisfaction.



1. **BUSINESS REQUIREMENT**
* User roles and responsibilities
* Ticketing process flow
* Payment and refund policies
* Notifications and engagement
* Reporting and analytics
* Security and compliance

**SOFTWARE REQUIREMENTS SPECIFICATION**

1. **INTRODUCTION**

The purpose of this document is to define the functional and non-functional requirements for a Ticketing System that will allow users to create, manage, and track tickets for various requests and issues. The system will be used by customers, support agents, and administrators.

1. **BUSINESS SCOPE OBJECTIVE**

The system will support multiple users with different roles such as customers, support agents, and administrators. It will be a web-based application with email notifications, ticket categorization, and priority management.

1. **PROJECT SCOPE**

The Ticketing System will be a standalone web application that integrates with email and notification services to streamline customer support. It will provide an intuitive UI for users to log and track their issues.

1. **FUNCTIONAL REQUIREMENTS**
* Users can create, update, and delete tickets
* Agents can assign and prioritize tickets
* Status updates (Open, In Progress, Resolved, Closed) will be tracked
* Secure login with username and password
* Role-based access control (Customer, Agent, Admin)
* Two-factor authentication for agents and admins
* Email and SMS alerts for ticket updates
* Daily summary reports for open and pending tickets
* Admins can generate reports on ticket trends
* SLA compliance tracking and resolution times
* Export reports in PDF formats
* API support for integrating with third-party software
* Chatbot integration for automated ticket creation
1. **NON-FUNCTIONAL REQUIREMENTS**
* System must support 500+ concurrent users
* Maximum respond time should be 3 seconds
* Compliance with all the applicable data security laws and regulations
* Automated backup in every 24 hours
* User-friendly dashboard
1. **SYSTEM REQUIREMENTS**
	* Hardware requirements
	* Software requirements
	* Network requirements
	* Security requirements
2. **USE CASES**

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1. **USE CASE SPECIFICATIONS**
* **Use Case ID:** UCD001
* **Use Case Name:** Registration
* **Primary Actors:** Users
* **Secondary Actors:** System Admin
* **Use Case Description:** This use case describes how users will register to use the app/web page
* **Pre-Conditions:** Users are not registered previously
* **Post-Conditions:** Successful login page
* **Basic Flow:** Username and Password are entered correctly,mobile number and email entered correctly, click on submit, successful login page appears
* **Alternate Flow:** Password is wrong, Username is wrong, error page appears
* **Exceptional Flow:** Forgot username, forgot password, reset page appears
* **Frequency of Use:** High
* **Assumptions:** There is internet connectivity, users have basic mobile knowledge
* **Use Case ID:** UCD002
* **Use Case Name:** Login
* **Primary Actors:** Users
* **Secondary Actors:** System Admin
* **Use Case Description:** This use case describes how users will login to use the app/web page
* **Pre-Conditions:** Users are already registered previously
* **Post-Conditions:** Successful login page
* **Basic Flow:** Username and Password are entered correctly,GST details are entered correctly,mobile number and email entered correctly, click on submit, successful login page appears
* **Alternate Flow:** Password is wrong, Username is wrong, error page appears
* **Exceptional Flow:** Forgot username, forgot password, reset page appears
* **Frequency of Use:** High
* **Assumptions:** There is internet connectivity, users have basic mobile knowledge
* **Use Case ID:** UCD003
* **Use Case Name:** Payment
* **Primary Actors:** Users
* **Secondary Actors:** Bank Server
* **Use Case Description:** This use case describes how users will choose the payment mode and place the order successfully
* **Pre-Conditions:** Users should add the required tickets in the cart
* **Post-Conditions:** Successful ticket booking
* **Basic Flow:** Click on the payment method, click on one of the payment mode, successful payment done
* **Alternate Flow:** Incorrect UPI or card details, payment failed page appears
* **Exceptional Flow:** If internet connectivity is lost, system displays error message
* **Frequency of Use:** High
* **Assumptions:** Users have valid account, users are aware of various payment methods
* **Use Case ID:** UCD004
* **Use Case Name:** Tickets raised
* **Primary Actors:** Users
* **Secondary Actors:** Agents
* **Use Case Description:** This use case describes how users can raise service requests through tickets and tract their status
* **Pre-Conditions:** User is facing some issue
* **Post-Conditions:** Tickets are successfully closed
* **Basic Flow:** Select the concerned ticket from the order history, choose the concerns from the drop down
* **Alternate Flow:** User is having another concern once the ticket is resolved, user is not satisfied with the resolution provided
* **Exceptional Flow:** If internet connectivity is lost, system displays error message
* **Frequency of Use:** Medium
* **Assumptions:** Users are aware about the exact concern
* **Use Case ID:** UCD005
* **Use Case Name:** Book tickets
* **Primary Actors:** Users
* **Secondary Actors:** Agents
* **Use Case Description:** This use case describes how users can choose from the three modes of travel
* **Pre-Conditions:** Users are aware about their journey
* **Post-Conditions:** All the options of the particular date will be displayed in the selected mode of travel
* **Basic Flow:** Select the mode of travel and user will select preferences (if any)
* **Alternate Flow:** User selected the incorrect mode or date
* **Exceptional Flow:** If internet connectivity is lost, system displays error message
* **Frequency of Use:** High
* **Assumptions:** Tickets are available

**#3 Make an ERD of creating a support ticket/Ticketing life cycle.**

**ER Diagram:** An entity-relationship diagram is a visual representation of the relationships between entities in a database. It shows the entities (tables), attributes (fields) and relationship between them.

| **MODE** |  |  |  |  |  | **AIR TICKET** |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Date of Travel** | **From City** | **To City** | **Passengers** | **Class** |  | **Date of Travel** | **Airlines**  | **Class** | **Price (In Rs)** |
| 11-05-25 | Jaipur | Delhi | 2 | Business |  | 12-09-25 | Air India | Economy |  5,699.00  |
| 23-04-25 | Mumbai | Pune | 1 | Business |  | 28-02-25 | AI Express | Business |  8,999.00  |
| 12-06-25 | Chennai | Jammu | 5 | Economy |  | 08-08-25 | Etihad | Economy |  12,499.00  |
| 08-08-25 | Dubai | Mumbai | 2 | Economy |  | 31-05-25 | Indigo | Economy |  3,999.00  |
|  |  |  |  |  |  |  |  |  |  |
| **USERS** |  |  |  |  |  | **TRANSACTION** |  |  |
| **User ID** | **Name** | **Contact Info** | **Preference** | **Address** |  | **User ID** | **Price (In Rs)** | **Tax** | **Status** |
| RD\_04 | Ranu Dangi | Xxxxx | NA | abc |  | JM\_11 |  3,599.00  |  647.82  | Yes |
| AL\_79 | Advika Lodha | Xxxxx | Student | xyz |  | CB\_09 |  8,560.00  |  1,540.80  | No |
| JM\_11 | Jyoti Mehta | Xxxxx | Sr Citizen | pqr |  | KB\_12 |  4,566.00  |  821.88  | Yes |
| ML\_04 | Mayank Lodha | Xxxxx | Armed Force | def |  | AB\_28 |  9,899.00  |  1,781.82  | Yes |

**#4 User story of shopping from ecommerce.**

| User Story No. 1 | Tasks: 4 | Priority: Highest |
| --- | --- | --- |
| AS A NEW USERI WANT TO REGISTER AN ACCOUNTSO THAT I CAN START SHOPPING |
|  |
|  |
| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIARegistration screenText boxes for username, password, Mobile No, Email, Address.Click on register nowSend registration successful notification to the user |  |
|  |
|  |
|  |
|  |  |  |  |
| User Story No. 2 | Tasks: 4 | Priority: Highest |  |
| AS A RETURNING USERI WANT TO LOG IN USING MY EMAIL AND PASSWORDSO THAT I CAN ACCESS MY ACCOUNT |  |
|  |
|  |
| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIALogin screenText boxes for username and passwordClick on Login |  |
|  |
|  |
|  |  |  |  |
| User Story No. 3 | Tasks: 5 | Priority: Highest |  |
| AS A USERI WANT TO RESET MY PASSWORD SO THAT I CAN RESET IN CASE I FORGET IT |  |
|  |
|  |
| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIALogin screenText boxes for forget passwordClick on set new passwordClick on confirm passwordClick on save |  |
|  |
|  |
|  |
|  |
|  |  |  |  |
| User Story No. 4 | Tasks: 2 | Priority: Low |  |
| AS A CUSTOMER I WANT TO CHECK LIVE LOCATION OF DELIVERY BOYSO THAT I CAN TRACK MY ORDER |  |
|  |
|  |
| BV: 50 | CP: 01 |  |
| ACCEPTANCE CRITERIAClick on my ordersshow pending ordersShow track my order |  |
|  |
|  |
|  |  |  |  |
| User Story No. 5 | Tasks: 2 | Priority: Low |  |
| AS A USERI WANT TO UPDATE MY PROFILE INFORMATIONSO THAT I CAN KEEP MY DETAILS ACCURATE |  |
|  |
|  |
| BV: 50 | CP: 01 |  |
| ACCEPTANCE CRITERIALogin screenText boxes for username and passwordClick on my profileClick on editShow save and update button |  |
|  |
|  |
|  |
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|  |  |  |  |
| User Story No. 6 | Tasks: 4 | Priority: Highest |  |
| AS A DELIVERY BOYI WANT TO REGISTER TO THE BUSINESSSO THAT I CAN WORK FOR THEM |  |
|  |
|  |
| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIARegistration screenText boxes for username, password, Mobile No, Email, ID Proof, Address.Click on register nowSend registration successful notification to the user |  |
|  |
|  |
|  |
|  |  |  |  |
| User Story No. 7 | Tasks: 5 | Priority: Medium |  |
| AS A DELIVERY BOYI WANT TO HAVE A LOGIN TO APPSO THAT I CAN GIVE FEEDBACK OF CUSTOMERS |  |
|  |
|  |
| BV: 100 | CP: 01 |  |
| ACCEPTANCE CRITERIALogin screenText boxes for username and passwordClick on completed deliveriesClick on rate the customerSelect the stars and write comments (optional) |  |
|  |
|  |
|  |
|  |
|  |  |  |  |
| User Story No. 8 | Tasks: 4 | Priority: Highest |  |
| AS A DELIVERY BOYI WANT TO HAVE THE ACCESS OF LOCATION OF CUSTOMERSO THAT I CAN DELIVER THE ORDER |  |
|  |
|  |
| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIALogin screenText boxes for username and passwordClick on pending deliveriesClick on location of pending delivery |  |
|  |
|  |
|  |
|  |  |  |  |
| User Story No. 9 | Tasks: 5 | Priority: Highest |  |
| AS A DELIVERY BOYI WANT TO KNOW THE PAYMENT RATE SO THAT I CAN GET THE COMMISSION ON ORDERS DELIVERED SUCCESSFULLY |  |
|  |
|  |
| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIALogin screenText boxes for username and passwordClick on my profileClick on my deliveriesClick on my earnings |  |
|  |
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| User Story No. 10 | Tasks: 4 | Priority: Medium |  |
| AS A DELIVERY BOYI WANT TO HAVE A LOGIN TO APPSO THAT I CAN CHECK MY CUSTOMER RATING  |  |
|  |
|  |
| BV: 100 | CP: 01 |  |
| ACCEPTANCE CRITERIALogin screenText boxes for username and passwordClick on my profileClick on my ratings |  |
|  |
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|  |
|  |  |  |  |
| User Story No. 11 | Tasks: 2 | Priority: Medium |  |
| AS A USERI WANT TO ADD ITEMS TO MY SHOPPING CARTSO THAT I CAN PURCHASE MULTIPLE PRODUCTS |  |
|  |
|  |
| BV: 100 | CP: 01 |  |
| ACCEPTANCE CRITERIAShow add to cart for each productShow continue shopping |  |
|  |
|  |
|  |  |  |  |
| User Story No. 12 | Tasks: 2 | Priority: Medium |  |
| AS A CUSTOMERI WANT TO HAVE OPTION TO CHOOSE LANGUAGESO THAT I CAN SELECT MY PREFERRED LANGUAGE |  |
|  |
|  |
| BV: 100 | CP: 01 |  |
| ACCEPTANCE CRITERIAShow option of choose your languageList various languages availableShow select button |  |
|  |
|  |
|  |  |  |  |
| User Story No. 13 | Tasks: 2 | Priority: Low |  |
| AS A CUSTOMERI WANT TO VIEW THE PRICESO THAT I CAN ORDER |  |
|  |
|  |
| BV: 50 | CP: 01 |  |
| ACCEPTANCE CRITERIAList of sellers deliveringPrice of each items reflecting along with nameButton of add to cart |  |
|  |
|  |
|  |  |  |  |
| User Story No. 14 | Tasks: 2 | Priority: Low |  |
| AS A CUSTOMERI WANT TO VIEW THE PRODUCT RATINGSSO THAT I CAN ORDER |  |
|  |
|  |
| BV: 50 | CP: 01 |  |
| ACCEPTANCE CRITERIAList of sellers deliveringSearch tab for searching products by nameRating of each product reflecting along with nameButton of order now |  |
|  |
|  |
|  |
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| User Story No. 15 | Tasks: 2 | Priority: Low |  |
| AS A CUSTOMER I WANT TO SEE THE RECOMMENDATIONS SO THAT I CAN PLACE THE ORDERS |  |
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| BV: 50 | CP: 01 |  |
| ACCEPTANCE CRITERIAList of similar products deliveringSeparate list showing recommended for you |  |
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| User Story No. 16 | Tasks: 2 | Priority: Low |  |
| AS A CUSTOMER I WANT TO HAVE A FILTERSO THAT I CAN SELECT THE TYPE |  |
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| BV: 50 | CP: 01 |  |
| ACCEPTANCE CRITERIAList of sellers deliveringFilter on top to select the products by type, price, delivery time and rating |  |
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| User Story No. 17 | Tasks: 2 | Priority: Highest |  |
| AS A USERI WANT TO ADD OR SELECT MY SHIPPING ADDRESSSO THAT I CAN RECEIVE MY ORDER AT THE CORRECT LOCATION |  |
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| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIAMy profile tabadd new address tabFields of flat no, floor no, building name, landmark, pin code and save asAdd addressSend notification for address added |  |
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| User Story No. 18 | Tasks: 2 | Priority: Highest |  |
| AS A CUSTOMERI WANT TO CHECK THE PAYMENT OPTIONSSO THAT I CAN MAKE THE PAYMENT OF MY CHOICE |  |
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| BV: 500  | CP: 03 |  |
| ACCEPTANCE CRITERIAAll the selected items reflecting in CartShow eligible offersShow compete breakup of priceButton showing proceed for paymentShow various payment options like Credit/Debit Card, UPI, Wallets and COD. |  |
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| User Story No. 19 | Tasks: 2 | Priority: Medium |  |
| AS A USERI WANT TO APPLY DISCOUNT CODES OR COUPONSSO THAT I CAN GET DISCOUNTS ON MY PURCHASE |  |
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| BV: 100 | CP: 01 |  |
| ACCEPTANCE CRITERIAShow my cartShow all the products Show applicable discount couponsShow final price after discountShow proceed to payment |  |
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| User Story No. 20 | Tasks: 2 | Priority: Medium |  |
| AS A USERI WANT TO REVIEW MY ORDER SUMMARY BEFORE MAKING PAYMENTSO THAT I CAN ENSURE ACCURACY |  |
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| BV: 100 | CP: 01 |  |
| ACCEPTANCE CRITERIAShow my cartShow all the products Show final price after discountShow proceed to payment |  |
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| User Story No. 21 | Tasks: 2 | Priority: Highest |  |
| AS AN ADMINI WANT TO VIEW THE PERFORMANCE OF DELIVERY BOY SO THAT I CAN MAKE THE PAYMENTS |  |
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| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIAList of all the delivery agents and their ordersShow paid and unpaid billsShow net payable of each delivery agentShow release payment button |  |
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| User Story No. 22 | Tasks: 2 | Priority: High |  |
| AS A CUSTOMERI WANT TO KNOW ABOUT THE APPSO THAT I CAN VIEW THE LICENSE, REGISTRATION, T&C AND VERSION OF THE APP |  |
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| BV: 200 | CP: 02 |  |
| ACCEPTANCE CRITERIAShow about buttonList various options like view license, Terms & Conditions, registration and version |  |
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| User Story No. 23 | Tasks: 2 | Priority: Highest |  |
| AS AN ADMINI WANT TO VIEW THE SELLERS SO THAT I CAN APPROVE THEIR REGISTRATION |  |
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| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIAList of all the pending registrations of sellersShow the products of the sellersShow button of Approve and Reject |  |
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| User Story No. 24 | Tasks: 2 | Priority: Medium |  |
| AS A USERI WANT TO REORDER A PREVIOUSLY PURCHASED ITEMSO THAT I CAN BUY IT AGAIN EASILY |  |
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| BV: 100 | CP: 01 |  |
| ACCEPTANCE CRITERIAClick on my profileClick on previous orddersShow order again for each productShow add to cart |  |
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| User Story No. 25 | Tasks: 2 | Priority: High |  |
| AS A CUSTOMERI WANT TO CONTACT CUSTOMER ADMINSO THAT I CAN GET A REPLACEMENT |  |
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| BV: 200 | CP: 02 |  |
| ACCEPTANCE CRITERIAClick on my profileClick on contact usClick on select orderShow chat with us or contact us option |  |
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| User Story No. 26 | Tasks: 2 | Priority: Highest |  |
| AS AN ADMINI WANT TO VIEW THE ORDERS DELIVERED BY THE SELLERSSO THAT I CAN MAKE THE PAYMENTS |  |
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| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIAList of all the sellers and their ordersShow paid and unpaid billsShow net payable of each sellerShow release payment button |  |
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| User Story No. 27 | Tasks: 2 | Priority: High |  |
| AS A CUSTOMERI WANT TO CONTACT CUSTOMER ADMINSO THAT I CAN REGISTER A COMPLAINT |  |
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| BV: 200 | CP: 02 |  |
| ACCEPTANCE CRITERIAClick on my profileClick on contact usClick on select orderShow chat with us or contact us option |  |
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| User Story No. 28 | Tasks: 2 | Priority: Low |  |
| AS A USER, I WANT TO CANCEL MY ORDER BEFORE IT SHIPS SO THAT I CAN AVOID UNWANTED PURCHASES |  |
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| BV: 50 | CP: 01 |  |
| ACCEPTANCE CRITERIAClick on my profileClick on my ordersShow cancel orderShow radio buttons for reason of cancellationShow refund mode (if any)Click on confirm |  |
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| User Story No. 29 | Tasks: 2 | Priority: High |  |
| AS A USER, I WANT TO REQUEST A RETURN OR REPLACEMENT FOR A DAMAGED ITEM SO THAT I CAN GET A REFUND OR EXCHANGE |  |
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| BV: 200 | CP: 02 |  |
| ACCEPTANCE CRITERIAClick on my profileClick on contact usClick on select orderShow chat with us or contact us option |  |
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| User Story No. 30 | Tasks: 2 | Priority: Highest |  |
| AS A USER, I WANT TO RECEIVE NOTIFICATIONS ABOUT MY RETURN STATUS SO THAT I STAY UPDATED ON THE PROCESS |  |
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| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIAClick on my profileClick on my ordersShow returned orderShow status of the return |  |
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| User Story No. 31 | Tasks: 2 | Priority: Highest |  |
| AS AN ADMINI WANT TO CHECK THE COMPLAINTS OF DELIVERY BOYSO THAT I CAN TERMINATE THE DELIVERY BOY |  |
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| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIAList of all the delivery agents and their ordersShow ratings of delivery agentsShow complaintsShow action button |  |
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| User Story No. 32 | Tasks: 2 | Priority: Low |  |
| AS A USERI WANT TO RATE AND WRITE A REVIEW FOR A PRODUCTSO THAT I CAN HELP OTHERS MAKE INFORMED DECISIONS |  |
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| BV: 50 | CP: 01 |  |
| ACCEPTANCE CRITERIAClick on my profileClick on my ordersShow rate your order, rate delivery agent, add comments (optional) |  |
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| User Story No. 33 | Tasks: 2 | Priority: Low |  |
| AS A USERI WANT TO UPLOAD IMAGES OR VIDEOS IN MY REVIEWSO THAT I CAN PROVIDE VISUAL PROOF OF MY EXPERIENCE |  |
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| BV: 50 | CP: 01 |  |
| ACCEPTANCE CRITERIAClick on my profileClick on my ordersShow upload images or videosShow radio buttons for experience (poor, average, good, excellent)Show add comments (optional) |  |
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| User Story No. 34 | Tasks: 2 | Priority: Low |  |
| AS A CUSTOMERI WANT TO CHECK CONTACT NUMBER OF DELIVERY BOYSO THAT I CAN CONTACT DELIVERY BOY FOR THE STATUS |  |
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| BV: 50 | CP: 01 |  |
| ACCEPTANCE CRITERIAClick on my ordersshow pending ordersShow contact delivery agentShow call button |  |
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| User Story No. 35 | Tasks: 2 | Priority: Highest |  |
| AS AN ADMINI WANT TO CHECK THE COMPLAINTS OF CUSTOMERSSO THAT I CAN BLOCK THE CUSTOMER |  |
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| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIAList of all the customers and their ordersShow ratings of customersShow complaintsShow action button |  |
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| User Story No. 36 | Tasks: 2 | Priority: Medium |  |
| AS A USER, I WANT TO RECEIVE NOTIFICATIONS FOR DISCOUNTS AND NEW ARRIVALS SO THAT I STAY UPDATED ON OFFERS |  |
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| BV: 100 | CP: 01 |  |
| ACCEPTANCE CRITERIAOffers reflecting on the home pageFurther details of bank offers and restaurant offersShow offer code when an offer is selected |  |
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| User Story No. 37 | Tasks: 2 | Priority: Highest |  |
| AS AN ADMINI WANT TO CHECK THE COMPLAINTS OF SELLERSSO THAT I CAN CANCEL THEIR REGISTRATION |  |
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| BV: 500 | CP: 02 |  |
| ACCEPTANCE CRITERIAList of all the restaurants and their ordersShow ratings of restaurantsShow complaintsShow action button |  |
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| User Story No. 38 | Tasks: 2 | Priority: High |  |
| AS A BUSINESS OWNERI WANT TO VIEW THE REVENUE REPORTSO THAT I CAN CHECK THE PROFITABILITY OF THE BUSINESS |  |
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| BV: 200 | CP: 03 |  |
| ACCEPTANCE CRITERIAView list of all the restaurantsView earnings of each restaurantDownload in excel or PDF |  |
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| User Story No. 39 | Tasks: 2 | Priority: Medium |  |
| AS A CUSTOMERI WANT TO HAVE A PURCHASE OPTIONSO THAT I CAN PURCHASE THE GIFT CARDS |  |
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| BV: 100 | CP: 01 |  |
| ACCEPTANCE CRITERIAMy profile tabShow my walletShow purchase new gift cardShow buy now tabShow various payment options like Credit/Debit Card, UPI and Wallets |  |
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| User Story No. 40 | Tasks: 2 | Priority: Medium |  |
| AS A CUSTOMERI WANT TO HAVE A CODE FIELDSO THAT I CAN ADD THE GIFT CARDS |  |
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| BV: 100 | CP: 01 |  |
| ACCEPTANCE CRITERIAMy profile tabShow my walletAdd new gift card fieldShow add gift card |  |
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