**Assignment – 1**

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

The first document which we make in this is a document revision which help us understand the change made in the document over time. To ensures that all stakeholders have access to the latest version of the BRD, avoiding any confusion and maintaining consistency in documentation

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| Role  | Name  | Title  | Signature  | Date  |
| Project Sponsor  |  |  |  |  |
| Business Owner  |  |  |  |  |
| Project Manager  |  |  |  |  |
| System Architect  |  |  |  |  |
| Development Lead  |  |  |  |  |
| Quality Lead  |  |  |  |  |

**RACI chart**

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**Business Goal**

The business goal is to optimize inventory management across multiple plants and warehouses and ensure quickest possible delivery of ice cream and milk products to customers.

**Business Objective**

The new system is designed to meet the following objectives:

* **Real-time Inventory Management**: Centralized visibility of inventory levels at all locations.
* **Optimized Delivery Scheduling**: System-driven route planning to minimize delivery times.
* **Demand Forecasting**: Predict stock requirements using historical sales data.
* **Cold Chain Compliance**: Ensure temperature-sensitive product handling during delivery.
* **Customer Satisfaction**: Reduce order-to-delivery time, improving service levels.

**Business Rules**

* **Location-Based Stock Visibility**: Inventory must be updated per manufacturing plant and warehouse.
* **First-Expiry-First-Out (FEFO)**: Products with the nearest expiration dates must be dispatched first.
* **Automatic Replenishment Triggers**: Warehouses must automatically reorder when inventory falls below thresholds.
* **Delivery Time Windows**: Deliveries must occur within designated customer time windows.
* **Data Compliance**: System must comply with food safety and data privacy regulations.

**Background**

Currently, inventory and deliveries are managed using spreadsheet-based manual processes, resulting in:

* Stockouts and overstocking issues.
* Delayed deliveries and customer dissatisfaction.
* Lack of real-time tracking of product movements.
* Manual errors in stock counts and dispatches.

Building a centralized, automated software system is crucial for maintaining quality, ensuring quick delivery, and supporting business growth.

**Project Objective**

The objective is to develop a robust, scalable, and real-time Inventory and Delivery Management System which will:

* Track inventory at product batch level across all sites.
* Automate dispatch planning based on order priority, location, and stock availability.
* Integrate with third-party logistics providers where required.
* Support mobile apps for warehouse staff and drivers.
* Provide real-time analytics for decision-making.

**Project Scope**

**In-Scope Functionalities:**

* Centralized inventory database (real-time updates).
* Order Management Module (create, track, fulfill orders).
* Dispatch and Delivery Scheduling Engine.
* Mobile application for warehouse stock updating.
* Mobile application for drivers (dispatch and delivery updates).
* Integration with cold-chain sensors for monitoring.

**Out-of-Scope Functionalities:**

* International shipping management.
* Full ERP integration in Phase 1 (considered for Phase 2).

**Assumptions**

* Warehouses and delivery vehicles are equipped with mobile devices and internet access.
* Product master data (SKUs, expiration dates) will be maintained centrally.
* Delivery personnel will be trained on using the mobile app.
* Senior leadership will support the system rollout.
* APIs for third-party logistics will be available if needed.

**Constraints**

* Fixed six-month timeline for initial rollout.
* Limited IT staffing at plant and warehouse locations.
* Strict compliance with food safety and cold-chain standards.
* Budget constraints for software licensing and hardware procurement.

**Risks**

* **Technology Adoption Risk**: Resistance from warehouse and delivery teams.
* **Data Integrity Risk**: Incorrect stock data due to manual entries before system stabilization.
* **Integration Risk**: Delay in interfacing with cold-chain monitoring systems.
* **Compliance Risk**: Potential gaps in food handling compliance if systems fail.
* **Operational Risk**: Downtime in system could impact deliveries.

**Business Process Overview**

**AS-IS**

* Inventory manually updated via spreadsheets at each plant.
* Orders manually assigned to drivers based on availability.
* No visibility into stock at different locations.
* Delays due to manual dispatch planning.
* No cold-chain tracking, risking product quality.

**TO-BE**

* Centralized real-time inventory view across all warehouses and plants.
* Automated dispatch planning using system algorithms.
* Mobile apps for real-time warehouse and driver updates.
* Integration with temperature sensors for monitoring product quality during delivery.
* Real-time dashboard for stock levels, delivery statuses, and incident reporting.

**Business Requirements**

**Functional Requirements**

1. **Inventory Management**
	* Real-time tracking of stock levels, batches, and expiration dates.
	* Automated alerts for low stock and expiry approaching.
2. **Order Management**
	* Order creation, approval, and tracking.
	* Prioritization based on product availability and customer proximity.
3. **Delivery Scheduling**
	* Route optimization based on delivery windows and shortest paths.
	* Live delivery tracking (driver app).
4. **Warehouse Operations**
	* Barcode/QR code scanning for stock updates.
	* Mobile app for stock-in, stock-out.
5. **Analytics and Reporting**
	* Real-time dashboards for inventory and delivery performance.
	* Cold-chain compliance reporting.
6. **System Administration**
	* User role and access management.
	* Audit trails for stock movements and deliveries.

**Non-Functional Requirements**

1. **System Performance**
	* Handle concurrent users across multiple warehouses.
2. **Data Security**
	* Encrypt sensitive information; role-based access controls.
3. **Availability**
	* System uptime of 99.9% with mobile accessibility.
4. **Scalability**
	* Support additional plants and warehouses in the future.
5. **Compliance**
	* Food safety tracking (HACCP guidelines) and GDPR compliance.
6. **Disaster Recovery**
	* Daily backups and business continuity plan.

**List of Acronyms**

|  |  |
| --- | --- |
| **Acronym** | Full Form |
| SKU | Stock Keeping Unit  |
| FEFO | First Expiry First Out  |
| ERP | Enterprise Resource Planning |
| API | Application Programming Interface |

**Glossary of Terms**

* **Inventory Management**: Process of ordering, storing, using, and selling a company's inventory.
* **FEFO**: Dispatching goods with the earliest expiry date first.
* **Cold Chain**: Temperature-controlled supply chain to maintain product quality.
* **Dispatch Scheduling**: Planning and assigning delivery routes and schedules.

**Related Documents**

1. **Functional Specification Document (FSD)**:
	* Details the technical functionalities for development teams.
2. **Requirement Traceability Matrix (RTM)**:
	* Maps business requirements to system features to ensure coverage.

**Resource Plans**

|  |  |  |
| --- | --- | --- |
| **Role**  | **Resource Plan**  | **Responsibility** |
| **Project Manager**  | To be Assigned  | Overall project execution |
| **Business analyst**  | To be Assigned | Requirements gathering and documentation |
| **Solution Architect** | To be Assigned | System design and architecture |
| **Developer**  | Team  | Backend and frontend development |
| **QA Engineer**  | Team  | Testing and quality assurance |
| **Devops Engineer**  | To be Assigned | Deployment, server setup |
| **Support Engineer**  | Team  | Post-launch maintenance |

**Development Plan**

|  |  |  |
| --- | --- | --- |
| **Phase**  | **Deliverable**  | **Timeline**  |
| **Phase 1** | **Requirement Gathering and Finalization** | **3 Weeks**  |
| **Phase 2** | **System Design (Architecture, Wireframes)** | **3 Weeks**  |
| **Phase 3** | **Core Development (Inventory + Order Modules)** | **10 Weeks**  |
| **Phase 4** | **Mobile App Development (Warehouse & Driver)** | **8 Weeks**  |
| **Phase 5** | **Integration (Cold-chain monitoring, APIs)** | **4 Weeks**  |
| **Phase 6** | **Testing (Functional, UAT, Load Testing)** | **4 Weeks**  |
| **Phase 7** | **Training and Go-Live** | **2 Weeks** |

Prepare process flow diagram using your imagination.

 

**Assignment – 2**

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.

Dear APT IT Team

**Subject:** Introduction and Commencement of Business Understanding Activities

I hope this message finds you well.

My name is Shaurya Murarka, and I am excited to introduce myself as the Business Analyst assigned to work closely with you and your team on this important project. I will be your primary point of contact for gathering requirements, understanding your business needs, and ensuring that we build a solution that fully supports your goals.

In the initial phase, I will collaborate with you and your key stakeholders to deeply understand your business processes, pain points, and expectations. My role is to bridge the gap between your vision and our technical team, ensuring that the final product not only meets but exceeds your expectations.

Over the coming days, I will be setting up meetings and workshops where we can start the business understanding process in detail. I look forward to working closely with you, listening carefully, asking the right questions, and ultimately turning your needs into clear, actionable requirements.

Please feel free to reach out to me at any time if you have any questions, thoughts, or ideas you’d like to discuss, I am here to support you every step of the way.

Looking forward to a successful collaboration!

Warm regards

Shaurya

**BRD Document for online store**

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**Business Goal**

The business goal is to launch a digital store enabling customers to easily browse products, place orders, and complete online purchases — increasing market reach and revenue while optimizing inventory management.

**Business Objective**

The Online Store is designed to achieve the following objectives:

* Provide a user-friendly platform for browsing and purchasing products.
* Enable secure online transactions through trusted payment gateways.
* Offer real-time inventory updates to minimize stock issues.
* Empower administrators to manage products and orders efficiently.

**Business Rules**

* **User Registration:** Only registered users can place orders.
* **Product Visibility:** Only active and in-stock products are displayed.
* **Order Processing:** Orders are confirmed only after successful payment.
* **Inventory Management:** Automatic deduction of stock quantity upon order placement.
* **Return Policy:** Orders can be returned within 7 days based on defined conditions.
* **Security Compliance:** Transactions must comply with PCI DSS standards.

**Background**

Currently, the company operates through physical stores, limiting its customer reach to local geographies. Managing inventory manually often leads to stockouts and mismanagement. There is no platform for customers to view the entire product range online or place an order at their convenience.

The proposed Online Store will:

* Extend business reach nationally/internationally.
* Improve inventory visibility.
* Enhance customer experience through a digital platform.
* Automate sales and order tracking.

**Project Objective**

The objective of the Online Store project is to **design, develop, and launch** a scalable and secure e-commerce platform that provides:

* A smooth shopping experience for users.
* Real-time product availability.
* Secure and diverse payment options.
* Easy backend management for admins.

**Project Scope**

**In-Scope Functionalities:**

* Customer registration, login, and profile management.
* Product catalog, categorization, and search.
* Shopping cart and secure checkout process.
* Payment integration (e.g., PayPal, Stripe).
* Order management for customers and admin.
* Inventory updates post-purchase.
* Admin dashboard for product and order control.
* Email notifications for order updates.

**Out-of-Scope Functionalities:**

* Loyalty program and points redemption.
* Marketplace functionality (multiple sellers).
* Multilingual support (phase 2 consideration).

**Assumptions**

1. Product data (images, descriptions) will be provided by the client.
2. Hosting infrastructure (server, domain) will be available before deployment.
3. Integration with the selected payment gateway will not require custom development.
4. Customers will have access to modern browsers and internet.
5. Marketing and promotion efforts will be handled separately.

**Constraints**

1. **Timeline Constraint:** The project must be completed within 4 months.
2. **Budget Constraint:** The project must stay within the pre-approved budget.
3. **Resource Constraint:** Limited dedicated backend developers.
4. **Technology Constraint:** Must use existing technology stack (ReactJS, Node.js).
5. **Security Compliance:** PCI DSS compliance for payment processing.

**Risks**

1. **Payment Gateway Integration Delay:** Could delay the checkout feature.
2. **Inventory Sync Issues:** Could lead to customer dissatisfaction if not accurate.
3. **Cybersecurity Threats:** Potential risk of hacking or data breaches.
4. **High Cart Abandonment Rates:** Poor UX could lead to loss of customers.
5. **Scope Creep:** Addition of features like loyalty programs could extend timelines.

**Business Process Overview**

**(AS-IS)**

The current sales process is manual:

* Customers visit physical stores.
* Manual stock checks are done.
* Payments are processed at the counter.
* Inventory updates are slow and error-prone.

Limitations:

* Limited customer reach.
* Stockouts and over-selling.
* No customer engagement online.

**(TO-BE)**

With the Online Store:

* Customers browse products online.
* Real-time inventory availability is shown.
* Online orders are placed and payments are processed.
* Inventory updates automatically after each sale.
* Admins can manage inventory, view orders, and update product details.

**Business Requirements**

**Functional Requirements:**

1. Secure registration and login system.
2. Browse, filter, and search product catalog.
3. Manage cart and checkout process.
4. Payment gateway integration.
5. Track order history and status.
6. Admin portal to manage products, categories, inventory, and orders.

**Non-Functional Requirements:**

1. High system availability
2. Mobile responsive design.
3. Fast page load times
4. Secure handling of sensitive information (SSL, encryption).
5. Scalable architecture to handle growth.

**List of Acronyms**

|  |  |
| --- | --- |
| **Acronym** | Full Form |
| SSL | Secure Sockets Layer  |
| PCI DDS  | Payment Card Industry Data Security Standard |
| UAT  | User Acceptance Testing |
| API | Application Programming Interface |

**Glossary of Terms**

* **Online Store:** Website where customers can purchase products.
* **Checkout:** Final steps a customer takes to complete an online order.
* **Inventory:** The goods available for sale.
* **Cart Abandonment:** When customers add items to a shopping cart but leave without purchasing.

**Related Documents**

1. **Functional Specifications Document (FSD):** Detailing technical functionality.
2. **Requirements Traceability Matrix (RTM):** Linking requirements to deliverables.
3. **Wireframes and UI Mockups:** Visual layouts of user interface screens.

**SRS Document for online store**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Version name  | Date of release/ revision | Prepared/ Revised by  | Reviewed by  | Approved by | Document change  |
| 0.1 | 26/04/2025 | Business Analyst  |  |  | Initial Draft  |

**Introduction**

This Software Requirements Specification (SRS) document describes the Online Store project. It defines the requirements for designing, developing, and deploying a web-based e-commerce platform, where customers can browse products, add them to the cart, and purchase them securely.

**Operational Requirements**

**Software Requirements**

* Frontend: React.js, HTML5, CSS3
* Backend: Node.js with Express framework
* Database: MongoDB / MySQL
* Payment Gateway: PayPal, Stripe Integration
* Server: AWS Cloud Server or equivalent

**Hardware Requirements**

* Web Server with 8 GB RAM, Quad-core CPU
* Storage space as per catalog size
* Internet bandwidth suitable for high traffic

**Design and Implementation Constraints**

* The platform must comply with PCI DSS standards for payment processing.
* Development will use MERN (MongoDB, Express, React, Node) stack.
* Application must be mobile responsive (desktop/tablet/mobile friendly).
* Usage of AWS cloud hosting is mandatory.
* External APIs such as payment gateways must be integrated securely.
* Standard RESTful API conventions must be followed.

**Current System**

The current setup is fully offline — sales are made through physical retail stores only. Customers have to visit the store, select products manually, and make payments at the counter. Inventory management is manual, leading to frequent errors and stock mismatches.

**Proposed System**

The proposed system is an **online e-commerce platform** where:

* Customers can browse, search, and filter products.
* Add products to a shopping cart and checkout.
* Make payments securely using integrated payment gateways.
* Admins can manage product listings, inventory, and orders through a backend portal.
* Real-time inventory updates will ensure stock accuracy.

**Benefits of the Proposed System**

* **Increased reach:** Customers can shop from anywhere.
* **Inventory accuracy:** Real-time updates after every sale.
* **24/7 availability:** No limitation of store hours.
* **Enhanced customer experience:** Simple, fast, and secure shopping.
* **Operational efficiency:** Reduced manual workload.
* **Sales growth:** More visibility and marketing potential online.

**UI Requirements**

**Project contents**

The Online Store will consist of the following modules/components:

* **Home Page:**
	+ Featured products, promotions, banners.
* **User Registration/Login Module:**
	+ New user registration, social login, password recovery.
* **Product Catalog:**
	+ Category browsing, search, filters (price, brand, rating).
* **Product Details Page:**
	+ Product image, description, price, stock availability, add to cart.
* **Shopping Cart:**
	+ View/edit cart, apply promo codes.
* **Checkout Process:**
	+ Address entry, shipping selection, payment selection, order summary.
* **Payment Integration:**
	+ Secure credit card, PayPal, or Stripe payments.
* **Order Management:**
	+ View past orders, track current orders.
* **Admin Dashboard:**
	+ Manage products, categories, orders, users.
* **Customer Support Contact Form:**
	+ Help queries and complaints.

**Acceptance**

The client will review and accept the application upon receiving the following deliverables:

* **Prototypes:**
Wireframes/UI mockups for all major pages/modules.
* **Application:**
Fully functional Online Store, deployed on the agreed server.
* **Documentation:**
Installation guide, user manual, and admin user guide.

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

 ****

**User story of shopping from ecommerce.**

A **user story** is a short, simple description of a feature written from the perspective of an end-user. It defines what the user wants to do and why, focusing on their needs rather than technical details.

BV: Business Value (BV) indicates how much value a user story or feature brings to the business or end users. It helps the product owner and stakeholders prioritize stories that will have the most positive impact.

CP: Cost of Production (CP), often measured in terms of effort or **Story Points**, reflects the complexity, effort, and time required to complete a user story. We can define the CP based on the Fibonacci series

|  |  |  |
| --- | --- | --- |
| **User Story Number: 01** | **Task: 2** | **Priority: High**  |
| **Value statement:**As a new user, I want to create an account and log in securely so that I can access my profile and order history**.** |
| **BV: 500** | **CP: 02** |
| **Acceptance Criteria:** Users can sign up using email, phone number, or social media.Users can reset passwords via email or OTP.Multi-factor authentication is enabled for added security. |

|  |  |  |
| --- | --- | --- |
| **User Story Number: 02** | **Task: 2** | **Priority: High**  |
| **Value statement:**As a shopper, I want to search for products and apply filters so that I can quickly find the items I need. |
| **BV: 200** | **CP: 05** |
| **Acceptance Criteria:** Users can search by product name, category, or brand.Filters include price range, ratings, availability, and discount offers.Search results load quickly and accurately. |

|  |  |  |
| --- | --- | --- |
| **User Story Number: 03** | **Task: 2** | **Priority: High**  |
| **Value statement:**As a customer, I want to pay securely through multiple payment options so that I can complete my purchase safely. |
| **BV: 500** | **CP: 08** |
| **Acceptance Criteria:** Users can choose from credit/debit cards, net banking, UPI, and PayPal.Transactions are encrypted and secure.Payment confirmation is sent via email/SMS. |

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| **User Story Number: 04** | **Task: 2** | **Priority: High**  |
| **Value statement:**As a buyer, I want to track my orders in real time so that I know when my package will arrive. |
| **BV: 500** | **CP: 01** |
| **Acceptance Criteria:** Users can see order status (Processing, Shipped, Out for Delivery, Delivered).Live tracking with estimated delivery time.Notifications for status updates. |

|  |  |  |
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| **User Story Number: 05** | **Task: 2** | **Priority: High**  |
| **Value statement:**As a frequent shopper, I want to receive personalized product recommendations so that I can discover new items that match my interests. |
| **BV: 500** | **CP: 02** |
| **Acceptance Criteria:** AI-based recommendation engine suggests products based on browsing and purchase history.Users can see recommended items on the homepage and product pages.Option to save recommended products for later. |

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| --- | --- | --- |
| **User Story Number: 06** | **Task: 3** | **Priority: High**  |
| **Value statement:**As a user, I want to reset my password if I forget it so that I can regain access. |
| **BV: 50** | **CP: 01** |
| **Acceptance Criteria:** User receives a password reset link via email.Link expires after a specified time (e.g., 30 minutes).New password follows complexity rules. |
| **User Story Number: 07** | **Task: 3** | **Priority: High**  |
| **Value statement:**As a user, I want to log out to secure my account |
| **BV: 100** | **CP: 03** |
| **Acceptance Criteria:** User can successfully log out from the system.Session is invalidated after logout. |

|  |  |  |
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| **User Story Number: 08** | **Task: 3** | **Priority: low**  |
| **Value statement:**As a user, I want to enable two-factor authentication for additional security. |
| **BV: 50** | **CP: 05** |
| **Acceptance Criteria:** User can enable/disable 2FA from account settings.2FA is required for subsequent logins once enabled.Verification code is sent via email/SMS. |

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| **User Story Number: 09** | **Task: 3** | **Priority: Medium**  |
| **Value statement:**As a user, I want to browse products by categories so that I can find items easily. |
| **BV: 200** | **CP: 01** |
| **Acceptance Criteria:** Categories are displayed on the homepage.User can navigate to subcategories.Products are listed under the selected category. |

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| **User Story Number: 10** | **Task: 3** | **Priority: low**  |
| **Value statement:**As a user, I want to search for products using keywords so that I can quickly locate specific items. |
| **BV: 200** | **CP: 01** |
| **Acceptance Criteria:** Search returns relevant results matching the keyword.Search suggestions appear as user types.No results message displayed if no matches found. |

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| --- | --- | --- |
| **User Story Number: 11** | **Task: 4** | **Priority: High**  |
| **Value statement:**As a user, I want to apply filters (price, brand, rating) to narrow down search results. |
| **BV: 500** | **CP: 05** |
| **Acceptance Criteria:** User can filter results by price range, brand, and ratings.Filters can be reset to show all results. |

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| --- | --- | --- |
| **User Story Number: 12** | **Task: 4** | **Priority: Medium**  |
| **Value statement:**As a user, I want to view product recommendations based on my browsing history. |
| **BV: 300** | **CP: 05** |
| **Acceptance Criteria:** Recommendations displayed based on past searches and purchases.User can click on recommendations to view product details. |

|  |  |  |
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| **User Story Number: 13** | **Task: 2** | **Priority: high**  |
| **Value statement:**As a user, I want to see multiple images and videos of a product for a better understanding. |
| **BV: 500** | **CP: 02** |
| **Acceptance Criteria:** * Product gallery allows zooming in and out.
* Videos and images load correctly.
 |

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| **User Story Number: 14** | **Task: 2** | **Priority: medium**  |
| **Value statement:**As a user, I want to sort products by price, popularity, and ratings so that I can compare easily. |
| **BV: 200** | **CP: 08** |
| **Acceptance Criteria:** * User can select sorting criteria.
* Results are displayed in ascending/descending order based on selection.
 |

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| **User Story Number: 15** | **Task: 2** | **Priority: low**  |
| **Value statement:**As a user, I want to read customer reviews and ratings so that I can evaluate product quality. |
| **BV: 100** | **CP: 13** |
| **Acceptance Criteria:** * Average rating and individual reviews are displayed.
* User can sort reviews by rating or date.
 |

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| **User Story Number: 16** | **Task: 5** | **Priority: Medium**  |
| **Value statement:**As a user, I want to ask questions about a product and receive answers from sellers or other buyers. |
| **BV: 200** | **CP: 08** |
| **Acceptance Criteria:** * User can submit a question.
* Notifications sent when a response is received.
 |

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| **User Story Number: 17** | **Task: 6** | **Priority: High**  |
| **Value statement:**As a user, I want to add items to my cart so that I can purchase them later. |
| **BV: 500** | **CP: 02** |
| **Acceptance Criteria:** * Item is added to cart with correct quantity and price.
* Cart icon updates with the number of items.
 |

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| **User Story Number: 18** | **Task: 5** | **Priority: medium**  |
| **Value statement:**As a user, I want to remove items from my cart if I change my mind. |
| **BV: 200** | **CP: 02** |
| **Acceptance Criteria:** * Item is removed successfully.
* Updated total price is displayed.
 |

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| **User Story Number: 19** | **Task: 5** | **Priority: Low**  |
| **Value statement:**As a user, I want to save items to a wishlist for future consideration. |
| **BV: 400** | **CP: 01** |
| **Acceptance Criteria:** * User can add items to wishlist from the product page.
* Wishlist items are saved and accessible from the user’s account.
 |

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| **User Story Number: 20** | **Task: 2** | **Priority: High**  |
| **Value statement:**As a user, I want to proceed to checkout after adding items to my cart. |
| **BV: 500** | **CP: 02** |
| **Acceptance Criteria:** * User can proceed from cart to checkout page.
* Order summary is displayed before payment.
 |

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| **User Story Number: 21** | **Task: 6** | **Priority: Medium**  |
| **Value statement:**As a user, I want to enter my shipping and billing address during checkout. |
| **BV: 200** | **CP: 03** |
| **Acceptance Criteria:** * User can add/select saved addresses.
* Address validation is performed.
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| **User Story Number: 22** | **Task: 5** | **Priority: High**  |
| **Value statement:**As a user, I want to choose a payment method (credit/debit card, UPI, PayPal, etc.) for my purchase. |
| **BV: 300** | **CP: 02** |
| **Acceptance Criteria:** Available payment methods are displayed.Payment is processed securely. |

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| **User Story Number: 23** | **Task: 5** | **Priority: High**  |
| **Value statement:**As a user, I want to apply discount codes or coupons during checkout. |
| **BV: 500** | **CP: 02** |
| **Acceptance Criteria:** Valid coupons apply a discount to the total price.Error message for invalid or expired coupons. |

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| **User Story Number: 23** | **Task: 6** | **Priority: Low**  |
| **Value statement:**As a user, I want to view an order summary before confirming my purchase. |
| **BV: 100** | **CP: 02** |
| **Acceptance Criteria:** User can review and modify order details before payment.Confirmation message displayed after successful payment. |

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| **User Story Number: 24** | **Task: 7** | **Priority: Medium**  |
| **Value statement:**As a user, I want to track my order status after making a purchase. |
| **BV: 200** | **CP: 05** |
| **Acceptance Criteria:** Real-time status updates (processing, shipped, delivered).Estimated delivery date is displayed. |

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| **User Story Number: 25** | **Task: 4** | **Priority: Medium**  |
| **Value statement:**As a user, I want to receive notifications about order updates (dispatched, delivered). |
| **BV: 300** | **CP: 08** |
| **Acceptance Criteria:** Email/SMS notifications sent for key order events. |

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| **User Story Number: 26** | **Task: 7** | **Priority: Low**  |
| **Value statement:**As a user, I want to view my order history to check previous purchases. |
| **BV: 100** | **CP: 02** |
| **Acceptance Criteria:** List of past orders with status and details available. |

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| **User Story Number: 27** | **Task: 8** | **Priority: High**  |
| **Value statement:**As a user, I want to cancel or modify my order before it is dispatched. |
| **BV: 500** | **CP: 02** |
| **Acceptance Criteria:** User can cancel or edit order before dispatch.Refund/adjustment initiated if applicable. |

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| **User Story Number: 28** | **Task: 2** | **Priority: High**  |
| **Value statement:**As a user, I want to initiate a return request if the product is defective or unsatisfactory. |
| **BV: 500** | **CP: 02** |
| **Acceptance Criteria:** Return request can be initiated within the allowed time.Reason for return is collected. |

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| **User Story Number: 29** | **Task: 4** | **Priority: low**  |
| **Value statement:**As a user, I want to track the status of my return request. |
| **BV: 200** | **CP: 05** |
| **Acceptance Criteria:** * Return status is updated as received, processed, or completed.
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| **User Story Number: 30** | **Task: 5** | **Priority: medium**  |
| **Value statement:****As a user, I want to request a refund after returning a product.** |
| **BV: 100** | **CP: 01** |
| **Acceptance Criteria:** * Refund amount is processed to the original payment method.
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| **User Story Number: 31** | **Task: 2** | **Priority: High**  |
| **Value statement:****As a user, I want to receive promotional offers and updates about sales via email or SMS.** |
| **BV: 500** | **CP: 02** |
| **Acceptance Criteria:** * Opt-in/opt-out option available for promotional emails.
* User receives personalized offers based on preferences.
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| **User Story Number: 32** | **Task: 3** | **Priority: medium** |
| **Value statement:****As a user, I want to update my account details so that I can keep my information current.** |
| **BV: 200** | **CP: 08** |
| **Acceptance Criteria:** * User can update name, phone number, and address.
* Email change requires re-verification.
* Success message displayed after successful update.
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| **User Story Number: 33** | **Task: 4** | **Priority: medium**  |
| **Value statement:****As a user, I want to change my password for security reasons.** |
| **BV: 100** | **CP: 08** |
| **Acceptance Criteria:** * User can change password after verifying the current password.
* New password follows complexity requirements.
* Confirmation message displayed after password update
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| **User Story Number: 34** | **Task:4**  | **Priority: High**  |
| **Value statement:****As a user, I want to delete my account if I no longer wish to use the platform.** |
| **BV: 500** | **CP: 08** |
| **Acceptance Criteria:** * Account deletion requires confirmation to prevent accidental deletions.
* User receives an email notification confirming account deletion.
* All personal data is removed after confirmation
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| **User Story Number: 35** | **Task: 3** | **Priority: Low**  |
| **Value statement:****As a user, I want to set my notification preferences so that I receive only relevant updates.** |
| **BV: 100** | **CP: 01** |
| **Acceptance Criteria:** * User can enable/disable order updates, promotions, and reminders.
* Notification settings are saved successfully.
* User receives confirmation of updated preferences.
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| **User Story Number: 36** | **Task: 3** | **Priority: High**  |
| **Value statement:****As a user, I want to receive notifications when an out-of-stock item becomes available.** |
| **BV: 500** | **CP: 05** |
| **Acceptance Criteria:** * User can opt-in for back-in-stock notifications on product pages.
* Email or SMS notification is sent when the product is back in stock.
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| **User Story Number: 37** | **Task: 5** | **Priority: Low**  |
| **Value statement:****As a user, I want to earn reward points for every purchase I make.** |
| **BV: 100** | **CP: 01** |
| **Acceptance Criteria:** * Reward points are calculated based on the order total.
* Points are added to the user’s account after successful delivery.
* User can view accumulated points in their account.
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| **User Story Number: 38** | **Task: 5** | **Priority: Low** |
| **Value statement:****As a user, I want to redeem my reward points to get a discount on future purchases.** |
| **BV: 200** | **CP: 01** |
| **Acceptance Criteria:** * User can apply reward points during checkout.
* Discount is applied based on available points.
* Confirmation of applied points and discounted total is displayed.
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| **User Story Number: 39** | **Task: 4** | **Priority: High** |
| **Value statement:****As a user, I want to submit a review after purchasing a product so that I can share my experience.** |
| **BV: 500** | **CP: 01** |
| **Acceptance Criteria:** * User can rate the product from 1 to 5 stars.
* Review text is optional but can be added.
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| **User Story Number: 40** | **Task: 7** | **Priority: Low**  |
| **Value statement:****As a user, I want to contact customer support if I face any issues with my order.** |
| **BV: 200** | **CP: 03** |
| **Acceptance Criteria:** * User can contact support via email, chat, or phone.
* A support ticket is generated with a unique reference number.
* User receives confirmation and estimated response time.
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