**Assignment- 1**

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

**Business Requirements Document (BRD)**

1. **Document Revision: -**

|  |  |  |
| --- | --- | --- |
| **Date** | **Version Number** | **Document changes** |
| 22-02-2025 | 0.1 | Initial Draft |
| 25-02-2025 | 0.2 | **User requirements:** - Define inventory management and order fulfilment workflows. Added users’ roles for plant manager, warehouse staff and delivery teams. |
| 28-02-2025 | 0.3 | **System Architecture: -** Added High level design of inventory tracking, order processing, and delivery scheduling. Integrated warehouse and manufacturing plant databases. |
| 02-03-2025 | 0.4 | **User Interface: -** Define UI Specifications for inventory tracking, order placement and delivery dashboards. Ensured usability for warehouse and logistics team. |

1. **Approvals:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor | Company |  |  |  |
| Business Owner | Ravi Chhabriya |  |  |  |
| Project Manager | Mr. Ankit Jain |  |  |  |
| System Architect | Payal Sharma |  |  |  |
| Development lead | Chirag Swamy |  |  |  |
| User experience lead | Smira Chhabriya |  |  |  |
| Quality lead | Pooja Gupta |  |  |  |
| Content lead | Hazel Chhabriya |  |  |  |

1. **RACI Chart for this Document**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **R** | **A** | **S** | **C** | **I** |
| Project Sponsor | ABC |  | ABC |  |  |  |
| Business Owner | Ravi Chhabriya | Ravi Chhabriya |  |  |  |  |
| Project Manager | Mr. Ankit Jain |  | Ankit Jain |  |  |  |
| System Architect | Payal Sharma |  |  | Payal Sharma |  |  |
| Development lead | Chirag Swamy |  |  |  | Chirag Swamy |  |
| User experience lead | Smira Chhabriya |  |  |  | Smira Chhabriya |  |
| Quality lead | Pooja Gupta |  |  |  | Pooja Gupta | Ankit Jain |
| Content lead | Hazel Chhabriya |  |  |  | Hazel Chhabriya | Ankit Jain |

1. **Introduction: -** The client operates multiple manufacturing plants and warehouses across the country, specializing in ice cream and milk products. They seek to implement a software solution that optimizes inventory management and ensures quick customer delivery.

**4.1- Business Goals: -**

* Efficiently manage inventory across warehouses.
* Deliver product to customer as quickly as possible.
* Reduce wastage of perishable goods like ice cream and milk products.
* Improve customer satisfaction with timely delivery.
* Optimize logistic and transportation cost.
* Enhance order tracking and real-time stock updates.

**4.2- Business Objective**: - To achieve these goals the company aims to,

* Implement a software system for real time inventory tracking.
* Automate order processing and delivery schedule.
* Enable seamless coordination between manufacturing plants, warehouse & delivery team.
* Provide analytics and reports for better decision making.

**4.3- Business Rules**: - Business rules define how the system should operate

* Inventory updates must happen in real time.
* Orders should be assigned to the nearest warehouse for quick dispatch.
* Perishable products should be shipped within a defined timeframe (e.g. within 24 Hrs)
* Certain products may have delivery restriction based on location.
* Discounts or priority service may be given to loyal customers.

**4.4- Background**: - The Company has multiple manufacturing plants & warehouse across the country. Currently inventory is managed manually leading to

* Overstocking or stockouts
* Delayed Delivery
* High wastage of perishable products. To overcome these challenges the company wants to implement a digital solution.

**4.5- Project Objective**: - The objective of this project is to develop a centralized software system that

* Provides real time inventory visibility.
* Optimize delivery routes for faster delivery.
* Integrates with existing orders management and logistics systems.
* Reduces wastage by ensuring FIFO processing of products.

**4.6- Project Scope:** - The project focuses on implementing a robust software solution for managing inventory and optimizing delivery operations across manufacturing plants and warehouse.

**4.6.1: - In Scope Functionality: -** The system will include

* Warehouse inventory tracking.
* Order management and processing.
* Automated assignment of deliveries to warehouse.
* Delivery route optimization.
* Reports and analytics on inventory and logistics.

**4.6.2: - Out-Scope Functionality: -** The system will NOT Include

* Manufacturing process automation (Only inventory tracking is covered)
* Customer support and complaint handling (Handled by a separate team)
* Integration with third-party deliveries services9 only in-house logistics are considered)
1. **Assumptions: -**
* All warehouse will have the necessary hardware (scanners, devices) for tracking the inventory.
* The company has enough delivery vehicles to handle customer demand.
* Employee will be trained to use the new system.
* Internet connectivity will be available in all locations for real time updates.
1. **Constraints: -**

The system will be implemented within 6 Months.

Budget is limited, so expensive third-party solution may not be used.

The system must comply with government regulations on food storage and transport.

The solution must work on low bandwidth networks in rural areas.

1. **Risks:** - Risks refers to any uncertain event or condition that may impact the success of project or business. In software development, risks can arise from various factors such as technology, business processes, external environment, and stakeholder expectations.

Different types of risk may occur while developing the application is as follows:

**7.1 Technology Risk**

Risk related to the technological aspects of the application, including software, hardware, and infrastructure. New technologies may not be compatible with existing systems or infrastructure, leading to integration challenges and functionality limitations.

**Example:** Choosing an outdated or incompatible tech stack may lead to performance issues.

**Mitigation:** Conduct thorough technology assessments, use scalable cloud solutions, and follow industry best practices.

**7.2 Skills Risk**

Risk due to a lack of expertise among team members, leading to delays or quality issues. difficulty in finding staff with the required expertise in new technologies or specialized domains may delay project timelines or compromise system quality.

**Example**: Developers may not be proficient in real-time tracking or AI-based route optimization.

**Mitigation:** Provide training, hire experienced professionals, or outsource specific tasks.

**7.3 Political Risk**

Risks arising due to government policies, regulations, or political instability. Changes in political or regulatory environments may impact project requirements or timelines, leading to delays or additional compliance efforts.

**Example**: A sudden ban on certain delivery routes due to local regulations may impact logistics.

**Mitigation:** Stay updated on regulatory changes and have contingency plans.

**7.4 Business Risk**

Risks that impact the business model, profitability, or market position. Project cancellation could result in financial losses due to sunk costs, missed revenue opportunities, or contractual penalties.

**Example:** If competitors launch a similar platform with better features, the company may lose market share.

**Mitigation:** Conduct market research, continuously innovate, and offer competitive pricing.

**7.5 Requirements Risk**

Risks associated with unclear, changing, or misunderstood requirements. Risk of not capturing all necessary requirements accurately, leading to gaps or misunderstandings in system functionality

**Example**: If stakeholders frequently change delivery priorities, it may lead to scope creep.

**Mitigation:** Use proper requirement-gathering techniques, maintain documentation, and manage scope changes effectively.

**Other Risks: -**

* **Security Risk**: - Risks related to data breaches, hacking, or system vulnerabilities.

**Example:** Customer and inventory data could be exposed due to weak encryption.

**Mitigation:** Implement strong security protocols like encryption, multi-factor authentication, and regular security audits.

* **Integration Risk: -**

Risk due to challenges in integrating the new software with existing systems.

**Example**: If the new inventory management system doesn’t sync properly with the existing ERP system, it may cause discrepancies.

**Mitigation:** Perform compatibility testing and ensure seamless API integration.

* **Operational Risk**

Risks arising from day-to-day business operations affecting software functionality.

**Example:** If warehouse staff is not trained to use the new system, it may lead to incorrect data entry.

**Mitigation**: Provide training and implement user-friendly UI/UX.

* **Delivery Risk**

Risk of failing to meet the software launch timeline or delivering an incomplete product.

**Example:** Unexpected bugs or feature delays could impact business operations.

**Mitigation:** Use Agile methodology, conduct regular testing, and have a clear project timeline.

**8. Business Process Overview:** - The business process overview is to streamline the process of delivering, tracking, and increasing the sales of the company. This will also help to increase the revenue for the company. Below is the summary of each phase.

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

Definition: This part should document the existing (AS-IS) process in the company’s supply chain before implementing the new system.

**Key Aspects to Cover:**

**Inventory Management:**

* Currently, inventory tracking may be manual or handled through an outdated system.
* Stock levels might not be updated in real-time, leading to overstocking or stockouts.
* Limited visibility across multiple warehouses and manufacturing plants.

**Order Fulfilment & Delivery:**

* Orders might be processed manually, causing delays and inefficiencies.
* Delivery routes may not be optimized, leading to higher costs and longer delivery times.
* No real-time tracking of goods in transit.

**Challenges in the Legacy System:**

* Inaccurate stock levels due to manual tracking.
* Difficulty in forecasting demand.
* Higher transportation costs due to inefficient routing.
* Poor integration between inventory and order management systems.

 

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

**Definition**: This section describes the improvements and how the new system will address the legacy system's challenges.

**Key Features of the New System:**

**Automated Inventory Management:**

* Implement an AI-powered real-time inventory tracking system.
* Stock levels automatically update based on warehouse movements.

**Order Processing Optimization:**

* Automated order processing to minimize manual intervention.
* Integration with CRM for better customer demand forecasting.

**Delivery & Logistics Enhancement:**

* AI-based route optimization to ensure the quickest delivery.
* Real-time vehicle tracking for better transparency.

**Integration Capabilities:**

* Seamless integration with ERP, accounting, and supplier management systems.

**Business Benefits:**

* Reduced operational costs.
* Faster order fulfilment and improved customer satisfaction.
* Increased accuracy in inventory tracking.

Process Flow Diagram (TO-BE):

 

1. **Business Requirements: -**

The specific business requirements elicited from stakeholders are listed below, categorized by both priority and area of functionality to facilitate reading and tracking. This includes links to use case documentation and other key reference material as needed to ensure completeness and understanding.

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement ID** | **Description** | **Priority** | **Area of functionality** |
| REQ001 | Description | High | Planning |
| REQ002 | Description | High | Execution |
| REQ003 | Description | Medium | Review |
| REQ004 | Description | Medium | Reporting and compliance |
| REQ005 | Description | Low | Monitor and continuous improvement |

This section lists the business requirements gathered from stakeholders.

**How to Categorize Business Requirements:**

**By Priority:**

* High: Critical features that must be implemented.
* Medium: Important but not urgent features.
* Low: Additional features that can be implemented later.

**By Functional Area**:

* Inventory Management:
* Real-time stock level updates.
* Auto-replenishment alerts.

**Order Processing:**

* Automated order approvals and processing.
* Dynamic pricing and promotions.

**Delivery & Logistics:**

* AI-powered route optimization.
* Live order tracking.

**Integration & Reporting:**

* Integration with ERP and CRM.
* Dashboard for inventory and sales insights.

**10.1 List of Acronyms:**

* **BRD**- Business Requirements document
* **ERP-** Enterprise Resource planning.
* **RACI**-Responsible, Accountable, Consulted, Informed
* **AS-IS**: -Current state or existing system.
* **TO-BE**: - Future state or proposed system.
* **API**: - Application programming interface
* **GUI**: - Graphical user Interface.
* **QA:** - Quality Assurance.
* **WMS:** - Warehouse management system.
* **GPS:** - Global positioning system.
* **AI:** - Artificial intelligence

**10.2 Glossary of terms:**

* **Planning**: - The process of defining the scope and objectives of software, identifying key stakeholders, and planning marketing activities.
* **Inventory Management:** - The process of ordering, storing and using company inventory.
* **Route optimizes:** - the use of AI based technology to find the fastest and most cost-efficient delivery routes.
* **Real time tracking:** - Monitoring of shipment location and status in real-time using GPS.

**10.3 Related Documents**

List of supporting document that complement this case study:

* **Business Requirement Documents:** - Define business needs and objectives.
* **Functional requirement specification (FRS): -** details the system functional requirements.
* **Process flow diagram:** - Visual representative of AS-IS and TO-BE Process.
* **User stories and acceptance criteria**: - define expected system behaviour from user perspective.
* **Test case document:** - Describes test cases for verifying system functionalities.
* **Change management:** - Strategies and procedures for managing changes to project scope, requirements, and deliverables.
* **Test Plan:** - A plan outlining the testing approach, methodologies, and criteria for system testing and validation.
1. **Prepare Process flow Diagram.**



**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 – Business Analyst for Your Project**

Dear Mr Anshul Jadhav,

I hope you are doing well. My name is Ravi Chhabriya, and I am the Business Analyst assigned to collaborate with you and your team on Ice- Cream and Milk product Project. I am excited to begin this journey with you to understand your business needs and ensure a smooth and efficient project execution.

As part of my role, I will be working closely with your team to:

* Gather and analyse business requirements.
* Understand your current processes and identify areas for improvement.
* Define project goals, scope, and key deliverables.
* Facilitate discussions to align business needs with technical solutions.

To kick things off, I would love to schedule an initial meeting where we can discuss your business objectives, challenges, and expectations. Please let me know a convenient time that works for you.

Looking forward to working with you and contributing to the success of this project.

Best regards,

Ravi Chhabriya

Business Analyst

+91-1234567890

Standard Chartered Bank

1. **Prepare a brief BRD and SRS For a project (Ticketing System)**

**Business Requirements Document (BRD)**

1. **Document Revision: -**

|  |  |  |
| --- | --- | --- |
| **Date** | **Version Number** | **Document changes** |
| 22-02-2025 | 0.1 | Initial Draft |
| 25-02-2025 | 0.2 | **User requirements:** - Define core functionalities such as movie search, seat selection, payment processing & ticket confirmation. |
| 28-02-2025 | 0.3 | **System Architecture: -** Designed a high-level system flow including integration with payment gateway, movie databases and notification systems. Outline the structure for user authentication and booking management. |
| 02-03-2025 | 0.4 | **User Interface: -** Define UI Specifications for homepage, movie listing, seat selection, checkout process and user profile management.  |

1. **Approvals:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor | Book my show |  |  |  |
| Business Owner | Ravi Chhabriya |  |  |  |
| Project Manager | Mr. Ankit Jain |  |  |  |
| System Architect | Payal Sharma |  |  |  |
| Development lead | Chirag Swamy |  |  |  |
| User experience lead | Smira Chhabriya |  |  |  |
| Quality lead | Pooja Gupta |  |  |  |
| Content lead | Hazel Chhabriya |  |  |  |

1. **RACI Chart for this Document**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **R** | **A** | **S** | **C** | **I** |
| Project Sponsor | Book my show |  | BMS |  |  |  |
| Business Owner | Ravi Chhabriya | Ravi Chhabriya |  |  |  |  |
| Project Manager | Mr. Ankit Jain |  | Ankit Jain |  |  |  |
| System Architect | Payal Sharma |  |  | Payal Sharma |  |  |
| Development lead | Chirag Swamy |  |  |  | Chirag Swamy |  |
| User experience lead | Smira Chhabriya |  |  |  | Smira Chhabriya |  |
| Quality lead | Pooja Gupta |  |  |  | Pooja Gupta | Ankit Jain |
| Content lead | Hazel Chhabriya |  |  |  | Hazel Chhabriya | Ankit Jain |

4. **Introduction**

A Movie Ticket Booking System allows users to search for movies, select a showtime, book tickets, and make payments online. It ensures seamless ticket booking, seat selection, and order management.

**4.1 Business Goals**

* Provide a seamless online movie booking experience.
* Increase customer engagement and satisfaction.
* Optimize seat management and occupancy.
* Improve revenue through online payments and offers.

**4.2 Business Objectives**

* Allow users to browse movie listings with showtimes.
* Enable real-time seat selection.
* Provide multiple payment options (UPI, credit/debit card, wallets)
* Issue digital tickets via email/SMS.
* Implement loyalty programs and offers.

4.3 Business Rules

* Users must register before booking a ticket.
* Payments must be completed before confirming the booking.
* Refunds follow the cancellation policy (e.g., no refund within 1 hour of the show)
* Seat selection follows real-time availability.
* Loyalty points expire if unused for 6 months.

**4.4 Background**

* The system is designed for cinemas, multiplex chains, and independent theatres.
* Users prefer mobile applications and web-based platforms for booking.
* The platform integrates with third-party payment providers and theatre APIs.

**4.5 Project Objective**

To develop an efficient and user-friendly online movie ticket booking system that integrates with cinema management software, provides real-time seat selection, and supports multiple payment options.

**4.6 Project Scope**

**4.6.1 In Scope Functionality**

* User Registration/Login
* Movie Search and Filtering
* Seat Selection
* Payment Integration
* Ticket Confirmation via Email/SMS
* Booking History and Cancellation

**4.6.2 Out Scope Functionality**

* Physical ticket printing.
* Food and beverage ordering
* Theatre backend seat management

**5. Assumptions**

* The system will integrate with existing theatre APIs.
* Users will have stable internet connectivity while booking.
* Payment gateways will handle transaction security.
* The system will support mobile and desktop versions.

**6. Constraints**

* Regulatory requirements for online payments (e.g., PCI-DSS compliance)
* Server downtime during peak booking hours
* Dependency on third-party APIs for seat availability

**7. Risks**

**Technological Risks**

* Server failure during peak hours
* Payment gateway outages leading to failed transactions.
* Security vulnerabilities leading to data breaches.

**Skills Risks**

* Lack of expertise in payment gateway integration.
* Insufficient knowledge of API integrations

**Political Risks**

* Government regulations on online booking platforms.
* Regional restrictions on payment methods.

**Business Risks**

* Competition from existing platforms like BookMyShow.
* Lower adoption due to poor user experience

**Requirements Risks**

* Changing theatre policies affecting seat availability
* Unexpected legal requirements affecting ticket refund policies.

**Other Risks**

* Fraudulent bookings and chargebacks
* Customer dissatisfaction due to incorrect seat allocation

**8. Business Process Overview: -** The business process overview is to streamline the process of booking the movie ticket online without physical going to the theatre. This will also give customer to book the ticket in advance and have an option to make the payment online through different channels. This will also help to increase the revenue for the company. Below is the summary of each phase.

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

**Brief Explanation:**

* The traditional movie ticket booking process involves customers visiting theatres physically to check movie schedules and book tickets at the counter. Phone-based reservations are available in some theatres, but users need to collect physical tickets in person.
* Some theatres use third-party platforms for online booking, but these lack integration with in-house systems, leading to manual reconciliation.
* Limited payment options, primarily cash or card at the theatre.
* Frequent issues such as overbooking, lack of real-time seat selection, and difficulty in refunds.

Process Flow Diagram (AS-IS):

A high-level flow diagram should be created showing how orders are received, processed, and fulfilled in the current system.



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

**Recommended Process:**

* Implement an online movie ticket booking system that allows users to browse available movies, select seats in real time, and complete payments online.
* The system will be integrated with theatre management software for real-time seat availability.
* Users will receive digital tickets via email/SMS with QR codes for seamless entry.
* Introduce multiple payment methods, including UPI, wallets, and credit/debit cards.
* Allow customers to cancel and get refunds based on pre-defined policies.

**How It Addresses Challenges:**

* Eliminates the need for physical ticket purchase.
* Provides real-time seat selection, reducing overbooking issues.
* Integrates secure online payment processing.
* Automates ticket generation and reduces manual effort.
* Offers better customer experience through mobile/web access.

 

**9. Business Requirements**

The specific business requirements elicited from stakeholders are listed below, categorized by both priority and area of functionality to facilitate reading and tracking. This includes links to use case documentation and other key reference material as needed to ensure completeness and understanding.

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement ID** | **Description** | **Priority** | **Area of functionality** |
| REQ001 | Description | High | Planning |
| REQ002 | Description | High | Execution |
| REQ003 | Description | Medium | Review |
| REQ004 | Description | Medium | Reporting and compliance |
| REQ005 | Description | Low | Monitor and continuous improvement |

**10.1 List of Acronyms:**

* **QR**- Quick response code.
* **UPI-**Unified payment interface.
* **OTP**-One time password
* **AS-IS**: -Current state or existing system.
* **TO-BE**: - Future state or proposed system.
* **API**: - Application programming interface
* **UI**: -User Interface.
* **DB:** - Database

**10.2 Glossary of terms:**

* **Seat Availability**: - Real time information on the available seats for a particular show.
* **Payment Gateway:** - Third party service to process online payments.
* **Booking confirmation:** -A Digital ticket sent via Email or SMS after successful booking.
* **Cancellation policy:** -. Set of rules defining the eligibility for ticket cancellation and refunds.
* **Loyalty Program:** - reward point system for frequent user.
* **QR Code:** - machine readable code used for verifying digital tickets.

**10.3 Related Documents**

List of supporting document that complement this case study:

* **Business Requirement Documents:** - Define business needs and objectives.
* **Functional requirement specification (FRS): -** details the system functional requirements.
* **Process flow diagram:** - Visual representative of AS-IS and TO-BE Process.
* **User stories and acceptance criteria**: - define expected system behaviour from user perspective.
* **Test case document:** - Describes test cases for verifying system functionalities.
* **Change management:** - Strategies and procedures for managing changes to project scope, requirements, and deliverables.
* **API:** - API Details for payment gateway and theatre system integration.
* **Software Requirements Specification (SRS)**
1. **Introduction: -** The Movie ticketing system is an online platform that allows users to browse movies, select showtimes, book tickets and manage payments seamlessly. The system aims to provide an efficient and user-friendly experience for both customers and theatre administrator. With the rise of online bookings and digital payments, customer prefer a system that offers convenience, flexibility and real time seat selection. The application will be accessible through web and mobile platforms to cater to a large audience.
2. **Goal & Objectives: -**

**Goal: -**

* Enable customer to moob movie tickets online anytime and from anywhere.
* Provide real time seat availability and selection.
* Offer multiple payment option (Credit/ Debit Card, UPI, Wallets)
* Ensure Seamless management of theatres, movies and showtimes.

**Objectives: -**

* Develop a user-friendly interface for booking movie tickets.
* Integrate a real time seat reservation system to avoid double bookings.
* Implement secure payment gateway for smooth transactions.
* Allow customers to cancel or modify bookings as per policy.
* Provide admin access to manage movie schedules, ticket pricing and bookings.
* Send booking confirmation via email/ SMS.
* Include loyalty program or discounts coupons for customer retention.

(C) **Use Case Diagram for a ticketing system**



(D) **Use Case Specification**

* **Use Case Name**: - Login.
* **Description**: - Username, Password.
* **Actors:** - Customer, Admin, New User.
* **Basic Flow:** - Username and password are correct.
* **Alternate flow:** - What is password is wrong, what if username is wrong, what if both are wrong.
* **Exceptional Flow:** - Forgot username, Forgot password.
* **Pre-Condition:** - The Active internet Connection, Browser Compatible
* **Post Condition:** - Home page should be displayed.
* **Assumptions:** - User should have basis computer knowledge.
* **Constraints:** - Username cannot be name.
* **Dependencies:** - User should exist- Registration process.
* **Input/ Output**: - Input: - Username and password/ Output: - Successful login.
* **Business Rules:** - **Username**- should be valid and should be unique. **Password-** 1 Cap, 1 Small, 1 Number, 1 Special character, 8-16 Characters, cannot be same as last 3 passwords.
* **Miscellaneous Information:** - Interactive Design, Browser Compatible
* **Use Case Name**: - Search Movie
* **Description**: - search for a movie based on different filters.
* **Actors:** - Customer, New User.
* **Basic Flow:** - User enters the movie name or selects filters (languages, locations) system fetches and display matching movies.
* **Alternate flow:** -if no matching movies found suggest upcoming movies.
* **Exceptional Flow:** - Invalid search criteria entered, display error message.
* **Pre-Condition:** - User must have internet connection.
* **Post Condition:** - Matching movie result is displayed.
* **Assumptions:** -user understand how to enter a valid search query.
* **Constraints:** - Search must be done within available movie listings
* **Dependencies:** - Movie should be available in the database.
* **Input/ Output**: - **Input**: - Movie name/ Filters / **Output**: - Movie list with details.
* **Business Rules:** - Search should return result only for current/upcoming movies.
* **Miscellaneous Information:** - The search feature support auto-suggestion and spell check.
* **Use Case Name**: - Payment
* **Description**: - The user completes the payment for a movie ticket booking.
* **Actors:** - Customer, Payment gateway.
* **Basic Flow:** - User selects payment method, enter details, system verify and process payment, ticket confirmed.
* **Alternate flow:** - if payment fails user can try with another method.
* **Exceptional Flow:** - Payment gateway failure, card declined, insufficient funds.
* **Pre-Condition:** - user must have selected a movie and showtime.
* **Post Condition:** - Payment is processed and ticket is booked.
* **Assumptions:** - User has a valid payment method.
* **Constraints:** - Payment must be processed within a certain time limit.
* **Dependencies:** - Payment gateway must be functional.
* **Input/ Output**: - **Input:** -Payment details. **Output: -** Booking confirmation or failure message.
* **Business Rules:** **-** Secure Payment handling, Compliance with financial regulations.
* **Miscellaneous Information:** -Support multiple payment modes( Credit/ Debit card, UPI, Net Banking, Wallet)
* **Use Case Name**: - Cancel Booking
* **Description**: -The user cancels a previously booked movie tickets.
* **Actors:** - Customer, system.
* **Basic Flow:** -User selects booking, click cancel, system processes cancellation and refund as per policy.
* **Alternate flow:** - User chooses to reschedule instead of cancelling.
* **Exceptional Flow:** -Ticket is non-refundable or past cancellation deadline.
* **Pre-Condition:** - User must have a valid booking.
* **Post Condition:** - booking is cancelled and refund is processed.
* **Assumptions:** - User understands the cancellation policy.
* **Constraints:** - Cancellation allowed only within a certain time frame.
* **Dependencies:** - payment system must handle refunds correctly.
* **Input/ Output**: - **Input:** -Booking Details. **Output: -**Cancellation confirmation or error.
* **Business Rules:** **-** Refund policy applies based on cancellation timings.
* **Miscellaneous Information:** -Cancellation policy should be displayed clearly before confirming the cancellation.
* **Use Case Name**: - Add Shows.
* **Description**: -This use case allow admin to add new movie shows to the system.
* **Actors:** - Admin, Theatre Manager.
* **Basic Flow:** -The admin logs into the system. They navigate to the add show sections. The system should validate the input details.
* **Alternate flow:** - if the movie is not available in the system the admin is promoted to add a new movie before adding the show.
* **Exceptional Flow:** -if the system encounters the error a failure message is displayed.
* **Pre-Condition:** - The User must have admin privileges.
* **Post Condition:** - The newly added shows is available for a user to book tickets.
* **Assumptions:** - The Admin/ Theatre manager has the necessary permission to add the show.
* **Constraints:** - A Show cannot be added for past dates.
* **Dependencies:** -Movie data should exist in the system.
* **Input/ Output**: - **Input:** -Movie name, date, time ticket price. **Output: -**Show successful added, available for booking**.**
* **Business Rules:** **-** The ticket price must be within a predefined range set by the system or theatre.
* **Miscellaneous Information:** - the system should provide a user friendly interface with dropdown for easy selection of movie and screens.

**(E) . Functional Requirements**

|  |  |  |
| --- | --- | --- |
| **ID** | **Requirements** | **Priority** |
| FR1 | Users should be able to register and login Via Email, Phone, or social media | High |
| FR2 | Users should be able search the movie by title, movie name or location. | High |
| FR3 | User Should be able to pick a theatre and a suitable time slot | High |
| FR4 | The system should display a real time seating layout for a user’s to choose their seat. | High |
| FR5 | Integrate with UPI, Credit/ Debit cards, net banking, and wallets. | High |
| FR6 | After payments users should receive an e-tickets via SMS and email. | Medium |
| FR7 | User can view their previous and upcoming bookings. | Medium |
| FR8 | User can cancel a booking and receive a refund based on cancellation policies. | High |
| FR9 | User should be able to apply promo code, discounts, or loyalty points. | Low |
| FR10 | The app should support multiple language for better user experience. | Low |
| FR-11 | Admin can update movie schedules, pricing and seat availability. | High |
| FR-12 | Admin can set different pricing for standards, premium and VIP Seats. | High |
| FR-13 | Admin can generate reports on ticket sales, peak booking time and revenue. | Medium |
| FR-14 | Admin should be able to process cancellation and refund requests | Medium |

**(F) . Non-Functional Requirements**

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| **ID** | **Requirements** | **Priority** |
| NFR1 | The system should be support high traffic, especially during blockbuster movie release. | High |
| NFR2 | The Booking process should be completed within 5 Seconds | High |
| NFR3 | The system should be available 99.9% of the time with 24/7 Operational | High |
| NFR4 | Implement SSL Encryption, OTP Verification and secure payment processing to prevent fraud | High |
| NFR5 | The system should have an automated daily backup mechanism to avoid data loss | Medium |
| NFR6 | The app should work smoothly across mobile, tablet and web interface | High |
| NFR7 | The system should have a user friendly UI/ UX Design which is easy for bookings and navigate experience. | Medium |
| NFR8 | The system should support multiple languages. | Low |
| NFR9 | System should support to 10,000 users at a time | High |
| NFR10 | The system should support for google maps(to show nearby theatres) payment gateway and social login. | Medium |
| NFR11 | The application should work seamlessly across windows, MacOS, IOS and Android | Medium |
| NFR12 | Support Continuous integration and deployment pipelines for faster updates. | Medium |
| NFR13 | Distribute traffic across multiple servers to avoid downtime and ensure stability | High |
| NFR14 | Provide an option for Dark mode for better user experience | Low |
| NFR15 | Allow users to search for movies using voice commands. | Low |
| NFR16 | Suggest movies based on user preference and watch history | Medium |

1. **Make an ERD of Creating a support ticket/ ticketing life cycle.**



1. **User story of a shopping from ecommerce (Amazon)**

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| **User story No: 1- Registration**  |  | **Priority: High** |
| **Value statement:** As a UserI want to register for an account,So that I can purchase product online. |
| **BV: 100** | **CP: 3** |
| **Acceptance criteria:** * User should be able to sign up using an email & password.
* User should receive an OTP for phone number verification.
* When I enter my details like name, number, email id my accounts get created successfully.
* If the email id and mobile number is already registered it should display an error message.
* User should be able to register via google or Facebook.
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| **User story No: 2- User Login** |  | **Priority: High** |
| **Value statement:** As a UserI want to login to my account.So that I can access my account and see all the details. |
| **BV: 500** | **CP: 3** |
| **Acceptance criteria:** * User should be able to login with email/ phone password.
* When I entered valid credentials then only my account should get logged in.
* If I entered incorrect details an error message should be displayed.
* User should be able to reset their password with OTP/ Email link.
* If the user should enter incorrect credentials multiple the account should be locked temporarily.
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| **User story No: 3- Password Reset** |  | **Priority: High** |
| **Value statement:** As a UserI want to reset the password if I forgot it,So that I can access my account again. |
| **BV: 100** | **CP: 2** |
| **Acceptance criteria:** * The user should see the forgot password on the login page.
* When I enter my email id, I should get a password reset link.
* When I click on reset password link, I should get an option to reset my password.
* I should be able to reset my password through mobile app or through web application.
* The reset link should be valid for 10 Min once he receives and after that it should get expired.
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| **User story No: 4- Browse product** |  | **Priority: High** |
| **Value statement:** As a UserI want to browse different product categories,So that I can Explore different products. |
| **BV: 200** | **CP: 6** |
| **Acceptance criteria:** * The user should be able to view and navigate through different product categories form the home page or menu.
* When a user should select a category relevant subcategory should be displayed.
* User should get a search option by key words.
* The user should be able to filter products based on price, brand ratings and other attributes.
* If category has no product the system should display appropriate message ( No product available at this category)
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| **User story No: 5- Search product.** |  | **Priority: High** |
| **Value statement:** As a UserI want to get an option to search for a product,So that I can find it quickly. |
| **BV: 100** | **CP: 1** |
| **Acceptance criteria:** * The user should get a search bar option to search for a product.
* When the user hit the search button, I should get all relevant product details.
* User should also get an option for the substitute of a product if my product is not available in the stock.
* The user should be able to enter product names, categories, or keywords to find relevant product.
* If no product matches the search query, a message such as “No product found”. Try a different keyword should be displayed.
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| **User story No: 6- Sort product** |  | **Priority: High** |
| **Value statement:** As a UserI want to filter and sort the product,So that I can refine my search. |
| **BV: 100** | **CP: 3** |
| **Acceptance criteria:** * User should get an option of all the relevant product as per the filters.
* User should get an option according to price, brand and ratings when he applies for this filter.
* User should be able to apply multiple filters simultaneously (ex-Brand, price, Ratings)
* The product list should be update dynamically as filters are applied without refreshing a page.
* The user should have an option to clear all applied filters and revert to the default product listing.
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| **User story No: 7- Product Details & review.** |  | **Priority: High** |
| **Value statement:** As a UserI want to see the details product information,So that I can take the decision accordingly. |
| **BV: 100** | **CP: 4** |
| **Acceptance criteria:** * User should see the product image, price, and availability of a product.
* User should see the review and ratings of the product.
* User should be able to view complete product information including price, description, specification, and availability.
* The product should display high resolution image zoom in option available to help user access the product.
* The page should display estimate delivery time/ shipping charges and return exchange policies.
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| **User story No: 8- Product Review.** |  | **Priority: High** |
| **Value statement:** As a UserI want to see all the reviews of the product,So that I can understand the feedback of the customers. |
| **BV: 100** | **CP: 4** |
| **Acceptance criteria:** * All reviews for a product should be displayed clearly below the product details.
* Each review should include reviewers name or Anonymous if not provided.
* The user should be able to sort reviews by most recent, highest rating and lowest rating.
* The user should be able to filter reviews based on star ratings(5 star or 4 star)
* If no revies are available for a product a message should display stating “No reviews yet” be the first to review this product.
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| **User story No: 9- Write a review.** |  | **Priority: High** |
| **Value statement:** As a UserI want to get an option to write my review,So that I can share my feedback. |
| **BV: 100** | **CP: 5** |
| **Acceptance criteria:** * User should get an option to write a review that should be visible on the product detailed page.
* Only authentication users (Logged in ) should be allowed to write a review.
* I should get an option to submit my review, so that other users can verify and buy accordingly.
* If the user is not logged in then they should be prompted to log in or sign up before writing a review.
* User should get an confirmation like your review has been submitted successful, after writing a review.
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| **User story No: 10- Add to cart.** |  | **Priority: High** |
| **Value statement:** As a UserI want to add a product to the cart, So that I can purchase it later. |
| **BV: 100** | **CP: 4** |
| **Acceptance criteria:** * An Add to cart button should be clearly visible on the product detailed page.
* When the product is added to the cart the cart should display the following details (Product name, Image, price, Quantity)
* The Cart icon in the header should update on a real time to reflect the number of items added.
* After adding a product to the cart successful message should appear such as product added to the cart successfully.
* Users should be able to adjust the quantity of products directly from the cart.
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| **User story No: 11- -View Cart** |  | **Priority: High** |
| **Value statement:** As a UserI want to view my cart,So that I can see my selection before making a purchase. |
| **BV: 100** | **CP: 4** |
| **Acceptance criteria:** * I should get an option to view my cart.
* When I see my cart I should see the items, price, and their quantity.
* I should also get an option of total price of the cart.
* Users should be able to adjust the quantity or remove items directly from the cart.
* Users should have an options to continue shopping or processed to checkout page for the cart review page.
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| **User story No: 12 Remove cart.** |  | **Priority: High** |
| **Value statement:** As a UserI want to remove product from my cart, So that I can modify my order. |
| **BV: 100** | **CP: 3** |
| **Acceptance criteria:** * Each product in the cart should have a clearly visible remove button or icon.
* When I click on a delete button in my cart item should be deleted from my cart.
* I should get an option to add or delete product from my cart as per my requirements.
* Upon clicking the Remove button, a confirmation prompt should appear asking “Are you Sure you want to remove this item from your cart”.
* If the product is deleted from the cart the cart should get update on real time basis.
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| **User story No: 13- Save to Wishlist** |  | **Priority: High** |
| **Value statement:** As a UserI want to save the product to my Wishlist,So that I can purchase it later. |
| **BV: 100** | **CP: 3** |
| **Acceptance criteria:** * When I click on a particular product, I should get an option to add the product to my Wishlist.
* Once the product is added to my Wishlist we should modify our order as per requirements.
* A Save to Wishlist button should be clearly visible on the product detail page and product listing page.
* Only authenticated user can save product to their Wishlist.
* Upon successful saving a product a confirmation message should appear such as product added to your Wishlist.
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| **User story No: 14-Payment.** |  | **Priority: High** |
| **Value statement:** As a UserI want to process to checkout,So that I can complete my purchase. |
| **BV: 100** | **CP: 1** |
| **Acceptance criteria:** * A processed to checkout button should be clearly visible on the cart page.
* When I processed to checkout then I should direct to the payment page.
* I should get an option to pay the amount through multiple payment options.
* If the user is not logged in then they should be promoted to login.
* After successful payment the user should receive an order confirmation page and email with the order details.
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| **User story No: 15- Apply coupons.** |  | **Priority: High** |
| **Value statement:** As a UserI want to apply a discount coupon,So that I can get a lower price of the product. |
| **BV: 100** | **CP: 5** |
| **Acceptance criteria:** * Coupon code should be valid.
* Coupon code be applied on overall amount at the time of billing.
* A coupon code input field should be clearly visible on the cart age and during checkout.
* The system should validate the coupon code when the users click on Apply.
* If the code is invalid, error message should be display that invalid coupon code.
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| **User story No: 16- Payment Method.** |  | **Priority: High** |
| **Value statement:** As a UserI want to choose a payment method,So that I can complete the transaction. |
| **BV: 100** | **CP: 2** |
| **Acceptance criteria:** * User should get multiple payment option at the time of checkout.
* User should get UPI, Credit card, Debit card and other options at the time of payment.
* user should get an COD option available with a minimum spend of RS 1000 and above.
* If the user has previously saved a payment method it should be available as a pre-selected option.
* The system should securely process the payment and display a confirmation message upon successful payment.
* If the payment fails due to network issue or insufficient funds, system should display an error message “RETRY” or ‘SELECT ANOTHER PAYMENT METHOD”.
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| **User story No: 17- View order Summary.** |  | **Priority: High** |
| **Value statement:** As a UserI want to review my order before making the payment,So that I can verify my details. |
| **BV: 100** | **CP: 2** |
| **Acceptance criteria:** * At the time of checkout, I should see all my order summary.
* I should see all the details like quantity, price, and shipping details.
* The system should display a summary of the order including product details(Name, quantity, price & shipping address) and total cost before making the payment.
* The system should show the clear breakdown of applicable taxes, delivery charges and additional fees before proceeding.
* The order review page should be accessible and correctly formatted across different devices (Desktop, mobile, I-pad)
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| **User story No: 18- Order Confirmation email.** |  | **Priority: High** |
| **Value statement:** As a UserI want to receive an order confirmation email,So that I can have a proof of my order. |
| **BV: 100** | **CP: 2** |
| **Acceptance criteria:** * When my order is placed and successful, I should receive a confirmation email.
* The email must contain essential order details including order id, product name, quantity, price, shipping address and estimate delivery date.
* The email should be sent from a recognizable sender (oders@amazon.com) with a clear subject line.
* The user should receive a email withing a specific time after placing an order (E.g. 5 minutes)
* The email should contain order tracking link where the user can check the order status.
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| **User story No: 19- track order status.** |  | **Priority: High** |
| **Value statement:** As a UserI can track my order, So that I can know when my product is arriving. |
| **BV: 100** | **CP: 3** |
| **Acceptance criteria:** * The system must provide an order tracking options for all placed orders through application or website.
* The order tracking page must display real time update status including order placed, order confirmation, shipped, out for delivery.
* The user should receive my tracking details on my email id and my contact number.
* The system must display an estimate delivery date along with any changes based on real time logistics update.
* The user should receive notification( email, SMS) for significant order status changes.
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| **User story No: 20- Cancel Order.** |  | **Priority: High** |
| **Value statement:** As a UserI should have an option to cancel my order,So that I can get a refund of my order. |
| **BV: 100** | **CP: 4** |
| **Acceptance criteria:** * The system should allow to cancel the order before the order is shipped.
* After order is shipped the cancellation should have a charge of 50%.
* The amount should be refunded to the original payment option.
* When a user cancels the order, the system must display a confirmation prompt asking for a final confirmation.
* After cancellation the system should display the expected refund timeline based on the payment method.
* The order status should be updated to “cancelled” immediately and the user should receive an email/ SMS confirmation with refund details.
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| **User story No: 21- Return & refund.** |  | **Priority: High** |
| **Value statement:** As a UserI want to return or replace a product.So that I can get the money back or the replacement of the product. |
| **BV: 100** | **CP: 3** |
| **Acceptance criteria:** * When my order is received, I should be able to initiate a return process.
* If the order is return, I should get a refund me the money in my original payment method.
* The system must allow users to initiate a return or replacement only if the product meets the eligibility criteria (E.g. within the return, window, undamaged as per the return policy)
* The user must be able to access the return/replace option from the orders history page and select the product they want to return.
* The system should require the users to select or provide a reason for the return or replacement (e.g defective product, wrong item receive, quality or size issue)
* The users should receive update about the return pickup schedule and be able to track return/replacement status via email, SMS.
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| **User story No: 22- Social Medial Login.** |  | **Priority: High** |
| **Value statement:** As a UserI want to login to google/ FB account,So that I don’t want to create a separate account. |
| **BV: 100** | **CP: 1** |
| **Acceptance criteria:** * The system must provide users with the option to login using google/ Facebook on the login/ signup page.
* The system must use Auth to securely authenticate users through google and Facebook without storing their credentials.
* Given that I should choose google login when authenticate is successful then I should login to the system.
* After a successful login via google or Facebook the system should redirect the users to their account dashboard with a confirmation message.
* If authenticate fails due to incorrect credentials or the network issue the system must display an appropriate error message.
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| **User story No: 23- Two Factor authentication.** |  | **Priority: High** |
| **Value statement:** As a UserI want to enable two factor authentication,So that my account is more secure. |
| **BV: 100** | **CP: 1** |
| **Acceptance criteria:** * The system must allow users to enable or disable two factor authentication form their account settings.
* Users should be able to choose their preferred authentication method such as SMS, OTP, Email OTP or Authentication apps.
* Given that I entered the correct verification code so that it can login successful.
* When I enter the incorrect verification code it should give an error message.
* The system should provides users with backup codes for account recovery in case they lose access to heir primary 2FA method.
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| **User story No: 24- Select Delivery Address** |  | **Priority: High** |
| **Value statement:** As a UserI want to select the address for the delivery location,So that I can get my order on the right place. |
| **BV: 100** | **CP: 5** |
| **Acceptance criteria:** * Users should get an option to select the delivery address or get an option to update the address if required.
* Users should get an option to edit or delete the address if it is required.
* The system should validate the entered address, including pin code, city and country to ensure it is a delivery location.
* Users should be able to store multiple address (E.g. Home, Office) and select their preferred address for each order.
* If the selected address is outside the serviceable area the system must display a message and suggest alternative delivery option.
* When entering a new address, the system should provide auto suggestion based on location data.
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| **User story No: 25- Payment Failure**  |  | **Priority: High** |
| **Value statement:** As a UserI want to know that the payment is successful or not,So that I can purchase accordingly. |
| **BV: 100** | **CP: 1** |
| **Acceptance criteria:** * If my payment is successful, I should get an notification for the payment successful and should also get the order id & the transaction id.
* If my payment is failed, I should get an error message mentioning the reason for the payment failure.
* I should also get an option for the different payment option if transaction is failed.
* The system must immediately show a success or failure message after the payment is processed.
* Upon receive a successful payment the user must receive an email and SMS confirmation with payment and order details.
* The system must ensure that the payment are securely processed through encrypted connections and no sensitive financial data is stored without compliance security regulations.
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| **User story No: 26- Gift card** |  | **Priority: High** |
| **Value statement:** As a UserI want to purchase a gift card to use it for my orders,So that I can make payments using my gift card. |
| **BV: 100** | **CP: 6** |
| **Acceptance criteria:** * The system must provide an option for users to purchase digital or physical gift cards with predefine or custom amount.
* At the time of payment, the gift card option should be enabled to make a payment.
* After a successful purchase the system should generate a unique gift card code and send it to the users via email or display in their account.
* Users must be able to check the gift card balance before using it for a purchase.
* If the gift card balance is insufficient to cover the order total amount the system must prompt the user to pay the remaining amount using another payment menthod.
* The system must display the expire date and any restriction associated with the gift card before purchase.
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| **User story No: 27- Seller Dashboard.** |  | **Priority: High** |
| **Value statement:** As a SellerI want to add, update, track my products,So that I can manage my sales efficiently. |
| **BV: 100** | **CP: 3** |
| **Acceptance criteria:** * As a seller I should have an option to add new product by entering details such as name, description, price quantity and images.
* The seller should be able to update existing product details including price, stock, availability, and description.
* As a seller I should have an option to update the product as per the requirements.
* The system should provide real time status updates on product availability, orders and inventory levels.
* Seller should be able to upload, update or remove product images as per platform guidelines.
* The system should display confirmation message for successful actions and error message for invalid inputs.
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| **User story No: 28- Seller stock update** |  | **Priority: High** |
| **Value statement:** As a SellerI should have an option to update product price and stock, So that I can manage my inventory. |
| **BV: 100** | **CP: 3** |
| **Acceptance criteria:** * The system should allow the seller to modify product details such as name, description and category.
* When seller update the product details it should reflect on the home page.
* The change should be reflected on a real time basis and it should be visible to the seller.
* The system should allow seller to increase or decrease a stock level and display updated stocks availability in real time.
* The system should ensure that price and stock values cannot be negative or left blank.
* The seller should receive a confirmation message after a successful update and customer should notified if a product goes out of stock.
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| **User story No: 29- Profile Management** |  | **Priority: High** |
| **Value statement:** As a UserI want to update my profile information.So that my account is up to date. |
| **BV: 100** | **CP: 5** |
| **Acceptance criteria:** * The system should be able to update their name, email, phone number and address.
* The system should validate input fields (Eg Email format, Phone number length) and display appropriate messages for invalid entries.
* User should receive an OTP for Phone number updates.
* The update information should reflect immediately across the users account and relevant sections (Eg order shipping details)
* User should receive a success message after updating their profile and an error message if the update fails.
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| **User story No: 30- Promotional offer** |  | **Priority: High** |
| **Value statement:** As a userI want to receive notification about the special offer,So that I can plan my purchase accordingly. |
| **BV: 100** | **CP: 2** |
| **Acceptance criteria:** * User should receive promotional emails and notification based on preferences.
* User should be able to subscribe or unsubscribe from special offers notification through their account settings.
* The system should send multiple notifications via email, SMS based on user preference.
* Each notification should include key details like discount percentage, validity periods and applicable products or categories.
* The system should ensure notification are sent successfully and log and failed deliveries for troubleshooting.
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| **User story No: 31- Manage product** |  | **Priority: High** |
| **Value statement:** As a userI want to add, update and remove product,So that I can manage my stocks effectively. |
| **BV: 100** | **CP: 2** |
| **Acceptance criteria:** * The system should allow user to add new products by entering details such as name, description, price, quantity and images.
* User should be able to edit the product details & should be able to make the changes in the product.
* User should be able to modify product attributes like price, stock, description with changes reflecting effectively.
* User should receive a confirmation message after successful adding, updating, or removing a product with appropriate error messages for failure.
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| **User story No: 32- Inventory Management** |  | **Priority: High** |
| **Value statement:** As a userI want to add, update, and delet the product,So that I can manage my inventory effectively. |
| **BV: 100** | **CP: 2** |
| **Acceptance criteria:** * Admin should be able to add, delete or edit the product details.
* Admin should be able to make the changes in the product like price, images or the description.
* Admin should be able to remove products, ensuring that items with pending orders or low stock alert are flagged before deletion.
* The system should prevent negative stocks values and provide warning for low stock threshold set by the users.
* Any changes in product details should be synchronized across all relevant inventory records, sales, channels, and reports.

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| **User story No: 33- Guest checkout option** |  | **Priority: High** |
| **Value statement:** As a Guest userI want to place and order without registering.So that I can make a quick purchase. |
| **BV: 100** | **CP: 2** |
| **Acceptance criteria:** * User should be able to add product to the cart and processed to checkout without logging in.
* The system should allow users to enter shipping and payment details as a guest.
* User should receive an order confirmation via email.
* Guest user should be promoted to create a account after purchase.
* The system should store guest order history for tracking via email or order number.
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| **User story No: 34-Personalized recommendation** |  | **Priority: High** |
| **Value statement:** As a userI want to receive personalized product recommendation, So that I can discover relevant products. |
| **BV: 100** | **CP: 6** |
| **Acceptance criteria:** * The system should suggest products based on user browsing and purchase history.
* User should see recommendation on the homepage, product pages and checkout page.
* The system should update recommendation dynamically based on recent activity.
* User should have an option to hide or remove unwanted recommendation.
* The system should notify user about price drops on recommended items.
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| **User story No: 35- Compare product** |  | **Priority: High** |
| **Value statement:** As a userI want to add compare multiple products,So that I can choose the best option. |
| **BV: 100** | **CP: 2** |
| **Acceptance criteria:** * User should be able to select and compare up to 4 products.
* The system should display a side-by-side comparison of key features.
* User should be able to remove products from the comparison list.
* The system should highlight difference between the selected products.
* User should be able to add a compared products to their cart directly.

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| **User story No: 36- Multiple- Vendor** |  | **Priority: High** |
| **Value statement:** As a userI want to see multiple sellers,So that I can choose the best price and delivery option. |
| **BV: 100** | **CP: 2** |
| **Acceptance criteria:** * The product page should display a list of availability sellers with pricing and ratings.
* Users should be able to filets seller based on price, delivery time and ratings.
* The system should highlight the best seller based on price, service, and ratings.
* User should be able to view seller reviews and feedback.
* Order should be routed to the selected seller for fufillment.
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| **User story No: 37- Based product** |  | **Priority: High** |
| **Value statement:** As a userI want to subscribe to certain products,So that I can receive them automatically at regular interval. |
| **BV: 100** | **CP: 6** |
| **Acceptance criteria:** * User should be able to select a subscription option (Eg weekly, Monthly)
* The system should automatically place the order based on the subscription schedule.
* User should be able to modify or cancel the subscription anytime.
* The system should notify user before processing a subscription order.
* User should receive discounts or benefits for subscribing to products.
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| **User story No: 38- Live chart support** |  | **Priority: High** |
| **Value statement:** As a userI want to chart with customer support,So that I can resolve my queries instantly. |
| **BV: 100** | **CP: 5** |
| **Acceptance criteria:** * User should be able to access live chart from the help centre.
* The system should rout users to a chat box, or a live agent based on query type.
* The chat box should handle common queries like order tracking and returns.
* Live agent should be available during specified business hours.
* Chat history should be saved for future reference.
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| **User story No: 39- Loyalty points and rewards** |  | **Priority: High** |
| **Value statement:** As a userI want to earn and redeem loyalty points,So that I can get discount on future purchase. |
| **BV: 100** | **CP: 6** |
| **Acceptance criteria:** * User should earn points based on purchase amount, referrals, or specific activities.
* The system should allow user to redeem points for discount at checkout.
* The point balance should be visible in user’s account.
* User should receive notification about expiring points or special bonus offer.
* The system should allow users to track the point history.
* User should get the double points in a birthday month.
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| **User story No: 40- Gift wrapping & personalized message** |  | **Priority: High** |
| **Value statement:** As a userI want to add a gift wrapping,So that I can send gifts to my loved ones. |
| **BV: 100** | **CP: 3** |
| **Acceptance criteria:** * User should be able to select a gift wrap option during checkout.
* The system should display available gift wrap styles and prices.
* Users should be able to enter an personalized message for the recipient.
* The system should ensure that price is hidden in the invoice for gift orders.
* User should receive confirmation that gift wrapping was added successfully.
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