BA MOCK- Assignment

**Business Requirement Document (BRD) for Ice-Cream and Milk Products Manufacturing Company**

**Document Title**:
**Business Requirement Document (BRD) for Inventory Management & Delivery System**
**Version**: 1.0
**Date**: February 12, 2025

**Prepared By**: [Shaik Javid]
**Client**: [Henry]
**Project Name**: Ice-Cream and Milk Products Inventory and Delivery System

**1. Executive Summary**

The goal of this project is to develop an integrated software system that helps the company manage its inventory across multiple manufacturing plants and warehouses and ensures the quickest delivery of products to the customers. The solution will address two main business needs:

* **Inventory Management**: Efficiently track inventory levels, manage stock, handle supply and demand, and ensure products are available when needed.
* **Quickest Delivery to Customers**: Optimize the delivery process from various plants/warehouses to end customers, ensuring on-time delivery while minimizing costs.

**2. Business Objectives**

1. **Inventory Management**:
	* Real-time tracking of stock across all plants and warehouses.
	* Automatic alerts when inventory reaches critical levels.
	* Centralized management of ice-cream and milk products inventory.
	* Detailed reporting and analytics to understand trends and consumption patterns.
2. **Delivery Management**:
* Dynamic allocation of delivery routes based on proximity and delivery urgency.
* Integration with a fleet management system (if any) or third-party logistics providers.
* Real-time tracking of delivery status.
* Ability to handle emergency delivery requests or last-minute orders.

**3. Scope**

**In Scope:**

* Software development for inventory management.
* Software development for delivery optimization.
* Integration with existing systems for inventory and delivery (if any).
* User training and documentation.

**Out of Scope:**

* Development of hardware systems (such as RFID or GPS for tracking).
* Major changes to the current manufacturing systems or processes outside of inventory and delivery optimization.

**4. Stakeholders**

* **Client’s Management Team**: Decision-makers who define the scope and requirements.
* **Manufacturing and Warehouse Operations**: Users of the inventory management system.
* **Delivery/Logistics Teams**: Users responsible for managing and optimizing deliveries.
* **IT/Development Team**: Developers who will implement the system.
* **End Customers**: Recipients of the deliveries (will benefit from the optimized service).

**5. Functional Requirements**

**Inventory Management**

1. **Product Information**:
	* Track all ice-cream and milk products (types, flavours, packaging sizes).
	* Track raw materials for production.
	* Maintain expiration dates for perishable items.
2. **Inventory Tracking**:
	* Real-time visibility of stock across multiple locations (plants and warehouses).
	* Automatic stock updates when a product is sold or new stock arrives.
3. **Alerts and Notifications**:
	* Automatic notifications when inventory levels fall below minimum thresholds.
	* Alerts for products nearing their expiration date.
4. **Reporting**:
	* Customizable reports on inventory levels, stock movements, and sales trends.
	* Analysis of the product demand forecast to optimize future inventory purchases.

**Delivery Management**

1. **Delivery Orders**:
	* Ability to create and track customer delivery orders.
	* Categorize orders by urgency (standard, urgent, etc.).
	* Track delivery from warehouse to customer.
2. **Delivery Optimization**:
	* Route optimization for deliveries, minimizing travel time and cost.
	* Integration with fleet management systems or third-party delivery service providers.
3. **Tracking and Notifications**:
	* Real-time tracking for both internal teams and customers.
	* Automatic updates to customers regarding delivery status (e.g., expected time of arrival).

**6. Non-Functional Requirements**

1. **Scalability**: The system should be able to scale to accommodate multiple plants, warehouses, and geographical locations as the company grows.
2. **Reliability**: Ensure high availability and minimal downtime of the system.
3. **Security**: Ensure that sensitive business data (customer info, financials, inventory) is securely stored and transmitted.
4. **Usability**: The system should be user-friendly with easy-to-navigate interfaces for inventory and delivery teams.

**7. Assumptions**

* The company has existing ERP systems that will need to integrate with this new software.
* Delivery will be handled by third-party logistics services, or the company has its own delivery fleet.
* The company will provide the necessary resources for the initial data migration (product catalogue, warehouse information, etc.).
* The system will be hosted on a cloud platform, and internet connectivity will be assumed for real-time tracking features.

**7. Deliverables**

* **Phase 1**: Requirements gathering, system design, and architecture planning.
* **Phase 2**: Software development and integration.
* **Phase 3**: Quality assurance and testing (including performance and security testing).
* **Phase 4**: Deployment and training.
* **Phase 5**: Ongoing maintenance and support.

**8. Development Plan**

**Timeline**:

* **Phase 1**: 2 weeks (Requirement gathering and system design)
* **Phase 2**: 6 weeks (Development of inventory and delivery management modules)
* **Phase 3**: 4 weeks (Testing)
* **Phase 4**: 2 weeks (Deployment and Training)
* **Phase 5**: Ongoing (Maintenance and support)

**Key Milestones**:

* **Milestone 1**: Completion of requirements gathering and finalization (2 weeks)
* **Milestone 2**: Development of core inventory management features (4 weeks)
* **Milestone 3**: Development of order and delivery management features (6 weeks)
* **Milestone 4**: Integration and testing (4 weeks)
* **Milestone 5**: User acceptance testing and deployment (2 weeks)
* **Milestone 6**: Ongoing support and optimization (after deployment)

**Resource Plan**:

1. **Project Manager**: Oversee the entire project, ensure deadlines are met, and manage stakeholder communication.
2. **Business Analyst**: Gather requirements, document workflows, and ensure the product meets client expectations.
3. **Software Developers (4)**: Responsible for building the application, both front-end and back-end.
4. **Quality Assurance Team (2)**: Ensure all features are tested for functionality, performance, and security.
5. **System Architect**: Design the overall system architecture and ensure scalability and integration with existing systems.
6. **UI/UX Designer (1)**: Design a user-friendly interface for both desktop and mobile platforms.
7. **DevOps Engineer (1)**: Handle deployment, cloud infrastructure, and monitoring.
8. **Training and Support Staff (1)**: Provide training to end users and ongoing support post-deployment.

**9. Risks and Mitigation Strategies**

1. **Risk**: Integration challenges with existing systems.
	* **Mitigation**: Thorough analysis of existing systems, early-stage integration planning, and collaboration with internal IT teams.
2. **Risk**: Delays in third-party logistics integration.
	* **Mitigation**: Early engagement with logistics providers, clear SLAs for integration, and testing well before deployment.
3. **Risk**: Resistance to new software by employees.
	* **Mitigation**: Conduct user training sessions, provide detailed user manuals, and offer support post-deployment.

**10. Budget Estimate**

* **Development Costs**: $200000
* **Testing and Quality Assurance**: $3,00,000
* **Deployment and Training**: $400000
* **Maintenance and Support (annual)**: $500000

**11. Approval**

This document is intended for review and approval by the stakeholders at [Client Name]. The approval signifies agreement on the proposed business goals, scope, and resources. Upon approval, the project will proceed to the next phase.

**Client Approval**:

* Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.Process Flow Diagram:

Raw Material Supply | | (Milk, Sugar, Flavours, | | Packaging Materials)

Local Manufacturing | | (Milk and Ice Cream | | Production)

Production Line 1: Milk | | (Processing, Pasteurizing)

Production Line 2: Ice | | Cream (Mixing, Churning, | | Freezing)

Quality Control & Testing| | (Checking Quality & Safety)

Packaging (Milk Bottles, | | Ice Cream Tubs, etc.)

Central Warehouse | | (Storing Finished Goods)

Regional Ware- | | | | house 1 | | (Shipping, Inventory, | | (Storage & Local | | Distribution)

| Distribution Center | | house 1 | | (Shipping, Inventory, | | Order Management) | |

Regional Warehouse| | 2| | (Storage & Local | Distribution)

Retail & Wholesale | | (Supermarkets, Shops, Online Orders, etc.)

End Consumers | | (Households, Cafes, etc.)

 **ASSIGNMENT -2**

**1.**

**Subject**: Introduction and Collaboration for Business Analysis

Dear [Peter],

I hope this message finds you well.

My name is [Shaik Javid], and I am the Business Analyst assigned to your project. I am excited to have the opportunity to work with you and your team as we embark on the journey of understanding and defining the business requirements for your inventory management and delivery system.

As part of my role, I will be collaborating closely with you and the relevant stakeholders to gather and analyse the key business processes, goals, and challenges you are looking to address with the new system. My goal is to ensure we capture the full scope of your needs and deliver a solution that aligns with your vision, ultimately driving operational efficiency and enhancing customer satisfaction.

Over the next few weeks, I will be coordinating meetings and discussions to gather essential information and answer any questions you may have along the way. I look forward to engaging with your team to ensure we create a clear and actionable roadmap for the development of your system.

Please feel free to reach out to me directly if you have any questions or if there's anything you'd like to discuss before our first meeting. I’m here to support you through this process and am committed to ensuring that we achieve success together.

Thank you for the opportunity, and I look forward to working with you.

Best regards,

[Shaik Javid Afreed ]

Business Analyst

contact no. 7981405137

2.

A Business Requirements Document (BRD) for an online store typically outlines the objectives, functionality, and technical specifications required to build the e-commerce platform. Here's a basic structure for a BRD tailored for an online store:

**1. Executive Summary**

* **Purpose of the Document:** Outline the business requirements for the online store.
* **Scope:** Define the scope of the project, including the development of the e-commerce website, backend system, and integrations.
* **Business Objectives:** Provide a brief description of the business goals, such as increasing sales, improving customer experience, or expanding the online presence.

**2. Business Objectives and Goals**

* **Primary Goals:**
	+ Launch an online store to sell products/services.
	+ Increase sales and revenue.
	+ Improve user engagement and retention.
	+ Streamline customer service and order management.
* **Secondary Goals:**
	+ Improve brand visibility.
	+ Expand into new markets or customer segments.
	+ Enhance reporting and analytics capabilities.

**3. Scope of the Online Store**

* **Website Features:**
	+ Product Catalog: Product pages with descriptions, images, prices, and available stock.
	+ Shopping Cart: Add products, update quantities, and view cart.
	+ Checkout Process: Address forms, payment methods, and order confirmation.
	+ User Account Management: Account creation, login, order history, and wishlist.
	+ Order Management: Order processing, shipment tracking, and status updates.
	+ Customer Support: Contact form, live chat, and FAQ page.
* **Mobile Compatibility:** The site should be fully responsive and optimized for mobile devices.
* **Payment Integration:** Support for various payment gateways (credit cards, PayPal, etc.).
* **Inventory Management:** Integration with inventory software to manage stock levels.
* **Shipping Integration:** Ability to integrate with logistics companies for real-time shipping rates and tracking.
* **SEO & Analytics:** SEO optimization and Google Analytics integration.

**4. Functional Requirements**

**4.1 Product Management**

* Ability to create, edit, and remove products.
* Categorize products (e.g., by type, price range, or season).
* Support for product variants (e.g., color, size).
* Manage product stock levels and availability.

**4.2 User Management**

* Customers can register, log in, and update their profiles.
* Customers can view order history and track deliveries.
* Secure password management and recovery system.

**4.3 Shopping Cart and Checkout**

* Easy-to-use shopping cart to add/remove products.
* Options for guest checkout and returning customers.
* Display shipping fees and taxes based on the user’s location.
* Provide multiple payment methods (credit cards, PayPal, etc.).
* Provide order confirmation, tracking, and notification emails.

**4.4 Order Management**

* Admin interface to view and manage orders.
* Ability to update order status (processing, shipped, delivered, etc.).
* Integration with external systems for invoicing or customer notifications.

**5. Non-Functional Requirements**

* **Performance:**
	+ The website should load within 3 seconds under normal load.
	+ Ability to handle high traffic during sales or promotions.
* **Security:**
	+ SSL certificates for secure transactions.
	+ Compliance with data protection regulations (e.g., GDPR).
	+ Secure user authentication and data encryption.
* **Scalability:**
	+ The platform should be able to scale easily as the number of users or products grows.
	+ Cloud hosting or other scalable infrastructure options.
* **Usability:**
	+ Simple and intuitive UI/UX design for customers and administrators.
	+ Mobile-friendly and responsive design.
* **Accessibility:**
	+ Conform to WCAG 2.1 (Web Content Accessibility Guidelines).

**6. System and Technical Requirements**

* **Platform:** E-commerce platform (e.g., Shopify, WooCommerce, Magento) or custom-built.
* **Technology Stack:**
	+ Frontend: HTML5, CSS3, JavaScript (React or Angular, for example).
	+ Backend: PHP, Python (Django), Ruby on Rails, etc.
	+ Database: MySQL, PostgreSQL, MongoDB.
* **Third-Party Integrations:**
	+ Payment gateways (Stripe, PayPal).
	+ Shipping carriers (UPS, FedEx, DHL).
	+ Email services (Mailchimp, SendGrid).
* **Hosting and Deployment:**
	+ Cloud-based hosting (AWS, Google Cloud, etc.).
	+ CI/CD pipeline for deployment.

**7. User Roles and Permissions**

* **Admin:** Full access to the backend for managing users, orders, products, and settings.
* **Customer:** Ability to create an account, browse products, make purchases, and track orders.
* **Guest User:** Ability to browse products and make purchases without creating an account.
* **Support Staff:** Limited access for handling customer inquiries and processing orders.

**8. Timeline and Milestones**

* **Phase 1:** Requirement gathering and analysis – 2 weeks
* **Phase 2:** Design and wireframing – 4 weeks
* **Phase 3:** Development – 6-8 weeks
* **Phase 4:** Testing and QA – 2 weeks
* **Phase 5:** Deployment and Go Live – 1 week

**9. Budget and Resource Estimates**

* **Estimated Cost:** Provide an estimated cost for each phase of the project (design, development, testing, etc.).
* **Team Requirements:** Identify the team required for the project (front-end developers, back-end developers, designers, QA specialists, etc.).
* **Additional Costs:** List any third-party integrations or external services that may incur additional costs (e.g., payment gateways, shipping integrations).

**10. Risks and Assumptions**

* **Risks:**
	+ Delays due to unforeseen technical challenges.
	+ Budget overruns.
	+ Challenges in integrating third-party services (e.g., payment gateways, shipping services).
* **Assumptions:**
	+ Timely feedback and decisions from stakeholders.
	+ Availability of key team members throughout the project.
	+ Customer requirements remain consistent throughout development.

**11. Acceptance Criteria**

* **Functionality:** The site must meet all the functional requirements listed in the BRD.
* **Performance:** The website must pass load testing and performance benchmarks.
* **Usability:** User testing must indicate that the platform is intuitive and easy to use.
* **Security:** The website must pass security audits and ensure customer data is protected.

**12. Appendix**

* **Glossary of Terms:** Define any specific terms or abbreviations used in the BRD.
* **References:** Include any research or documents used to inform the requirements.
* **Mockups/Wireframes:** Attach any design or wireframe mockups if available.

**B. Software Requirements Specification (SRS) Document for Online Store**

This document outlines the Software Requirements Specification (SRS) for an online store system, detailing the system's features, functionality, and performance criteria. The SRS serves as a reference for developers, project managers, and stakeholders involved in the development and deployment of the online store.

**1. Introduction**

**1.1 Purpose**

The purpose of this Software Requirements Specification (SRS) is to define the requirements for the online store system. This document provides a detailed description of the system’s functionality, performance, and design constraints. It will serve as a guide for developers and stakeholders to ensure that the online store meets both business and technical needs.

**1.2 Scope**

The online store will provide a platform for customers to browse, select, and purchase products online. The system will manage product catalogues, customer orders, payments, inventory management, and user accounts. It will be accessible via both desktop and mobile devices.

**1.3 Definitions, Acronyms, and Abbreviations**

* **SRS** – Software Requirements Specification
* **UI** – User Interface
* **API** – Application Programming Interface
* **SEO** – Search Engine Optimization
* **CMS** – Content Management System

**2. Goals and Objectives**

**2.1 Goals**

* Provide a seamless online shopping experience.
* Ensure secure payment processing and data handling.
* Streamline order management, inventory, and customer service.
* Allow for scalability to handle future product additions and user growth.
* Provide rich reporting and analytics for business performance insights.

**2.2 Objectives**

* **Customer-Friendly Interface:** A clean, easy-to-navigate website that allows users to browse, filter, and purchase products with minimal effort.
* **Secure Transactions:** Secure payment options such as credit cards, PayPal, etc.
* **Account Management:** Users should be able to create accounts, view order history, and track shipments.
* **Mobile Compatibility:** The online store should be responsive and work seamlessly across both desktop and mobile devices.
* **Real-Time Inventory Management:** Integration with inventory systems to automatically update product availability.
* **Shipping and Tracking:** Integration with third-party logistics providers for real-time shipping rates and order tracking.

**3. Use Case Diagram**

The following diagram illustrates the primary use cases for the online store system. It shows how users interact with different parts of the system:

**Use Case Diagram**

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**4. Use Case Specifications**

**4.1 Use Case 1: Browse Products**

* **Actor:** Customer
* **Description:** A customer can browse the product catalog by navigating through categories, filtering based on attributes (e.g., price, size), and searching for specific products.
* **Preconditions:** The user must be on the homepage or category page.
* **Postconditions:** The customer can view a list of products matching their filter or search query.
* **Basic Flow:**
	1. Customer selects a category or enters a search term.
	2. The system filters and displays matching products.
	3. Customer can click on a product to view more details.
* **Alternate Flow:**
	1. If no products are found, the system displays a "No products found" message.

**4.2 Use Case 2: Add Product to Cart**

* **Actor:** Customer
* **Description:** A customer can add products to their shopping cart to proceed to checkout.
* **Preconditions:** The customer has browsed at least one product.
* **Postconditions:** The product is added to the cart and is available for review during checkout.
* **Basic Flow:**
	1. Customer clicks "Add to Cart" on a product page.
	2. The system confirms that the product is added to the cart.
	3. The cart is updated with the product.
* **Alternate Flow:**
	1. If the item is out of stock, the system notifies the customer.

**4.3 Use Case 3: Checkout**

* **Actor:** Customer
* **Description:** A customer can review their cart, enter shipping information, and complete the purchase by making a payment.
* **Preconditions:** The customer has at least one item in the shopping cart.
* **Postconditions:** The order is placed, and the customer receives an order confirmation.
* **Basic Flow:**
	1. Customer clicks "Proceed to Checkout."
	2. Customer enters shipping and payment details.
	3. System processes payment and confirms order.
	4. Customer receives an email confirmation of the order.
* **Alternate Flow:**
	1. If payment fails, the customer is prompted to retry or select an alternative payment method.

**5. Functional Requirements**

**5.1 Product Management**

* The system shall allow the admin to add, modify, or delete products.
* Each product must have a name, description, price, category, and stock quantity.
* The system must support product variations such as size, color, etc.

**5.2 Customer Account Management**

* The system shall allow customers to create an account and log in to track orders.
* The system must support password recovery via email.
* Customers can view their order history and track ongoing shipments.

**5.3 Shopping Cart**

* The system shall allow customers to add, remove, and modify the quantity of items in their shopping cart.
* The system shall update the cart with real-time inventory data.

**5.4 Order Management**

* The admin shall have access to a dashboard to view and manage customer orders.
* The system shall automatically update inventory levels after an order is placed.

**5.5 Payment Processing**

* The system must integrate with popular payment gateways like Stripe and PayPal.
* The system must securely process customer payments via encryption.

**5.6 Shipping Integration**

* The system shall integrate with shipping carriers (e.g., UPS, FedEx) for real-time rate calculations and tracking.

**5.7 Notifications**

* The system shall send email notifications for order confirmations, shipping updates, and payment failures.

**6. Non-Functional Requirements**

**6.1 Performance**

* The system must be able to handle up to 10,000 simultaneous users.
* Page load times should be less than 3 seconds under normal load conditions.

**6.2 Security**

* The system must comply with security standards such as PCI-DSS for payment processing.
* All user data must be stored encrypted and comply with GDPR for privacy regulations.

**6.3 Availability**

* The system should be available 99.9% of the time, excluding planned maintenance periods.

**6.4 Scalability**

* The system must be designed to scale easily to handle increases in traffic and product catalogue size.

**6.5 Usability**

* The website must be responsive, ensuring proper functionality across devices, including mobile phones, tablets, and desktops.
* The system must provide a simple, user-friendly interface for both customers and administrators.

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



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

|  |  |  |
| --- | --- | --- |
| **User story: 1** | Task:2 | **Priority: highest** |
| AS A DELIVERY BOYI WANT TO REGISTER IN SCRUM FOODSSO THAT ICAN DELIVER ORDER |  |  |
| BV:500 |  | CP:02 |
| Acceptance criteria Registration Screen Text Boxes for User Name, Password, Nation ID-Mobile No, Email, Address, Phone Number Click on Register Button Send Successful Notification to the user |  |  |

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| --- | --- | --- |
| **User story: 2** | Task:2 | **Priority: highest** |
| AS A RESTAURANT OWNERI WANT TO VIEW ORDERSSO THAT I CAN VIEW THE LIST OF ORDERS |  |  |
| **BV:500** |  | **CP:02** |
| ACCEPTANCECRITERIA View Order, Display List of orders in the tabular Form |  |  |

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| --- | --- | --- |
| **User story: 3** | Task:2 | **Priority: highest** |
| As a customer I want to add the Address So that I can get the order to the address |  |  |
| **BV500** |  | **CP:02** |
| ACCEPTANCE CRITERIA Text Box to enter. Business Rules: Within the radius of 5km |  |  |

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| --- | --- | --- |
| **User story: 4** | Task:2 | **Priority: highest** |
| As a customer I want to select the payment mode So that can make payment of my choice |  |  |
| **BV:500** |  | **CP:03** |
| **Acceptance criteria**Display payment modes, radio buttons to select payment modes, payments button. Business Rule. Can select only one payment mode |  |  |

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| --- | --- | --- |
| **User story: 5** | Task:1 | **Priority: highest** |
| As an admin i want to view the restaurants So that I can approve their registration |  |  |
| BV:200 |  | CP02 |
| **Acceptance criteria** Register in the platform with the details |  |  |

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| --- | --- | --- |
| **User story: 6** | Task:2 | **Priority: highest** |
| **As a customer**I want view the price So that I can order the food |  |  |
| **BV:50** |  | **CP01** |
| **Acceptance criteria**Display price in the list of menu items |  |  |

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| --- | --- | --- |
| **User story: 7** | Task:2 | **Priority: highest** |
| **As a customer**I want the contact number of delivery boy So that I can contact delivery boy for the status |  |  |
| BV:50 | CP01 |  |
| **Acceptance criteria**1.Display delivery boy mobile number  2.Display delivery boy name in tracking field3.Display Delivery boy picture |  |  |

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| --- | --- | --- |
| **User story: 8** | Task:2 | **Priority: highest** |
| As a restaurant owner I want to provide time slots So that customers able to see opening and closing hour |  |  |
| **BV:100** | **CP02** |  |
| ACCEPTANCECRITERIA1.Click on restaurant dashboard 2.Add from time to time3.Clickonsubmit 4.Display updated successfully |  |  |

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| --- | --- | --- |
| **User story: 9** | Task:2 | **Priority: highest** |
| AS A Business OWNERI WANT TO VIEW RESTAURANTREVENUE REPORT SO THAT I CAN VIEW THE RESTAURANT’S REVENUE |  |  |
| **BV:200** | **CP:3** |  |
| ACCEPTANCECRITERIA Select Reports Select Revenue Reports Select to and from date Select Region (can select all) Generate Report Download Report in EXCEL |  |  |

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| --- | --- | --- |
| **User story: 10** | Task:2 | **Priority: highest** |
| AS A REG ADMINIWANT TO MANAGE REGIONAL RESTAURANTSSO THAT, ICAN TRACK THE PERFORMANCE OFREGIONAL RESTAURANTS |  |  |
| **BV:200** | **CP:3** |  |
| ACCEPTANCE CRITERIACLICK ON PERFORMANCE OFRESTAURANTS SELECT FROM DATE TO DATECLICK ON GENERATE REPORT WHICH INCLUDES RESTAURANTS ID, NAME, REVENUE CLICK ON DOWNLOAD REPORTSHOULDBEIN EXCEL |  |  |

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| --- | --- | --- |
| **User story: 11** | Task:2 | **Priority: highest** |
|  AS An ADMIN I WANT TO SEE THEREGIONAL REVENUEREPORTS, SOTHATICAN VIEW THE REGIONAL PERFORMANCE |  |  |
| **BV:100** | **CP:3** |  |
| ACCEPTANCE CRITERIA Select regional drop down View performance of each rest of that region in tabular form which includes rest name, revenue, generated Download in excel or PD |  |  |

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| --- | --- | --- |
| **User story: 12** | Task:2 | **Priority: highest** |
| AS A CUSTOMERI WANT TO CHAT WITHREG ADMINSO THAT I CAN REQUESTFOR REFUND |  |  |
| **BV:200** | **CP:2** |  |
| Acceptance criteria1)Br-all mandatory 2)text box fields3)display order id4)text box for description5)submit button6)generate issue id7)display successful |  |  |

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| --- | --- | --- |
| **User story: 13** | Task:2 | **Priority: highest** |
| AS A HUNGRY USER I WANT TO BROWSE NEARBY RESTAURANTS SO THAT I CAN ORDER THE FOOD |  |  |
| **BV:200** | **CP:2** |  |
| ACCEPTANCE CRITERIA 1)Each restaurant entry displays its name, cuisine type, and rating 2)This list can be sorted by distance or rating |  |  |

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| --- | --- | --- |
| **User story: 14** | Task:2 | **Priority: highest** |
| AS A CUSTOMERI WANT TO BROWSE DIFFERENT RESTAURANTS AND MENUS SO THAT I CAN FIND APLACE TO ORDER FOOD |  |  |
| **BV:200** | **CP:2** |  |
| ACCEPTANCECRITERIA1)The menu includes dishes, prices and descriptions2)Show the restaurant is open or closed |  |  |

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| --- | --- | --- |
| **User story: 15** | Task:1 | **Priority: highest** |
| AS ACUSTOMERI WANT TO BROWSE FOR SPECIFIC DISHES  AND CUISINES SO THAT I CAN FIND A PLACE TO ORDER FOOD |  |  |
| **BV:200** | **CP:2** |  |
|  ACCEPTANCE CRITERIA 1)App displays relevant restaurant and dishes matching the query |  |  |

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| **User story: 16** | Task:1 | **Priority: highest** |
| AS ACUSTOMER I WANT TO FILTER RESTAURANTS SO THAT I CAN FIND A PLACE TO ORDER FOOD |  |  |
| **BV:200** | **CP:2** |  |
| ACCEPTANCE CRITERIA1)Filter restaurants by cuisine type and dietary options (vegan, veg, non-veg, egg) |  |  |

|  |  |  |
| --- | --- | --- |
| **User story: 17** | Task:2 | **Priority: highest** |
| AS ACUSTOMER I WANT TO TRACK MY ORDER SO THAT I KNOW THE TIME OF DELIVERY |  |  |
| **BV:200** |  | **CP2** |
| ACCEPTANCECRITERIA 1)App shows real time update on the order status 2)Display estimated delivery time |  |  |

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| **User story: 18** | Task:2 | **Priority: highest** |
| AS A USER I WANT TO RATE AND REVIEW RESTAURANTS SO THAT I CAN RATE AND REVIEW THE RESTAURANTS I HAVE VISITED |  |  |
| **BV:200** | **CP:2** |  |
| ACCEPTANCE CRITERIA1)Can see reviews from other users to help me make dining decisions |  |  |

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| **User story: 19** | Task:1 | **Priority: highest** |
|  AS A USER I WANT TO SAVE FAVOURITE RESTAURANTS AND DISHES SO THAT I CAN ORDER FROM MY FAVOURITES |  |  |
| **BV:200** | **CP:2** |  |
| ACCEPTANCE CRITERIA1)Access my list of favourites easily for future orders |  |  |

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| **User story: 20** | Task:3 | **Priority: highest** |
| AS A USER I WANTTOVIEWPASTORDERHISTORY SOTHATI CANORDERAGAIN |  |  |
| **BV:200** | **CP:02** |  |
| ACCEPTANCE CRITERIA 1)Can see the details such as order items, total cost and order date |  |  |

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| **User story: 21** | Task:2 | **Priority: highest** |
| AS A USER I WANT TO RECEIVE NOTIFICATIONS SO THAT I CAN RECEIVE UPDATES |  |  |
| **BV:200** | **CP:02** |  |
| ACCEPTANCECRITERIA 1)Notifications for order confirmation2)Notification for dispatch3)Notification for delivery |  |  |

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| **User story: 22** | Task:2 | **Priority: highest** |
| AS A CUSTOMER I WANT TO CONTACT CUSTOMER SUPPORT SO THAT I CAN SUBMIT QUERIES OR ISSUES |  |  |
| **BV:200** | **CP:02** |  |
| ACCEPTANCE CRITERIA1)Customer support section with contact information |  |  |

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| **User story: 23** | Task:2 | **Priority: highest** |
| AS A RESTAURANT OWNER I WANT TO RECEIVE AND MANAGE ORDERS SO THAT I CAN UPDAT EORDER STATUS |  |  |
| **BV:200** | **CP:02** |  |
| ACCEPTANCE CRITERIA 1)Manage order status 2)Notify restaurants about incoming orders |  |  |

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| **User story: 24** | Task:1 | **Priority: highest** |
| ‘AS A RESTAURANT OWNER I WANT TO ACCESS TO CUSTOMER REVIEWS SO THAT I CAN VIEW AND RESPOND TO CUSTOMER REVIEWS |  |  |
| **BV:100** | **CP:04** |  |
| ACCEPTANCE CRITERIA 1)Owners can address feedback2)Owners can improve their services |  |  |

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| **User story: 25** | Task:1 | **Priority: highest** |
| AS A CUSTOMER I WANT TO APPLY PROMO CODES AND DISCOUNTS SO THAT I CAN ORDER AT LOWERPRICE |  |  |
| **BV:100** | **CP:04** |  |
| ACCEPTANCE CRITERIA 1)Active Promo codes |  |  |

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| **User story: 26** | Task:7 | **Priority: highest** |
| AS A CUSTOMER I WANT TO APPLY PROMO CODES AND DISCOUNTS SO THAT I CAN ORDER AT LOWERPRICE |  |  |
| **BV:200** | **CP:04** |  |
| ACCEPTANCE CRITERIA1)Active Promo codes |  |  |

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| **User story: 27** | Task:5 | **Priority: highest** |
| AS A DELIVERY BOY I WANT TO VIEW THE ORDERS SO THAT I ACCEPT THE ORDER |  |  |
| **BV:200** | **CP:04** |  |
| ACCEPTANCE CRITERIA1)Order visibility 2)Real-time updates3)Order details 4)Order filtering and sorting5)Order map view6)Order navigation7)Order completion and confirmation |  |  |

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| **User story: 28** | Task:5 | **Priority: highest** |
| AS A DELIVERY BOY I WANT TO LOGIN SO THAT I CAN ACCEPT THE ORDER |  |  |
| **BV:200** | **CP:04** |  |
| ACCEPTANCECRITERIA1)User Authentication2)Error Handling3)Password security 4)Multi-factor Authentication5)Compatibility and Usability |  |  |

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| **User story: 29** | Task:2 | **Priority: highest** |
| AS A ADMIN I WANT TO VIEW FEEDBACK SO THAT I CAN KNOW THE CUSTOMERS FEEDBACK |  |  |
| **BV:200** | **CP:04** |  |
| ACCEPTANCE CRITERIA 1)Access to feedback system 2)Feedback Visibility 3)Feedback sorting and filtering 4)Response Mechanism5)User Support |  |  |

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| **User story: 30** | Task:5 | **Priority: highest** |
| AS A ADMIN I WANT TO VIEW FEEDBACK SO THAT I CAN KNOW THE CUSTOMERS FEEDBACK |  |  |
| **BV:200** | **CP:04** |  |
| ACCEPTANCECRITERIA1)Access to feedback system2)Feedback Visibility3)Feedback sorting and filtering4)Response Mechanism5)User Support |  |  |

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| **User story: 31** | Task: | **Priority: highest** |
| AS A RESTAURANT OWN I WANT TO VIEW FEEDBACK SO THAT I CAN KNOW THE CUSTOMERS FEEDBACK |  |  |
| **BV:100** | **CP:03** |  |
| ACCEPTANCECRITERIA1)Access to feedback system2)Feedback Visibility3)Feedback sorting and filtering4)Response Mechanism5)User Support |  |  |

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| **User story: 32** | Task:3 | **Priority: highest** |
| AS A ADMIN I WANT TO KNOW THE ISSUES SO THAT I CAN RESOLVE THEM |  |  |
| **BV:200** | **CP:04** |  |
|  ACCEPTANCE CRITERIA 1)Display issue section 2)Sorting and filtering of issues list 3)Editing and modifying the issues |  |  |

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| **User story: 33** | Task:6 | **Priority: highest** |
| AS A REGIONAL ADMIN I WANT TO KNOW THE ISSUES SO THAT I CAN RESOLVE THEM |  |  |
| **BV:200** | **CP:04** |  |
| ACCEPTANCECRITERIA 1)Display issue section 2)Sorting and filtering of issues list 3)Editing and modifying the issues |  |  |

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| **User story: 34** | Task:2 | **Priority: highest** |
| AS A RESTAURANT OWNER I WANT TO VIEW REVENUE GENERATED SO THAT I VIEW RESTAURANTS REVENUE |  |  |
| **BV:200** | **CP:04** |  |
| ACCEPTANCE CRITERIA : Select Reports Select Revenue Reports Select to and from date Select Region (can select all) Generate Report Download Report in EXCEL |  |  |

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| **User story: 35** | Task:2 | **Priority: highest** |
| AS A RESTAURANT OWNER I WANT TO KNOW DELIVERY BOY SO THAT I VERIFY THE DELIVERY BOY |  |  |
| **BV:50** | **CP:1** |  |
| ACCEPTANCE CRITERIA : ID proof Punctuality and reliability |  |  |

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| **User story: 36** | Task:2 | **Priority: highest** |
| AS A CUSTOMER I WANT TO VIEW THE CONTACT NUMBER OF DELIVERY BOY SO THAT I CAN CONTACT DELIVERY BOY FOR THE STATUS |  |  |
| **BV:100** | **CP:2** |  |
| ACCEPTANCECRITERIA 1.Display delivery boy mobile number  2.Display delivery boy name in tracking field 3.Display delivery boy picture |  |  |

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| **User story: 37** | Task:3 | **Priority: highest** |
| AS A RESTAURANT OWNER I WANT TO PROVIDE TIMES LOTS SO THAT CUSTOMER CAN CHECK OPENING AND CLOSING HOURS |  |  |
| **BV:200** | **CP:2** |  |
| ACCEPTANCECRITERIA1.Click on restaurant dashboard 2.Add from time to time3.Click on submit4.Display updated successfully |  |  |

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| **User story: 38** | Task:1 | **Priority: highest** |
| AS A USER I WANT TO RECEIVE NOTIFICATIONS SO THAT I CAN RECEIVE UPDATES |  |  |
| **BV:200** | **CP:2** |  |
| ACCEPTANCECRITERIA1)Notifications for order confirmation2)Notification for dispatch 3)Notification for deliver |  |  |

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| **User story: 39** | Task:4 | **Priority: highest** |
| AS A CUSTOMER I WANT TO CONTACT CUSTOMER SUPPORT SO THAT I CAN SUBMIT QUERIES OR ISSUES |  |  |
| **BV:200** | **CP:3** |  |
| ACCEPTANCE CRITERIA1) Customer support section with contact information |  |  |

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| **User story: 40** | Task:2 | **Priority: highest** |
| AS A REGIONAL ADMIN I WANT TO TRACK THE DELIVERY SO THAT I CAN VIEW THE STATUS OF THE DELIVERY |  |  |
| **BV:200** | **CV:3** |  |
| ACCEPTANCE CRITERIA Real time tracking Security and data privacy User friendly Interface |  |  |