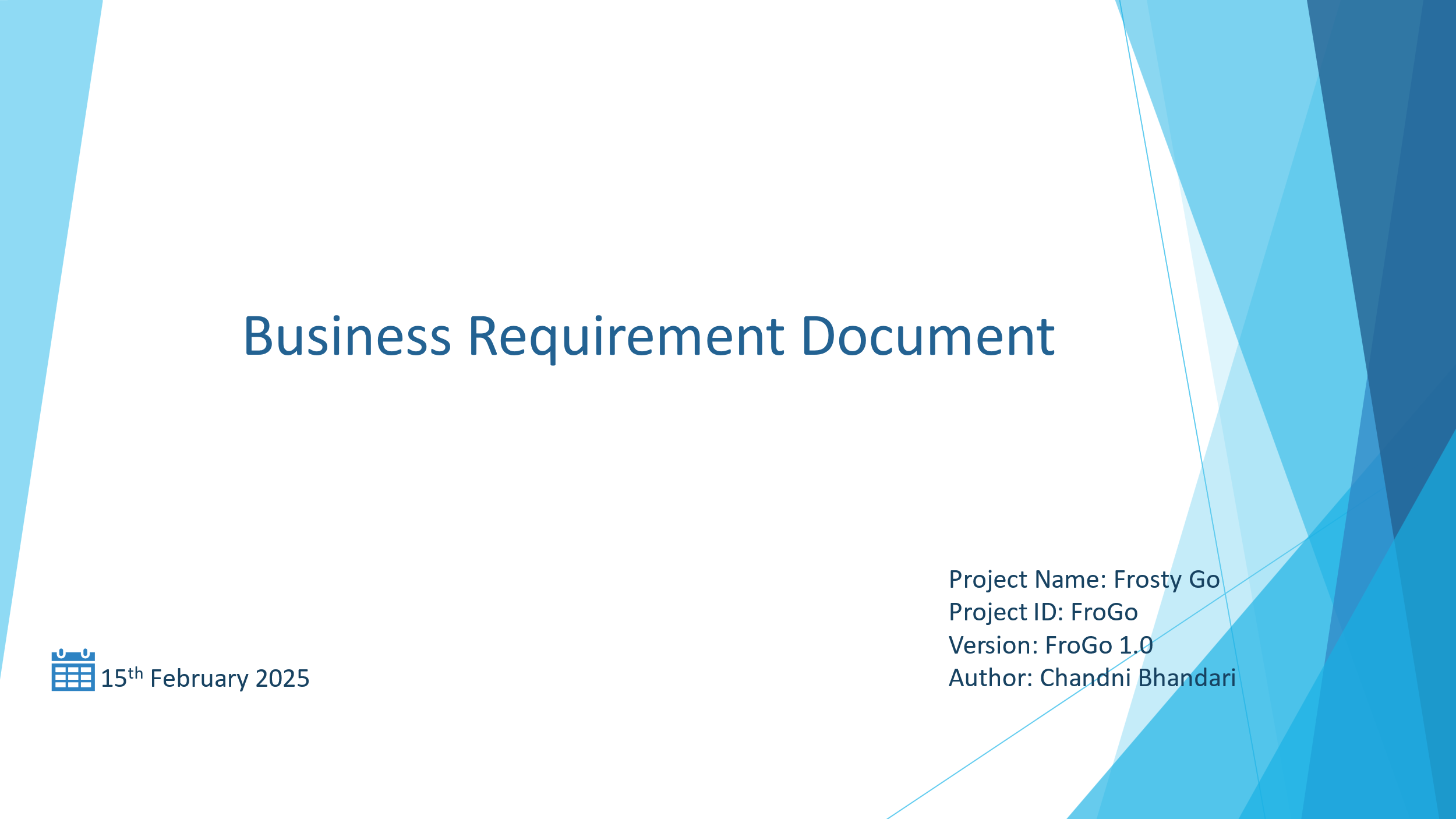
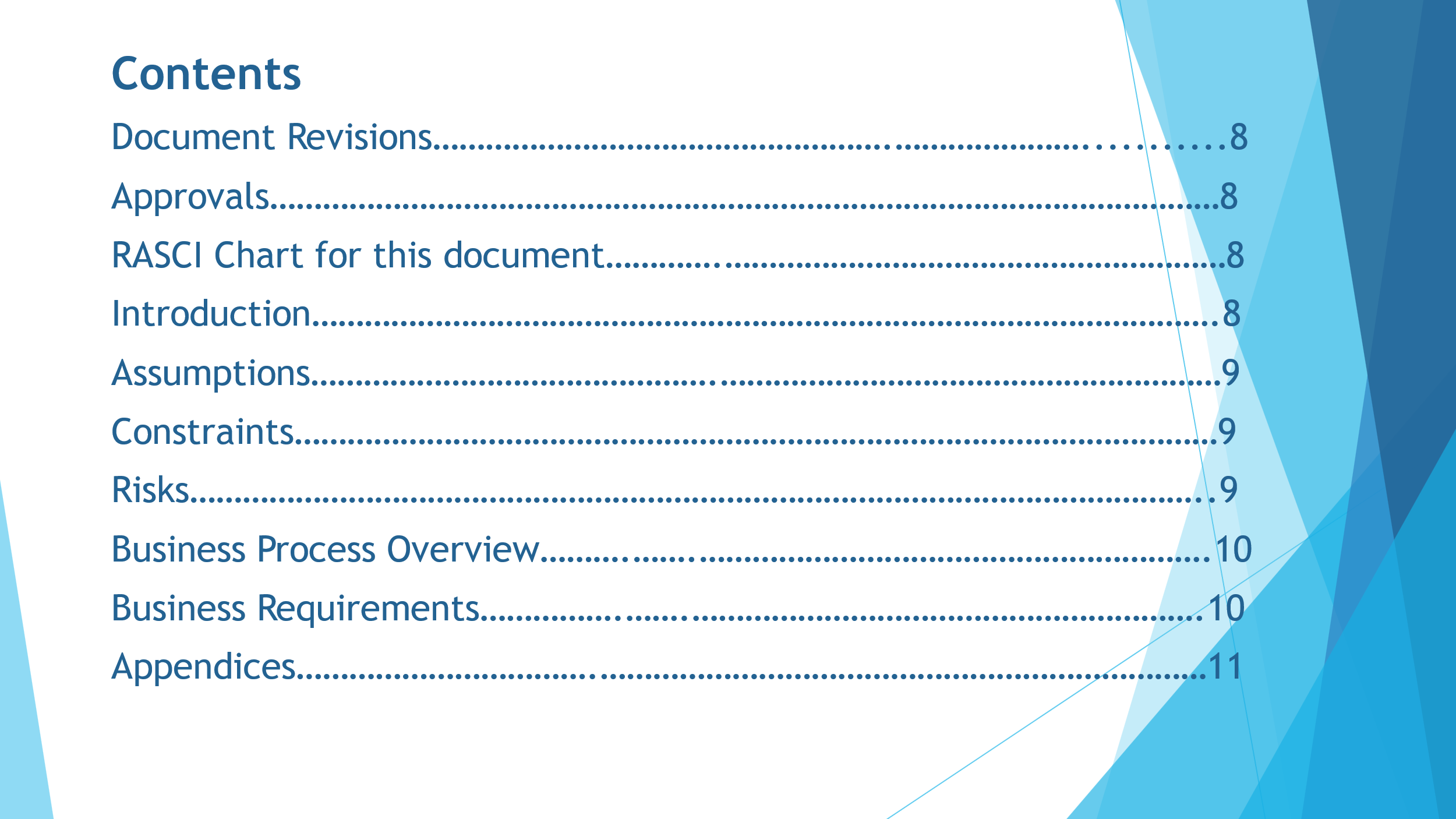
**Assignment 1**

**#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 |
|  |  |  |

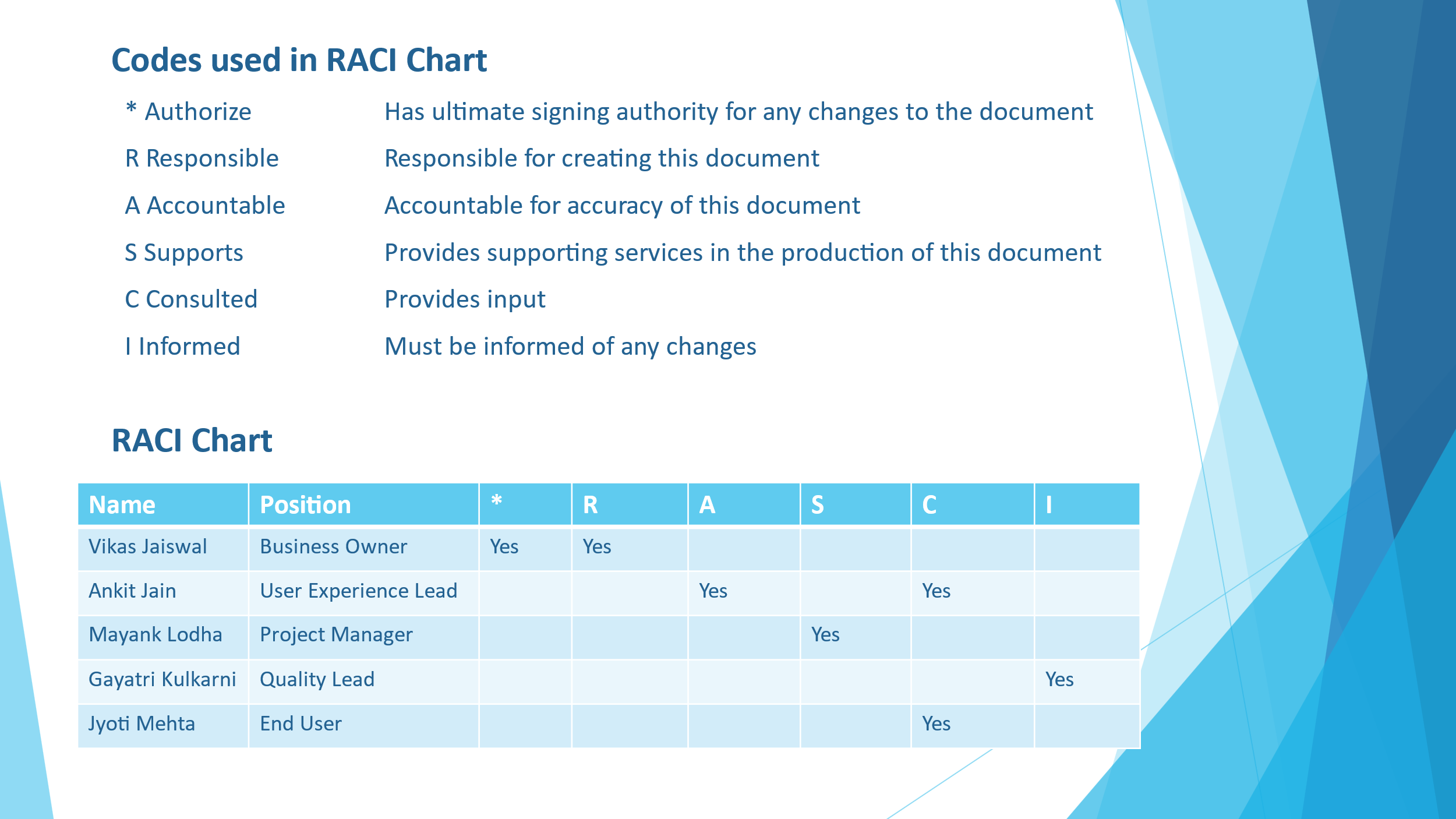
**2. Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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**

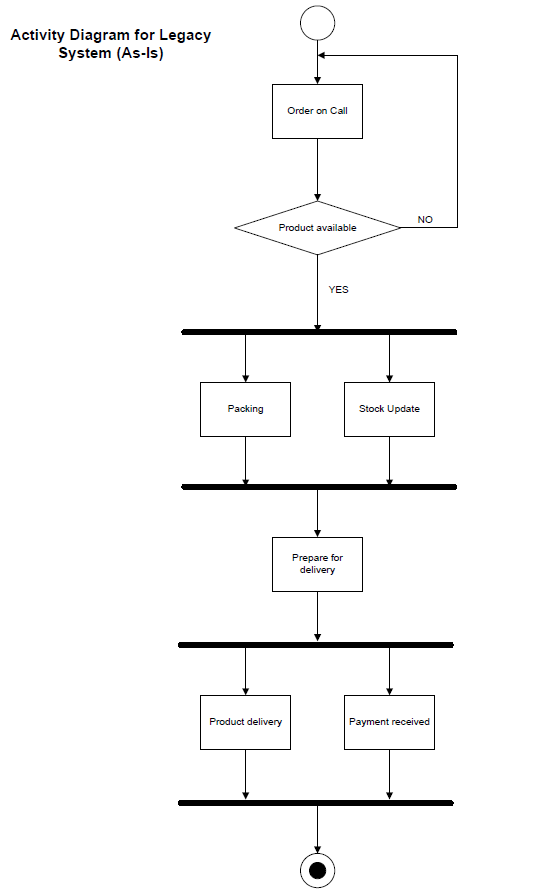
* Challenges in designing a system capable of handling future international deliveries as well traffic without significant reengineering
* Adhering to regulatory requirements that may vary across regions and jurisdictions
* High costs associated with advanced features and third-party integrations
* Budget 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:**

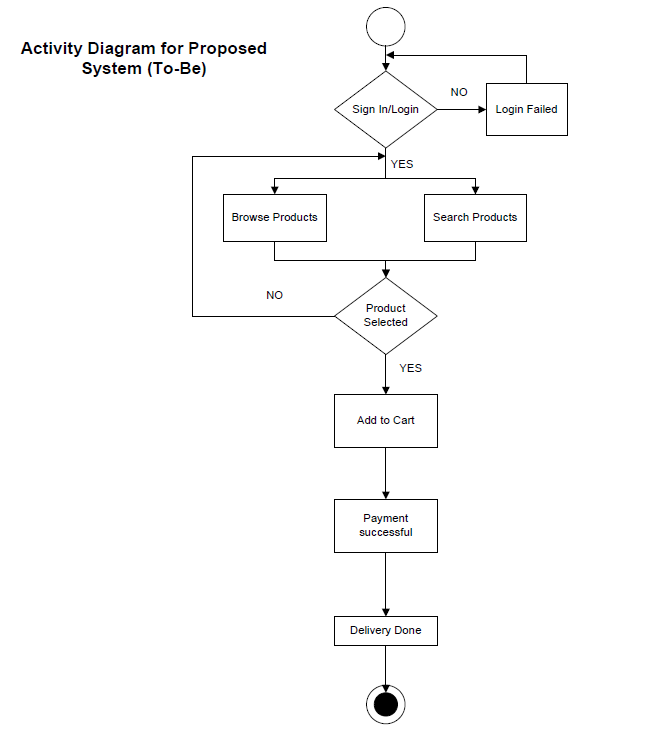
* The initial cost of developing and customizing the software may exceed budgeted limits affecting the company’s financial stability
* If the software does not deliver expected efficiency, cost savings or revenue growth, it could result in financial losses
* Overstocking and stockouts
  1. **Requirement 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**

|  |  |
| --- | --- |
| **Req No** | **Description** |
| BR001 | Users should be able to search for available products in ice-creams and milk products |
| BR002 | Employees should be able to upload and display the products in the application |
| BR003 | Mandatory login for employees for updating the products and scheduling the delivery |
| BR004 | There should be product catalogue for all the available products (ice-creams and milk products) |
| BR005 | There should be a search field |
| BR006 | Various payment modes should be available like Cash on Delivery (COD), UPI, Net Banking, Credit and Debit Card, Wallet, Food Voucher |
| BR007 | There should be effective product delivery tracking system showing all the updates |
| BR008 | The items selected by the users should be added to the cart. Also, there should be an option to add the product to buy-later list for any future purchases |
| BR009 | Products availability should be in real-time |
| BR010 | Once the account is created or order is places, there should be SMS and email confirmation of the same |
| BR011 | There should be effective real-time tracking system showing all the updates |
| BR012 | Once the product is delivered, there should be feedback submission option |

**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:**

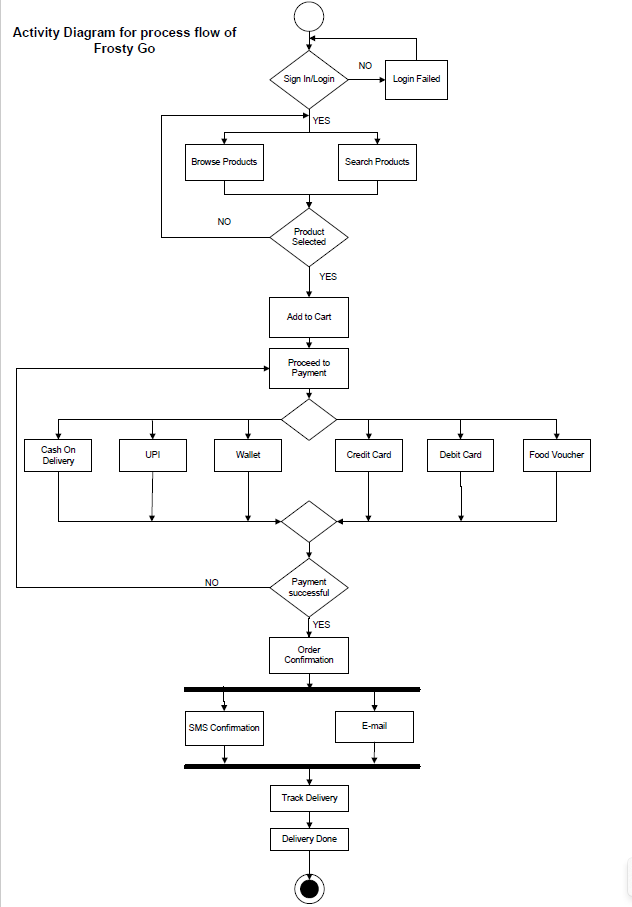
* Pre-deployment testing
* Go-live with monitoring tools
* Conducting trainings for employees and delivery staff
* Preparation user manuals
* Dedicated support team for customers

**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.

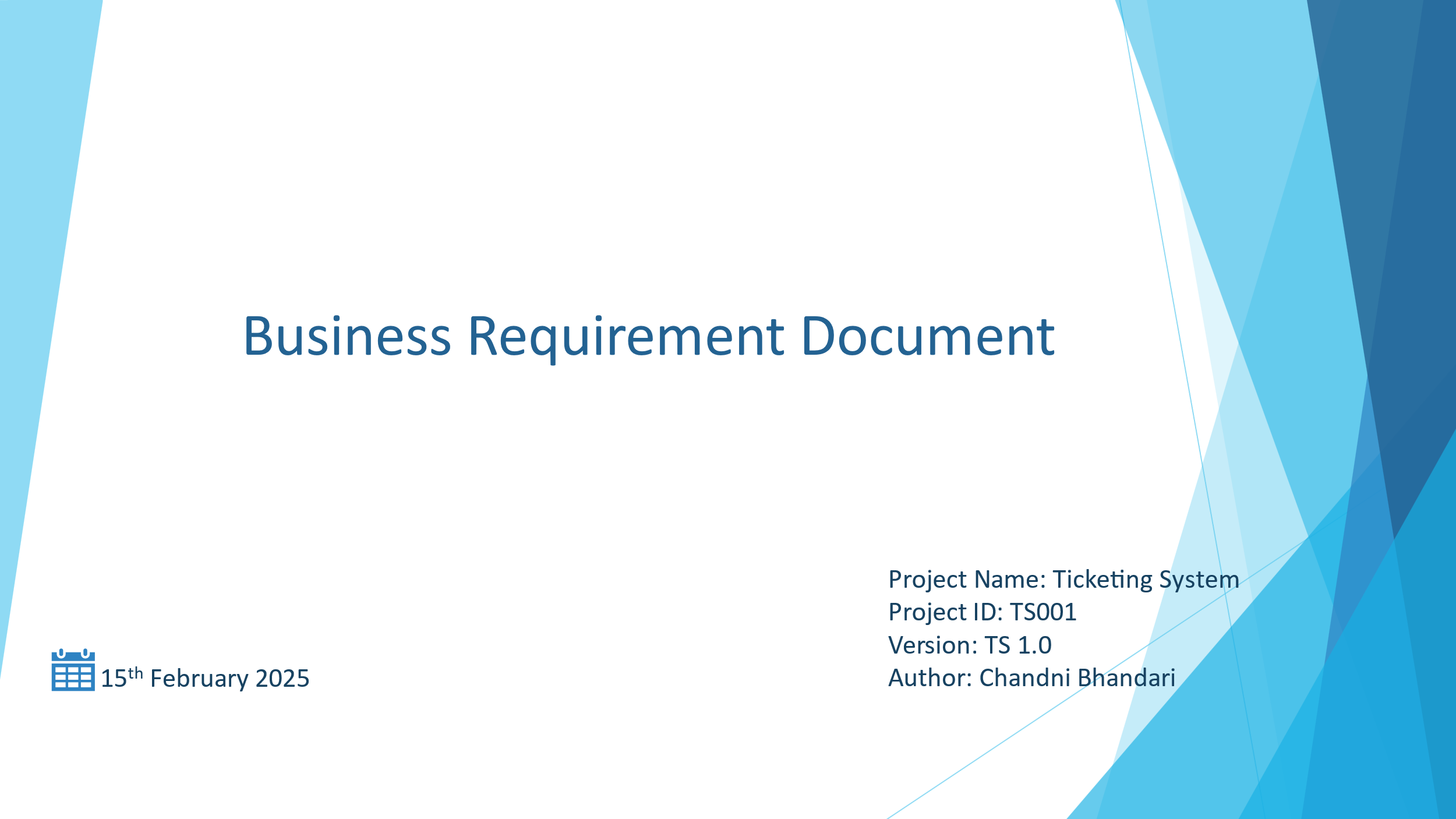
I look forward to building a strong partnership with you and your team. Please let me know a convenient time when we can schedule our first discussion. In the meantime, feel free to reach out if you have any questions or specific points you would like to address.

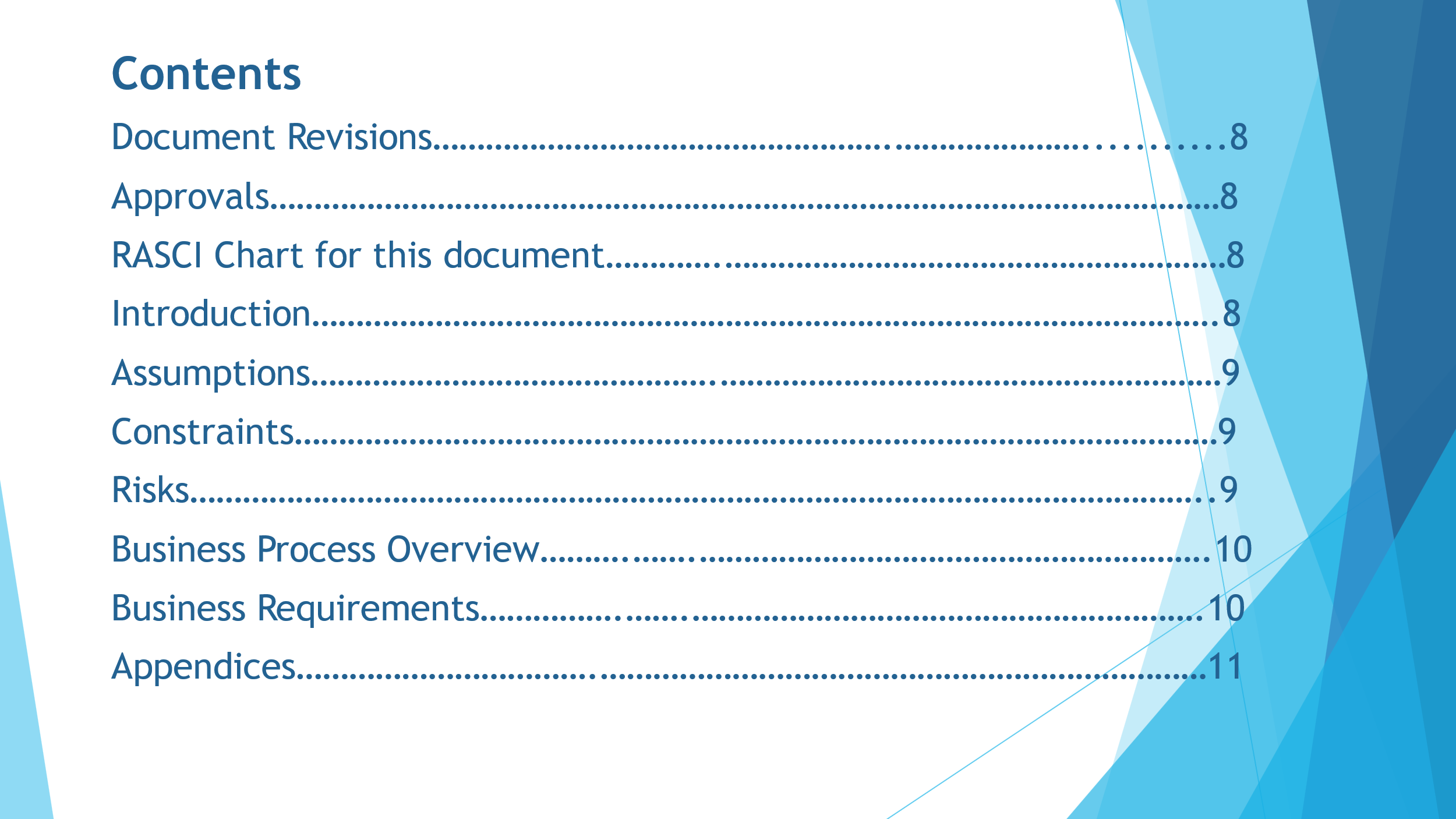
I am excited to get started and look forward to working with you!

Best regards,  
Chandni Bhandari  
Business Analyst  
XYZ Limited

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

**BUSINESS REQUIREMENTS DOCUMENT**





1. **Document Revisions**

|  |  |  |
| --- | --- | --- |
| Date | Version Number | Document Changes |
| 15/02/2025 | 1.0 | Initial Draft |
|  |  |  |
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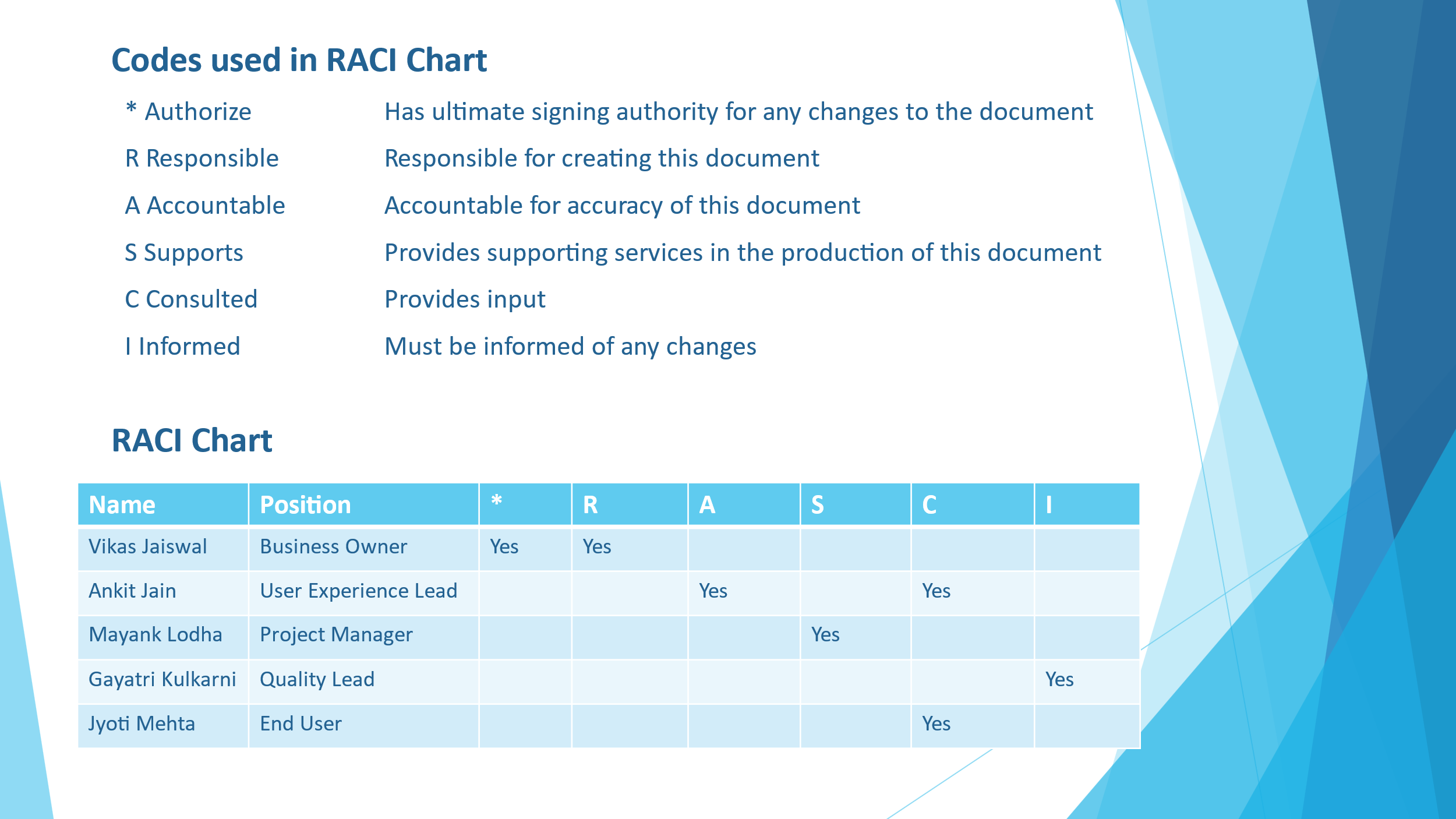
**2. Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor | Ticketing System |  |  | 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 |  |  |  |

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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**

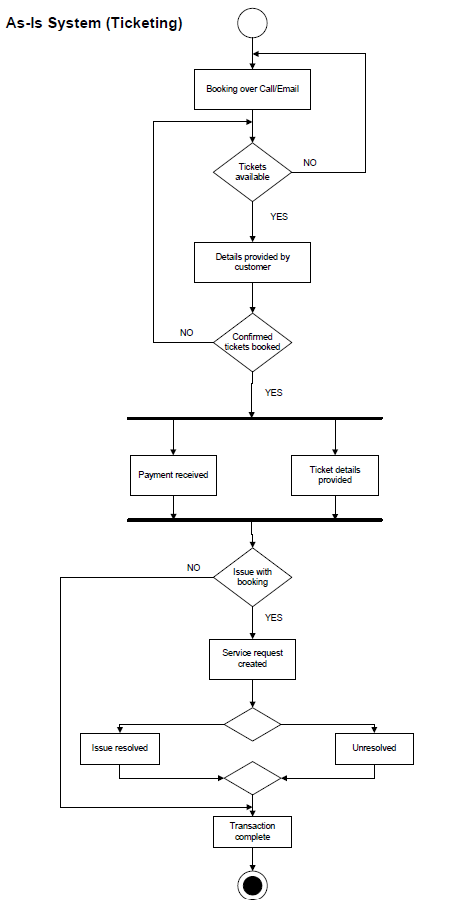
* The initial version will only support English language.
* The system must comply with data security and privacy regulations.

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:**

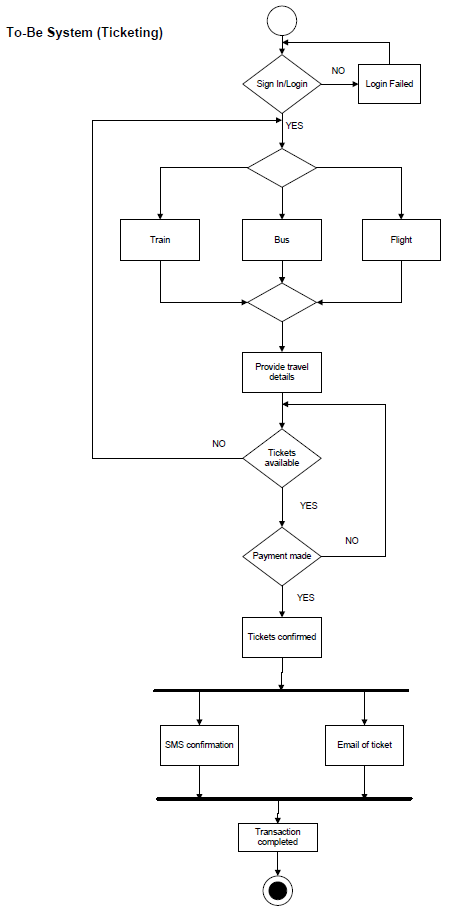
* The initial cost of developing and customizing the software may exceed budgeted limits affecting the company’s financial stability
* If the software does not deliver expected efficiency, cost savings or revenue growth, it could result in financial losses
  1. **Requirement Risk:** Requirements gathering 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 REQUIREMENTS**

|  |  |
| --- | --- |
| **Req No** | **Description** |
| BR001 | Sign in options for the new users through email ID & Password, Mobile number |
| BR002 | Once the account is created or the ticket is booked, there should be email confirmation of the same |
| BR003 | Once the journey is selected, there should be option to freeze the price for 15 minutes |
| BR004 | Various payment modes should be available like UPI, Net Banking, Credit and Debit Card |
| BR005 | There should be a search field for specific flight/train/bus |
| BR006 | There should be preference selection option like Sr Citizen, Student, Armed Forces |
| BR007 | Users should be able to select the mode of transport from Air, Train, Bus |
| BR008 | Users should be able to upload their documents essential for booking |
| BR009 | Tickets availability should be in real-time |
| BR010 | Mandatory login for users for booking through email ID & Password, Mobile number |
| BR011 | There should be effective real-time tracking system showing all the updates |
| BR012 | Once the journey is completed, there should be feedback submission option |

**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.

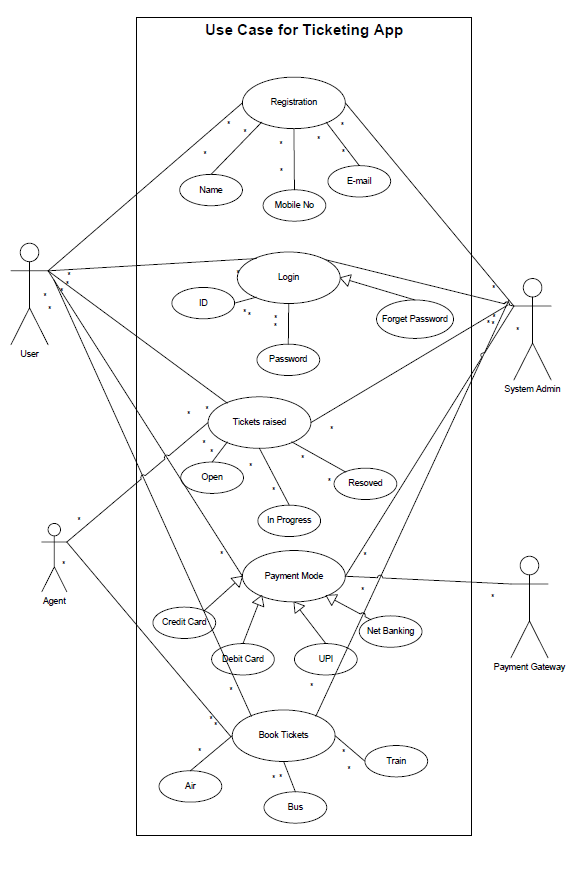
1. **FUNCTIONAL REQUIREMENTS**

|  |  |  |
| --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** |
| FR0001 | User Login & Registration | Users can sign up and log in using email, phone number, or social media |
| FR0002 | Profile management | Users can manage profile (update name, contact details, payment methods, etc.) |
| FR0003 | Browse options | Users can browse available tickets for events, transport, or support issues. |
| FR0004 | Purchase tickets | Ability to book, reserve, or purchase tickets. |
| FR0005 | Unique Code generation | QR code or barcode generation for tickets. |
| FR0006 | Payment with different modes | Allow users to make payments through Credit/Debit Card and UPI options |
| FR0007 | Changes after booking | Allow users to have an option to cancel or reschedule tickets |
| FR0008 | Reminder setup | Users should get reminders before the trip |
| FR0009 | Availability updates | Users should get real-time availability updates |
| FR0010 | Live Chat | Live chat or chatbot integration. |
| FR0011 | Status updates | Users should have regular status updates (Open, In Progress, Resolved, Closed) |
| FR0012 | Real-time alerts | Users should get real-time SMS and email alerts |
| FR0013 | Access Control | Role-based access control (Customer, Agent, Admin) |
| FR0014 | SLA | SLA compliance tracking and resolution times should be 24-48 hours |
| FR0015 | Reports generation | Admins can generate reports on ticket trends, sales reports |

1. **NON-FUNCTIONAL REQUIREMENTS**

|  |  |  |
| --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** |
| NFR0001 | Usability | The application should be user friendly |
| NFR0002 | Page loading time | Each page should load with 3 seconds |
| NFR0003 | Compatibility | The application should be compatible with iOS and Android |
| NFR0004 | FAQs and self-service options | User should have access to FAQs and self-service options |
| NFR0005 | Data Security | The application must ensure data privacy |
| NFR0006 | Response Time | The application should respond to inputs within 2 seconds |
| NFR0007 | Policy handling | Users should have access to Refund and cancellation policy. |
| NFR0008 | Checkout process | The application should complete the checkout process from journey selection to payment confirmation within 5 minutes |
| NFR0009 | Number of users | The application should be able to handle at least 1000 users at the same time |
| NFR0010 | System logs | The application should capture all user activities like login, search and payments for audit purposes |

1. **USE CASES**

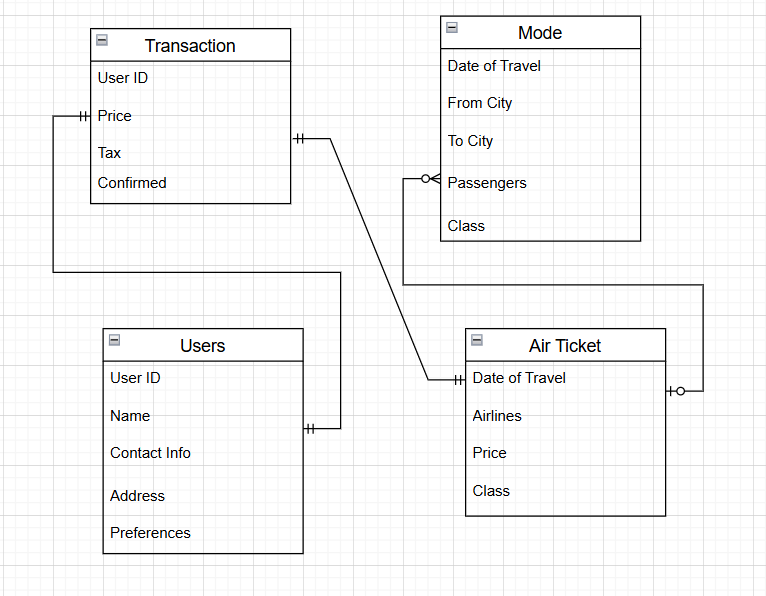
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1. **USE CASE SPECIFICATIONS**

* **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.



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

|  |  |  |
| --- | --- | --- |
| User Story No. 1 | Tasks: 4 | Priority: Highest |
| AS A NEW USER I WANT TO REGISTER AN ACCOUNT SO THAT I CAN START SHOPPING | | |
|  |
|  |
| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA Registration screen Text boxes for username, password, Mobile No, Email, Address. Click on register now Send registration successful notification to the user | | |  |
|  |
|  |
|  |
|  |  |  |  |
| User Story No. 2 | Tasks: 4 | Priority: Highest |  |
| AS A RETURNING USER I WANT TO LOG IN USING MY EMAIL AND PASSWORD SO THAT I CAN ACCESS MY ACCOUNT | | |  |
|  |
|  |
| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA Login screen Text boxes for username and password Click on Login | | |  |
|  |
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| User Story No. 3 | Tasks: 5 | Priority: Highest |  |
| AS A USER I WANT TO RESET MY PASSWORD  SO THAT I CAN RESET IN CASE I FORGET IT | | |  |
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|  |
| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA Login screen Text boxes for forget password Click on set new password Click on confirm password Click on save | | |  |
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| User Story No. 4 | Tasks: 2 | Priority: Low |  |
| AS A CUSTOMER  I WANT TO CHECK LIVE LOCATION OF DELIVERY BOY SO THAT I CAN TRACK MY ORDER | | |  |
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| BV: 50 | | CP: 01 |  |
| ACCEPTANCE CRITERIA Click on my orders show pending orders Show track my order | | |  |
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| User Story No. 5 | Tasks: 2 | Priority: Low |  |
| AS A USER I WANT TO UPDATE MY PROFILE INFORMATION SO THAT I CAN KEEP MY DETAILS ACCURATE | | |  |
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| BV: 50 | | CP: 01 |  |
| ACCEPTANCE CRITERIA Login screen Text boxes for username and password Click on my profile Click on edit Show save and update button | | |  |
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| User Story No. 6 | Tasks: 4 | Priority: Highest |  |
| AS A DELIVERY BOY I WANT TO REGISTER TO THE BUSINESS SO THAT I CAN WORK FOR THEM | | |  |
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| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA Registration screen Text boxes for username, password, Mobile No, Email, ID Proof, Address. Click on register now Send registration successful notification to the user | | |  |
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| User Story No. 7 | Tasks: 5 | Priority: Medium |  |
| AS A DELIVERY BOY I WANT TO HAVE A LOGIN TO APP SO THAT I CAN GIVE FEEDBACK OF CUSTOMERS | | |  |
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| BV: 100 | | CP: 01 |  |
| ACCEPTANCE CRITERIA Login screen Text boxes for username and password Click on completed deliveries Click on rate the customer Select the stars and write comments (optional) | | |  |
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| User Story No. 8 | Tasks: 4 | Priority: Highest |  |
| AS A DELIVERY BOY I WANT TO HAVE THE ACCESS OF LOCATION OF CUSTOMER SO THAT I CAN DELIVER THE ORDER | | |  |
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| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA Login screen Text boxes for username and password Click on pending deliveries Click on location of pending delivery | | |  |
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| User Story No. 9 | Tasks: 5 | Priority: Highest |  |
| AS A DELIVERY BOY I WANT TO KNOW THE PAYMENT RATE  SO THAT I CAN GET THE COMMISSION ON ORDERS DELIVERED SUCCESSFULLY | | |  |
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| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA Login screen Text boxes for username and password Click on my profile Click on my deliveries Click on my earnings | | |  |
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| User Story No. 10 | Tasks: 4 | Priority: Medium |  |
| AS A DELIVERY BOY I WANT TO HAVE A LOGIN TO APP SO THAT I CAN CHECK MY CUSTOMER RATING | | |  |
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| BV: 100 | | CP: 01 |  |
| ACCEPTANCE CRITERIA Login screen Text boxes for username and password Click on my profile Click on my ratings | | |  |
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| User Story No. 11 | Tasks: 2 | Priority: Medium |  |
| AS A USER I WANT TO ADD ITEMS TO MY SHOPPING CART SO THAT I CAN PURCHASE MULTIPLE PRODUCTS | | |  |
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| BV: 100 | | CP: 01 |  |
| ACCEPTANCE CRITERIA Show add to cart for each product Show continue shopping | | |  |
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| User Story No. 12 | Tasks: 2 | Priority: Medium |  |
| AS A CUSTOMER I WANT TO HAVE OPTION TO CHOOSE LANGUAGE SO THAT I CAN SELECT MY PREFERRED LANGUAGE | | |  |
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| BV: 100 | | CP: 01 |  |
| ACCEPTANCE CRITERIA Show option of choose your language List various languages available Show select button | | |  |
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| User Story No. 13 | Tasks: 2 | Priority: Low |  |
| AS A CUSTOMER I WANT TO VIEW THE PRICE SO THAT I CAN ORDER | | |  |
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| BV: 50 | | CP: 01 |  |
| ACCEPTANCE CRITERIA List of sellers delivering Price of each items reflecting along with name Button of add to cart | | |  |
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| User Story No. 14 | Tasks: 2 | Priority: Low |  |
| AS A CUSTOMER I WANT TO VIEW THE PRODUCT RATINGS SO THAT I CAN ORDER | | |  |
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| BV: 50 | | CP: 01 |  |
| ACCEPTANCE CRITERIA List of sellers delivering Search tab for searching products by name Rating of each product reflecting along with name Button 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 CRITERIA List of similar products delivering Separate 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 FILTER SO THAT I CAN SELECT THE TYPE | | |  |
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| BV: 50 | | CP: 01 |  |
| ACCEPTANCE CRITERIA List of sellers delivering Filter 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 USER I WANT TO ADD OR SELECT MY SHIPPING ADDRESS SO THAT I CAN RECEIVE MY ORDER AT THE CORRECT LOCATION | | |  |
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| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA My profile tab add new address tab Fields of flat no, floor no, building name, landmark, pin code and save as Add address Send notification for address added | | |  |
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| User Story No. 18 | Tasks: 2 | Priority: Highest |  |
| AS A CUSTOMER I WANT TO CHECK THE PAYMENT OPTIONS SO THAT I CAN MAKE THE PAYMENT OF MY CHOICE | | |  |
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| BV: 500 | | CP: 03 |  |
| ACCEPTANCE CRITERIA All the selected items reflecting in Cart Show eligible offers Show compete breakup of price Button showing proceed for payment Show 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 USER I WANT TO APPLY DISCOUNT CODES OR COUPONS SO THAT I CAN GET DISCOUNTS ON MY PURCHASE | | |  |
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| BV: 100 | | CP: 01 |  |
| ACCEPTANCE CRITERIA Show my cart Show all the products  Show applicable discount coupons Show final price after discount Show proceed to payment | | |  |
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| User Story No. 20 | Tasks: 2 | Priority: Medium |  |
| AS A USER I WANT TO REVIEW MY ORDER SUMMARY BEFORE MAKING PAYMENT SO THAT I CAN ENSURE ACCURACY | | |  |
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| BV: 100 | | CP: 01 |  |
| ACCEPTANCE CRITERIA Show my cart Show all the products  Show final price after discount Show proceed to payment | | |  |
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| User Story No. 21 | Tasks: 2 | Priority: Highest |  |
| AS AN ADMIN I WANT TO VIEW THE PERFORMANCE OF DELIVERY BOY  SO THAT I CAN MAKE THE PAYMENTS | | |  |
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| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA List of all the delivery agents and their orders Show paid and unpaid bills Show net payable of each delivery agent Show release payment button | | |  |
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| User Story No. 22 | Tasks: 2 | Priority: High |  |
| AS A CUSTOMER I WANT TO KNOW ABOUT THE APP SO THAT I CAN VIEW THE LICENSE, REGISTRATION, T&C AND VERSION OF THE APP | | |  |
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| BV: 200 | | CP: 02 |  |
| ACCEPTANCE CRITERIA Show about button List various options like view license, Terms & Conditions, registration and version | | |  |
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| User Story No. 23 | Tasks: 2 | Priority: Highest |  |
| AS AN ADMIN I WANT TO VIEW THE SELLERS  SO THAT I CAN APPROVE THEIR REGISTRATION | | |  |
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| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA List of all the pending registrations of sellers Show the products of the sellers Show button of Approve and Reject | | |  |
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| User Story No. 24 | Tasks: 2 | Priority: Medium |  |
| AS A USER I WANT TO REORDER A PREVIOUSLY PURCHASED ITEM SO THAT I CAN BUY IT AGAIN EASILY | | |  |
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| BV: 100 | | CP: 01 |  |
| ACCEPTANCE CRITERIA Click on my profile Click on previous ordders Show order again for each product Show add to cart | | |  |
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| User Story No. 25 | Tasks: 2 | Priority: High |  |
| AS A CUSTOMER I WANT TO CONTACT CUSTOMER ADMIN SO THAT I CAN GET A REPLACEMENT | | |  |
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| BV: 200 | | CP: 02 |  |
| ACCEPTANCE CRITERIA Click on my profile Click on contact us Click on select order Show chat with us or contact us option | | |  |
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| User Story No. 26 | Tasks: 2 | Priority: Highest |  |
| AS AN ADMIN I WANT TO VIEW THE ORDERS DELIVERED BY THE SELLERS SO THAT I CAN MAKE THE PAYMENTS | | |  |
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| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA List of all the sellers and their orders Show paid and unpaid bills Show net payable of each seller Show release payment button | | |  |
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| User Story No. 27 | Tasks: 2 | Priority: High |  |
| AS A CUSTOMER I WANT TO CONTACT CUSTOMER ADMIN SO THAT I CAN REGISTER A COMPLAINT | | |  |
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| BV: 200 | | CP: 02 |  |
| ACCEPTANCE CRITERIA Click on my profile Click on contact us Click on select order Show 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 CRITERIA Click on my profile Click on my orders Show cancel order Show radio buttons for reason of cancellation Show 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 CRITERIA Click on my profile Click on contact us Click on select order Show 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 CRITERIA Click on my profile Click on my orders Show returned order Show status of the return | | |  |
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| User Story No. 31 | Tasks: 2 | Priority: Highest |  |
| AS AN ADMIN I WANT TO CHECK THE COMPLAINTS OF DELIVERY BOY SO THAT I CAN TERMINATE THE DELIVERY BOY | | |  |
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| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA List of all the delivery agents and their orders Show ratings of delivery agents Show complaints Show action button | | |  |
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| User Story No. 32 | Tasks: 2 | Priority: Low |  |
| AS A USER I WANT TO RATE AND WRITE A REVIEW FOR A PRODUCT SO THAT I CAN HELP OTHERS MAKE INFORMED DECISIONS | | |  |
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| BV: 50 | | CP: 01 |  |
| ACCEPTANCE CRITERIA Click on my profile Click on my orders Show rate your order, rate delivery agent, add comments (optional) | | |  |
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| User Story No. 33 | Tasks: 2 | Priority: Low |  |
| AS A USER I WANT TO UPLOAD IMAGES OR VIDEOS IN MY REVIEW SO THAT I CAN PROVIDE VISUAL PROOF OF MY EXPERIENCE | | |  |
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| BV: 50 | | CP: 01 |  |
| ACCEPTANCE CRITERIA Click on my profile Click on my orders Show upload images or videos Show 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 CUSTOMER I WANT TO CHECK CONTACT NUMBER OF DELIVERY BOY SO THAT I CAN CONTACT DELIVERY BOY FOR THE STATUS | | |  |
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| BV: 50 | | CP: 01 |  |
| ACCEPTANCE CRITERIA Click on my orders show pending orders Show contact delivery agent Show call button | | |  |
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| User Story No. 35 | Tasks: 2 | Priority: Highest |  |
| AS AN ADMIN I WANT TO CHECK THE COMPLAINTS OF CUSTOMERS SO THAT I CAN BLOCK THE CUSTOMER | | |  |
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| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA List of all the customers and their orders Show ratings of customers Show complaints Show 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 CRITERIA Offers reflecting on the home page Further details of bank offers and restaurant offers Show offer code when an offer is selected | | |  |
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| User Story No. 37 | Tasks: 2 | Priority: Highest |  |
| AS AN ADMIN I WANT TO CHECK THE COMPLAINTS OF SELLERS SO THAT I CAN CANCEL THEIR REGISTRATION | | |  |
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| BV: 500 | | CP: 02 |  |
| ACCEPTANCE CRITERIA List of all the restaurants and their orders Show ratings of restaurants Show complaints Show action button | | |  |
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| User Story No. 38 | Tasks: 2 | Priority: High |  |
| AS A BUSINESS OWNER I WANT TO VIEW THE REVENUE REPORT SO THAT I CAN CHECK THE PROFITABILITY OF THE BUSINESS | | |  |
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| BV: 200 | | CP: 03 |  |
| ACCEPTANCE CRITERIA View list of all the restaurants View earnings of each restaurant Download in excel or PDF | | |  |
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| User Story No. 39 | Tasks: 2 | Priority: Medium |  |
| AS A CUSTOMER I WANT TO HAVE A PURCHASE OPTION SO THAT I CAN PURCHASE THE GIFT CARDS | | |  |
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| BV: 100 | | CP: 01 |  |
| ACCEPTANCE CRITERIA My profile tab Show my wallet Show purchase new gift card Show buy now tab Show various payment options like Credit/Debit Card, UPI and Wallets | | |  |
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| User Story No. 40 | Tasks: 2 | Priority: Medium |  |
| AS A CUSTOMER I WANT TO HAVE A CODE FIELD SO THAT I CAN ADD THE GIFT CARDS | | |  |
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| BV: 100 | | CP: 01 |  |
| ACCEPTANCE CRITERIA My profile tab Show my wallet Add new gift card field Show add gift card | | |  |
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