**ASSIGNMENT 1**

**1.Business Requirements Document**

PROJECT NAME: ICELAND PVT LTD development plan

PROJECT ID: CUSIDAPP

VERSION ID: CUS123

AUTHOR: Mr. XYZ

**Contents**

1. Document Revision……………………………………………………………….3
2. Approvals………………………………………………………………………………3
3. RASCI Matrix………………………………………………………………………….3
4. Introduction…………………………………………………………………………..4

4.1 Business Goal…………………………………………………………………..4

4.2Business Objectives…………………………………………………………..4

4.3 Business Rules………………………………………………………………….4

4.4 Background……………………………………………………………………..4

4.5 Objectives………………………………………………………………………..4

4.6 Scope……………………………………………………………………………….4

4.6.1 In-Scope Functionality……………………………………………….4

4.6.2 Out-Scope Functionality…………………………………………….5

5. Assumptions…………………………………………………………………………..5

6. Constraints……………………………………………………………………………..5

7. Risk…………………………………………………………………………………………5

8. Business Process Overview……………………………………………………..5

8.1 Legacy System (AS-IS) ……………………………………………………….6

8.2 Proposed Recommendations (TO-BE) ……………………………….6

9. Business Requirements……………………………………………………………6

10. Appendices……………………………………………………………………………7

10.1 List of Acronyms………………………………………………………………7

10.2 Glossary of Terms…………………………………………………………….7

10.3 Related Documents …………………………………………………………7

1. **Document Revision:**

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| --- | --- | --- |
| **Date** | **Document No.** | **Document Changes** |
| 01.01.2025 | INTAB1 | BRD Draft |
| 01.04.2025 | BRD1 | BRD |

1. **Approvals:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Signature** | **Date** |
| Project Manager | Mr. ABC | ABC | 01.03.2025 |
| Business Analyst | Mrs. XYZ | XYZ | 01.03.2025 |
| Sponsor | Mr. ARV | ARV | 01.03.2025 |
| Dev. | Mr. RMN | RMN | 01.03.2025 |
| Compliance Team | Mr. BCD, Mr. LQU, Mr. LCD | BCD, LQU, LCD | 01.03.2025 |
| Tester | Mr. RQL | RQL | 01.03.2025 |
| IT Support | Mr RPO | RPO | 01.03.2025 |

1. **RASCI Matrix**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **RASCI for preparation of BRD Chart** | | | | | | |
| **Name** | **Position** | **R** | **A** | **S** | **C** | **I** |
| Mr. ABC | Project Manager | Project Manager |  |  |  |  |
| Mrs. XYZ | Business Analyst | Business Analyst | Business Analyst |  |  |  |
| Mr. ARV | Sponsor |  |  |  |  | Sponsor |
| Mr. RMN | Dev. |  |  | Dev. |  |  |
| Mr. BCD, Mr. LQU, Mr. LCD | Compliance Team |  |  |  | Compliance Team |  |
| Mr. RQL | Tester |  |  | Tester |  |  |
| Mr RPO | IT Support |  |  |  |  | IT Support |

R = Responsible: The person(s) doing the work to complete the task.

A = Accountable: The person ultimately answerable for the completion of the task.

S = Support: Those who provide assistance or resources for the task.

C = Consulted: Those whose input is sought before a decision or action.

I = Informed: Those who are kept up to date on progress but are not directly involved.

1. **Introduction**
   1. **Business Goal:**

The company is into the manufacturing and warehousing of Ice creams and milk products. Since it is into the business of perishable items the two main goals can be given as:

* Manage the inventory: The inventory should be used properly, by reducing wastage. Also, proper records of the inventory in hand and in use should be maintained.
* Quickest delivery to the customers: The main goal is to reduce delivery time. Thus, satisfying customer needs.
  1. **Business Objective:**

The business objectives of the company which mainly deals with perishable items. The business objective is managing the delivery of their products to the end customers and the inventory also should be maintained, stored and recorded properly to have an efficient system in place. The business can grow by reducing wastages and managing the raw materials.

**4.3** **Business Rules:**

* + - Inventory levels should be updated real time whenever products are produced or sold.
    - Products with nearing expirations should be utilized on priority.
    - The transportation facility should be fast and with tested cold storages.
    - The orders taken should be dispatched as soon as possible.

**4.4 Background:**

The company is into production and manufacturing of ice-creams milk products. They have warehouses and manufacturing plants all the country. The company’s main goal is managing and recording the inventory, reducing wastage and focussing on quicker delivery channels and maintaining customer satisfaction.

**4.5 Objectives:**

* + - Improve inventory accuracy and wastage of inventory.
    - Enhance delivery speed and customer satisfaction.
    - Reduce operational cost by optimising inventory and delivery processes.

**4.6** **Scope:**

**4.6.1 In-Scope Functionality:**

* + - Customer order tracking.
    - Real time inventory tracking across plants and distribution centres
    - Reporting dashboards
    - Integration with logistics companies
    - Alerts for inventory replenishment.

**4.6.2** **Out-Scope Functionality:**

* + - Financial and accounts management.
    - Complaints resolutions portal.
    - Customer sales portal.

1. **Assumption:**
   * + The company has existing hardware and software support.
     + The internet connectivity is available at all the locations.
     + The staff is trained.
2. **Constraints:**
   * + Considerations for budget.
     + Compliance of rules and regulations.
     + Availability skilled developers.
     + Migration of existing software.
3. **Risks:**
   * + Data migration risk: there is an impending risk where there can be loss of customer data or mixing of information during migration.
     + User Resistance to change: A current system is used by employees. They have started relating to it, thus after the inclusion of changes and enhancements there can be certain resistance to changes.
     + Error identification: Since the testing is done late in the waterfall model, if there are any errors with the system it would be found out later as a result delay is observed in completion.
     + User Feedback: Employee testing would be done later in the stage, as a result if there are any specific requirements that are missed it may lead to dissatisfaction.
     + Wrong Requirement recording: If initial requirements are misunderstood or incomplete, it can lead to costly corrections, as changes are harder to implement later.
4. **Business Process Overview:**
   * + Requirement Phase: Our team will be collecting the information needed to develop a software by using techniques like, interview, brainstorming, observation.
     + Design Phase: The software will be created with system architecture and data models.
     + Implementation Phase: Develop the application according to design specifications, company rules, documentation, notifications, and security features.
     + Testing Phase: Complete testing of the application will be done checking all the functions and features of the system.
     + Deployment: The software will be tested and will be deployed ensuring proper data migration and integration of the practices carried out in the company.
     + Maintenance: Monitoring the working of the software and providing assistance if required.
   1. **Legacy System (AS-IS):**
      * Manual Inventory Tracking.
      * Manual delivery route planning.
      * Delayed delivery of orders.
   2. **Recommendations (TO-BE):**
      * Inventory management carried out by using software.
      * Delivery route is planned and automated.
      * The customer orders are also automated.
      * Alert system to replenish raw materials.
      * Dashboard for preparing reports and analysis.
5. **Business Requirements:**

The specific requirements which were listed down while starting the project. The requirements can be divided into functional and non-functional requirements:

**Functional Requirements:**

* + - Real time Inventory Updates
    - Provide live tracking of delivery schedules integration with GPS
    - User-Friendly interface
    - Maintain an audit log for tracking inventory

**Non-Functional Requirements:**

* + - Performance of application
    - Reliability of the application
    - Usability
    - Security
    - Maintenance of system

1. **Appendix:**

**10.1 List of Acronyms:**

GPS: Global Positioning System.

BRD: Business Requirement Document

RASCI: Responsible, Accountable, Support, Consulted and Informed

**10.2** **Glossary of Terms:**

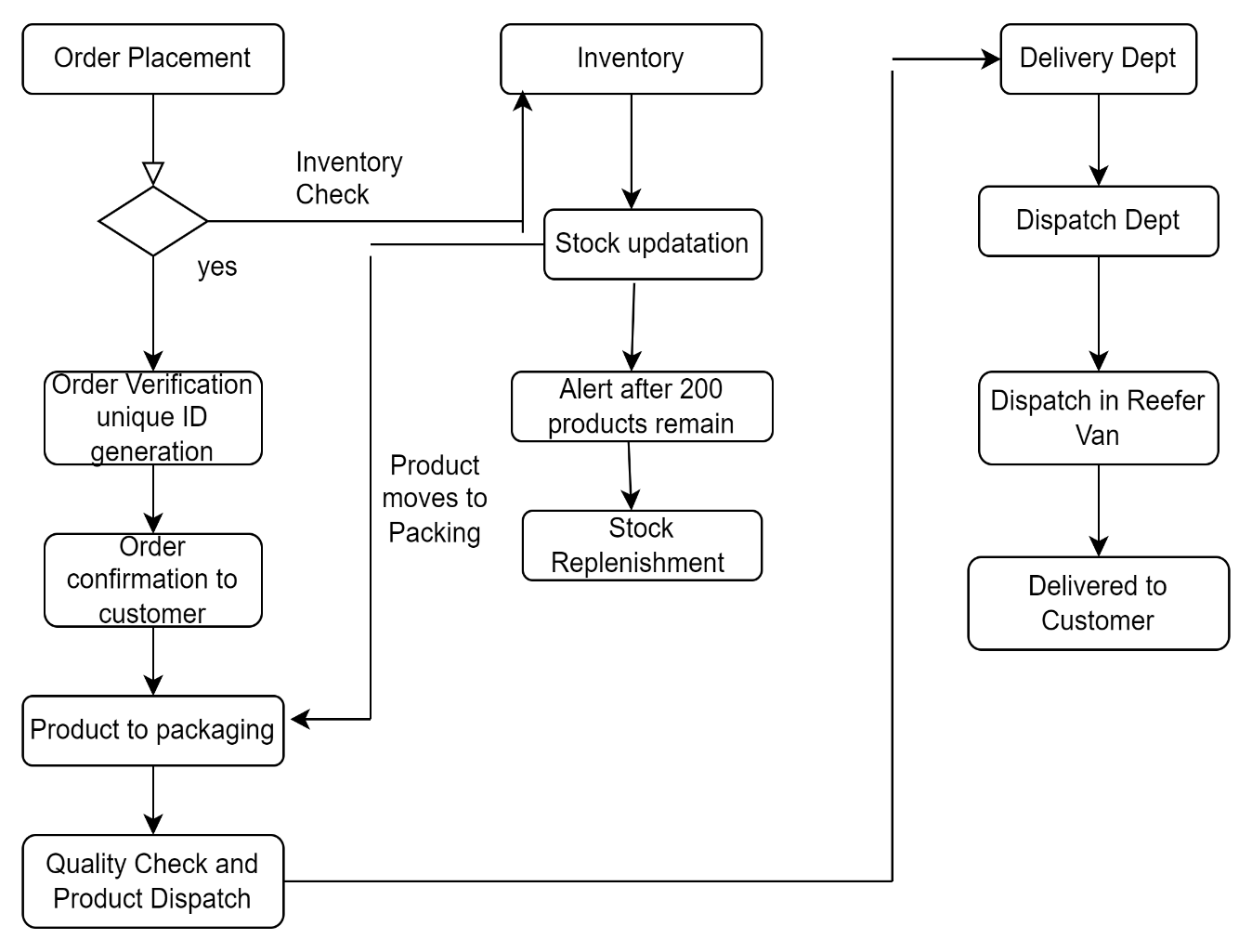
* Inventory management: The process of ordering, storing and managing a company’s inventory.
* Order Processing: The workflow of packing and delivering a product.
* RASCI: A framework used in project management to clarify responsibilities of employees in a particular project to improve control.
* Route Optimisation: The process of determining the most efficient delivery routes.

**10.3** **Related Documents:**

* + - Company related documents.
    - Existing strategy documentation.

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**2. Process Flow Diagram:**



**ASSIGNMENT 2**

1. **Write an introduction letter to a client introducing yourself as a business analyst in charge of working with the client and his team to start the business understanding process.**

Date: 18.03.2025

To,

Managing Director,

Iceland Pvt Ltd,

Pune-21.

Subject: Introduction as Business Analyst for preparing a software solution for Iceland Pvt Ltd.

Dear Sir,

My name is Mrs XYZ. from TAT Software solutions and I am pleased to introduce myself as your Business Analyst assigned to coordinate with you and your team for preparing and designing software solution for inventory management, optimizing delivery and monitoring the production of your production line of perishable items.

As a dedicated Business Analyst, my primary role is to understand your business goal, objectives and requirements. With our expertise and your support, we can create a worldclass solution. We aim to reduce the gap between the business needs and technical solutions.

In the days to come we will work on the following things so that we can smoothly carry out the project.

* Understand the clear goals of the project by carrying out face to face meeting with key employees.
* Identify and document key requirements.
* Prioritize requirements based on their needs.
* Consider the probable challenges we will be facing during the project.

Please feel free to share your insights or views which you think are important for the project.

Thank you for the opportunity to work with you on this exciting project. Please confirm to me when we should schedule our first meeting and discuss all the aspects of the software. My contact details and email address are provided below.

Thank you,

XYZ,

([xyz@tat.com](mailto:xyz@tat.com), 9899889988)

1. **Prepare a brief BRD and SRS for a project- Horoscope or Ticketing system or online store.**

**BUSINESS REQUIREMENTS DOCUMENT**

BRD is a document which gives the business outline, objectives and constraints that a project aims to complete. The following is the BRS document in short related to ticketing application.

**Business Objective:**

The main purpose of the project is to create a ticketing software which will help checking train timetable, ticket booking, complaint registration, check complaint status.

**Stakeholders:**

Customers: To search for tickets, book tickets and raise concerns.

IT Support: To resolve issues.

Management/Sponsor: To monitor and provide services.

**Business Requirements:**

* Enable customers to search for the train’s information.
* Customers can compare tickets for different classes
* Customers can book tickets and get soft copy on mail.
* Customers can raise complaints in the application.
* Include dashboards to monitor, check status of the ticket.

**Scope:**

**In-Scope Functionality**

* User registration and login
* Ticket booking and cancellation
* Real-time seat availability updates
* Customer support and helpdesk integration
* Reports and analytics

**Out-of-Scope Functionality**

* Physical ticket printing and delivery
* Integration with external travel agencies

**Assumptions:**

* Users will have stable internet access.
* Trained and skilled employees.

**Constraints:**

The server should be strong enough to cater large number of queries and bookings.

**Risks:**

* Technological Risk: The application should be good for taking all the technical advancements.
* Changing requirements may lead to delay in submission or start of the project.

**Business Process Overview:**

**Current System (AS-IS):**

* Manual ticket booking
* Delay in handling complaints

**Proposed System (TO-BE):**

* User registration and login
* Ticket booking and cancellation
* Real-time seat availability updates
* Customer support and helpdesk integration
* Reports and analytics

**SOFTWARE REQUIREMENTS SPECIFICATION**

SRS is a document which describes the purpose, functionality and expected behaviour of a software system. It serves as blueprint for the developers. The following is the SRS for online ticketing system.

**Introduction**

**Purpose**

This is a document which defines functional and non-functional requirements of a ticketing system.

**Stakeholders**

* Development Team
* Quality Assurance Team

**System Overview**

The ticketing system will be a web based and mobile friendly which allows customers to:

* Search for available seats and trains
* Book and pay online
* Receive E tickets on mails.

**Functional Requirements:**

* User Login: Users should register and create their account in the application.
* Search Engine: The customers should be able to search seats and check availability of seats and check train schedules.
* Payment Integration: The application should be integrated to credit cards, debit cards and other online pay systems.
* Ticket Generation: The ticket softcopy should be generated and mailed to the customer and in case he does not have email ID should be reflecting in the orders tab.
* Raising Queries: The customers should be able to raise queries.
* Cancellations and refund: Customers can cancel ticket and request refunds
* Notifications and alerts: The system should provide alerts or notification on ticket booking and 1 hour before train boarding.

**Non-Functional Requirements:**

* Performance: The system should handle many customers at one time.
* Security: The payment system should be secured like any banking site.
* Usability: The system should be user friendly and easy to understand.
* Mobile application: The system should work on mobile and laptops

**Assumptions and Constraints:**

* Users will have stable internet access.
* Trained and skilled employees.
* The server should be strong enough to cater large number of queries and bookings.
* The organization will provide required hardware and technical resources

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

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AI-generated content may be incorrect.

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

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| --- | --- | --- | --- |
| **User Story No:** 001ECOM | **Task:** 1 | | **Priority:** High |
| As a user I want a homepage showing all products and schemes so that I can check the products. | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * The homepage must list all available products along with their images, names, and prices. * The homepage should have easy navigation * All schemes should be displayed prominently against the products * The schemes should show discounts percent, validity. * As a customer I should be able to click on the products * After clicking the product details should be displayed. * The homepage should have search bar for customers * The page should show the updated product list * The homepage should have the customer care, previous purchase, order tracking tabs | | | |

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| **User Story No:** 002ECOM | **Task:** 3 | | **Priority:** High |
| As a user I want to create an account so that I can save my details and shop easily in the future | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * As a user I should be able to create an account using email address and setting password. * The password should meet the predefined security criteria. * The forgot password tab should be provided. * The system should check if the email address is already associated with an existing account. * The user should receive a confirmation mail after successful creation or failure of account. * The user should be able to save the personal details for future use. | | | |

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| **User Story No:** 003ECOM | **Task:** 2 | | **Priority:** High |
| As a user I want to create an account so that I can save my details and shop easily in the future | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * The user must be able to login using email ID and password. * The system should allow to use google or Facebook as optional login alternatives * The system should validate the password and email ID before allowing login * Users filling wrong details should receive alert message. * The system should get locked after continuous wrong entry of the password and should send an alert message to the admin. * If technical issue occurs users must get generic message on the screen. | | | |

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| **User Story No:** 004ECOM | **Task:** 4 | | **Priority:** High |
| As a user, I want to reset my password in case I forget it, so that I can regain access to my account. | | | |
| **BV:** 300 | | **CP:** 03 | |
| **Acceptance Criteria:**   * The user should be able to reset the password using forgot password. * The login page should guide the user to use the registered email ID. * The system should send reset password to registered email address. * The user should be redirected to secure password to generate password. * The user should be prompted to use alphabets, numbers and special characters for creating password. * The user should receive mail on successful creation of password. | | | |

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| **User Story No:** 005ECOM | **Task:** 3 | | **Priority:** High |
| As a user, I want to browse products by category so that I can easily find items of interest. | | | |
| **BV:** 200 | | **CP:** 02 | |
| **Acceptance Criteria:**   * The homepage should have clear categories like electronics, grocer, garments etc * The list should show details after clicking on it. * Sub- categories also should be made available. * A search bar should be available so the user can search the product. * Filters should be given like sorting price, colours, sizes etc. * User should be able to sort the products. * Clicking on the product image it should zoom. * The add to favourites tab should be available for each product. | | | |

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| **User Story No:** 006ECOM | **Task:** 5 | | **Priority:** High |
| As a user, I want to search for a specific product using a search bar so that I can quickly locate what I need. | | | |
| **BV:** 500 | | **CP:** 05 | |
| **Acceptance Criteria:**   * The search bar must be prominently displayed on the homepage and all product-related pages. * The search bar should be accessible on laptop and mobile. * Keywords should prompt once user starts typing. * Relevant products should be displayed as per the words given search bar. * Users should have the option to filter the search result. * The users can search any product by the use of name, image and words close to the product. * If no result match the search, the system should show error message, ‘No items found’. * The searched item should stay on the system for future reference. | | | |

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| **User Story No:** 006ECOM | **Task:** 5 | | **Priority:** High |
| As a user, I want to search for a specific product using a search bar so that I can quickly locate what I need. | | | |
| **BV:** 500 | | **CP:** 05 | |
| **Acceptance Criteria:**   * The search bar must be prominently displayed on the homepage and all product-related pages. * The search bar should be accessible on laptop and mobile. * Keywords should prompt once user starts typing. * Relevant products should be displayed as per the words given search bar. * Users should have the option to filter the search result. * The users can search any product by the use of name, image and words close to the product. * If no result match the search, the system should show error message, ‘No items found’. * The searched item should stay on the system for future reference. | | | |

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| **User Story No:** 007ECOM | **Task:** 6 | | **Priority:** High |
| As a user, I want to filter products by price, rating, or brand so that I can narrow down my choices. | | | |
| **BV:** 500 | | **CP:** 08 | |
| **Acceptance Criteria:**   * Filters options like over price, rating and brand should be displayed. * The filter tab should be displayed at the bottom or at the side. * Filters must be accessible on all devices. * The user must be able to select multiple filters at a time. * Clear filter tab should be displayed at the bottom of the page. * The search should be updated in accordance with the filter. | | | |

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| **User Story No:** 008ECOM | **Task:** 7 | | **Priority:** High |
| As a user, I want to view product recommendations based on my browsing history so that I can discover similar items. | | | |
| **BV:** 100 | | **CP:** 08 | |
| **Acceptance Criteria:**   * System must generate product recommendations based on the user search history. * Recommendations should be prominently displayed along with the section ‘you may also like’. * Each product should contain essential information like name, price, rating and image. * Users must see many recommendations for their search. * Users should be able to click on the recommendation list to check the details. * If the system does not retrieve recommendations, it must display popular list of items. | | | |

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| **User Story No:** 009ECOM | **Task:** 8 | | **Priority:** High |
| As a user, I want to sort products by popularity or price so that I can view items in order of my preference. | | | |
| **BV:** 100 | | **CP:** 08 | |
| **Acceptance Criteria:**   * System should provide the option to sort the product based on popularity and price. * Sorting option should be available on all the product lists. * The sorting tab should be provided near the filter option. * System must automatically update as per the sorting criteria. * When sorting by popularity, the system must prioritize products with high ratings, reviews, or purchase frequency. * When sorting by price, the system must display products in the correct ascending or descending order. * Sorting option should be available on all devices. | | | |

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| **User Story No:** 010ECOM | **Task:** 9 | | **Priority:** High |
| As a user, I want to view detailed product descriptions so that I can understand the features and benefits. | | | |
| **BV:** 100 | | **CP:** 08 | |
| **Acceptance Criteria:**   * Each product should have dedicated page displaying the details. * The description should include features, benefits, specifications. * Provide option for zooming the image. * Highlight key selling points, such as discounts, warranties, or guarantees * The product details should also include customer reviews and ratings. * Include comparison option to evaluate products with similar features. * The product pages should be available on all devices. | | | |

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| **User Story No:** 011ECOM | **Task:** 9 | | **Priority:** High |
| As a user, I want to see high-resolution images of the product so that I can examine the product closely. | | | |
| **BV:** 200 | | **CP:** 08 | |
| **Acceptance Criteria:**   * The product details must show 5 images in high definition. * User should be able to view multiple images from different angles. * The zoom feature should show clear image no distortions * Thumbnails should show different angles of the images. * The image screen should also be able to hold videos of the product use. | | | |

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| **User Story No:** 012ECOM | **Task:** 2 | | **Priority:** High |
| As a user, I want to view customer reviews and ratings so that I can make informed purchase decisions. | | | |
| **BV:** 200 | | **CP:** 08 | |
| **Acceptance Criteria:**   * Each product page should contain the review rating from the customers. * Customers should be able to view the reviews just below the images and details of the product. * The ratings must be provided in stars. * Average rating for the product also should be given * Users should be able to sort the review * The review function should be accessible on all devices. * If there are no reviews the screen must reflect with message ‘Be the first to provide your view’. * Copy paste button should be disabled in the review section. | | | |

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| **User Story No:** 013ECOM | **Task:** 3 | | **Priority:** High |
| As a user, I want to view customer reviews and ratings so that I can make informed purchase decisions. | | | |
| **BV:** 500 | | **CP:** 03 | |
| **Acceptance Criteria:**   * Users must be able to input their location i.e. pin code through a search tab * The system should auto detect the location with the saved address * System must check product availability in the user’s entered pin code. * Availability should clearly give message ‘Can be delivered to pin code’ * System should clearly indicate the time required for the selected location. * If there is no delivery in the location, the system should give the alert ‘We currently do not deliver at this location’. * The pin code check should be compatible with all devices. | | | |

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| **User Story No:** 014ECOM | **Task:** 4 | | **Priority:** High |
| As a user, I want to view product variations (e.g., sizes, colours) so that I can select the one that suits me. | | | |
| **BV:** 500 | | **CP:** 03 | |
| **Acceptance Criteria:**   * The product page should be clearly showing all the variations of the product. * Variation should include sizes, colours and availability. * Users should be able to click the variation i.e. colour or size for further update. * The selected variation should indicate their availability by providing message like ‘In stock’, ‘Currently not available’. * Product images must dynamically change to represent selected variations (e.g., showing the product in the chosen colour) * The system should show zoomed image of the variation for detailed view. * The variation should work on all devices. | | | |

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| **User Story No:** 015ECOM | **Task:** 5 | | **Priority:** High |
| As a user, I want to add products to a shopping cart so that I can review and purchase them later. | | | |
| **BV:** 500 | | **CP:** 03 | |
| **Acceptance Criteria:**   * Users should be able to add products directly to the cart. * System should allow to add multiple products to the cart. * The product added should also show the details of the product. * The cart should display the total cost of the items added. * Vouchers or promo codes and discounts should be clearly shown in the cart. * Products can be added to favourites or marked to buy later from the cart. * Products can be deleted from the cart. * The cart should empty after purchase. * Stock should be updated immediately after the product is purchased. | | | |

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| **User Story No:** 016ECOM | **Task:** 3 | | **Priority:** High |
| As a user, I want to edit quantities in my cart so that I can adjust my order before checkout | | | |
| **BV:** 200 | | **CP:** 03 | |
| **Acceptance Criteria:**   * Users must be able to increase or decrease the quantity of a product directly within the shopping cart. * Quantity can be changed i.e. increased or decreased in the cart * The quantity and the amount should increase or decrease as per the cart. * User cannot be buying quantity less than 1. * If there are failure of any kind while in cart should give the message ‘Try in some time’. * Users should have the ability to undo any changes. | | | |

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| **User Story No:** 017ECOM | **Task:** 3 | | **Priority:** High |
| As a user, I want to remove items from my cart so that I can change my selection. | | | |
| **BV:** 200 | | **CP:** 03 | |
| **Acceptance Criteria:**   * The shopping cart must provide a clear "Remove" button or icon (e.g., trash bin) for each product listed in the cart. * Users must be able to cancel the removal if done unintentionally. * Once an item is removed, the cart must dynamically update to reflect the changes, including the new cost. * System must allow users to undo the removal action before the change is finalized. * For logged users the updated cart must be saved to their account after removing an item. | | | |

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| **User Story No:** 018ECOM | **Task:** 2 | | **Priority:** High |
| As a user, I want to add products to a wish list so that I can save them for future reference. | | | |
| **BV:** 200 | | **CP:** 03 | |
| **Acceptance Criteria:**   * Users must be able to add products to their wish list directly from the product listing page. * The wish list must display essential product details, including the name, image, price and availability status. * Users must be able to remove items from wish list at any time. * For logged users, wish list items must be saved to their account and accessible across all devices. * Users must be able opt for notification regarding wish list items. | | | |
| **User Story No:** 019ECOM | **Task:** 4 | | **Priority:** High |
| As a user, I want to move products from my wish list to my cart so that I can purchase them | | | |
| **BV:** 100 | | **CP:** 03 | |
| **Acceptance Criteria:**   * Each product in the wish list must have a ‘Move to Cart’ tab. * System must allow users to move multiple products from wish list to the cart simultaneously. * Once a product is moved, the wish list must automatically update to reflect the removal of the item. * The system must verify availability of the product before moving it to the cart. * Users must receive confirmation message after product added to the cart. * If the item in the cart exceeds limit, alert message should be given of the available quantity. | | | |

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| --- | --- | --- | --- |
| **User Story No:** 020ECOM | **Task:** 2 | | **Priority:** High |
| As a user, I want to enter my shipping address so that I can receive my purchased items | | | |
| **BV:** 200 | | **CP:** 03 | |
| **Acceptance Criteria:**   * Users should be able to modify their profile and update their address in the address. * System must verify the entered pin code to ensure it matches a valid location. * Error message should reflect for invalid entries. * Users must have the option to save address in their profile * One address should be kept default. * Default address must be linked to order during checkout. * If address could not be saved, alert message should be reflecting * The same default address should be shown in all devices. | | | |

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| **User Story No:** 021ECOM | **Task:** 3 | | **Priority:** High |
| As a user, I want to enter my shipping address so that I can receive my purchased items | | | |
| **BV:** 200 | | **CP:** 03 | |
| **Acceptance Criteria:**   * Users must be presented with list of delivery options like, express, standard and same day delivery. * Method must clearly display the estimated delivery time. * Users must be able to select their preferred shipping method from list provided. * System must display delivery estimates based on the users shipping address. * Users must receive clear confirmation of their chosen shipping method on the order summary page. * Shipping method must be updated in all devices. | | | |

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| **User Story No:** 022ECOM | **Task:** 5 | | **Priority:** High |
| As a user, I want to apply discount codes or coupons so that I can save on my purchase | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Users must be able to enter discount codes and coupons during the checkout process. * Input field must include alphanumeric keys also * System must validate the entered code against a list of active discount codes. * If the code is invalid, expired, or ineligible for the user's order, the system must display an error message * Confirmation should be received on successful application of coupon. * Coupon and discount system should work on all devices. | | | |

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| **User Story No:** 023ECOM | **Task:** 5 | | **Priority:** High |
| As a user, I want to choose from multiple payment options (e.g., card, UPI, wallet) so that I can pay using my preferred method. | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Checkout system must include all payment options like UPI, Credit, Debit and COD etc * Icons or labels for each payment method must be used for easy identification. * Users must be able to select one payment method before proceeding with transaction. * The total cost should be seen automatically on the payment mode and tab. * System must validate the entered payment details and notify the user in case of error. * Receipt or invoice must be sent to the user via email or SMS. | | | |

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| **User Story No:** 024ECOM | **Task:** 7 | | **Priority:** High |
| As a user, I want to receive confirmation of my order after payment so that I know my purchase was successful | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Users must receive on-screen confirmation message immediately after successful payment. * Confirmation should contain order, Amount paid, delivery time and address. * The system must send an order confirmation email and SMS to the user upon successful payment. * The page must download and print * The confirmation process and receipt download should work on all devices. * Sensitive information should not be displayed. | | | |

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| **User Story No:** 025ECOM | **Task:** 5 | | **Priority:** High |
| As a user, I want to track the status of my order so that I know when to expect delivery | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Users must be able to view the current status of their order i.e. Processing, Shipped, out for delivery and delivered. * The system must display an estimated delivery date/time based on the shipping method selected and the user’s location. * For shipped orders, the system must provide a courier link of the tracking system. * System must update the order status dynamically in real-time based on courier tracking updates or internal processing. * Order tracking should work properly on all devices. | | | |

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| **User Story No:** 026ECOM | **Task:** 2 | | **Priority:** High |
| As a user, I want to receive notifications (email/SMS) about the shipping and delivery progress. | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Users must be able to opt-in for notifications during checkout or in their account settings. * System must give a choice to customers to choose between SMS and email or both. * Notifications must be sent promptly as soon as the order status changes in the system. * If notification is not sent due to technical error the system should retry sending it again. * Users should be able to see the changes in their log in itself if alerts are not sent. | | | |
| **User Story No:** 027ECOM | **Task:** 2 | | **Priority:** High |
| As a user, I want to cancel my order before it is shipped so that I have flexibility if I change my mind | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Users should be able to cancel the order under the order shipped category. * Cancellation tab should be included in order history and tracking * Alert should send to the user after clicking on the cancellation tab. * Users must be able to proceed or cancel the action. * After the order is successfully cancelled, the system must update the order status to "Cancelled" in real time. * The system must also send a confirmation email or SMS regarding the refund process. * If the cancellation fails due to technical issues, the system must notify the user with an error message * Users should receive email and SMS for the cancellation. | | | |

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| **User Story No:** 028ECOM | **Task:** 7 | | **Priority:** High |
| As a user, I want to return or exchange items so that I can resolve any issues with my purchase | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * The system should display return/exchange for each product in the details area of the product. * If the item is not returnable or exchanged, system should promptly give alert. * Reason for the return should be provided in drop down menu during the initiation process. * The system must validate the availability of the replacement item before proceeding. * Users must be allowed select the time of pickup of the product. * System should provide details of the refund and the preferred mode of payment. * System should show the tracking details of the return. * Return policy should work on all devices. | | | |

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| **User Story No:** 029ECOM | **Task:** 7 | | **Priority:** High |
| As a user, I want to download my invoice so that I can keep a record of my purchase | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * The system should have all details of the product in the order invoice. * Users must be able to download their invoice from order history or the details page. * The invoice must be downloaded in PDF format and not editable. * System must send a copy of invoice after successful payment. * Invoice download facility should be available for all the devices. | | | |

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| **User Story No:** 030ECOM | **Task:** 5 | | **Priority:** High |
| As a user, I want to chat with customer support so that I can quickly resolve any issues. | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * The chat or call option should be provided in the homepage. * The system must allow users to chat with a support bot initially for quick issue resolution. * If the bot is unable to resolve the issue, the user must be transferred to customer care executive. * Live agents must connect with users within a maximum of 2-5 minutes if the issue cannot be resolved by the bot. * Users must be able to view the chat history during the session. * The users should be prompted to provide feedback for resolution of the problem. | | | |

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| **User Story No:** 031ECOM | **Task:** 5 | | **Priority:** High |
| As a user, I want to raise a support ticket for order-related problems so that I can track their resolution. | | | |
| **BV:** 1000 | | **CP:** 01 | |
| **Acceptance Criteria:**   * Users must have access to a form for submitting complaints which includes order number, description etc. * The form or complaint page should have mandatory fields. * Form should have drop down options like damages item, missing item, incorrect delivery etc for selection. * Users must also be able to describe the problem in detail if it does not fit into a any category. * Upon submission the user should get email and SMS for the raised issue. * Users must be able track the complaint. * The complaint registration should be available on all the devices. | | | |
| **User Story No:** 032ECOM | **Task:** 5 | | **Priority:** High |
| As a user, I want to browse a FAQ section so that I can find answers to common questions. | | | |
| **BV:** 500 | | **CP:** 05 | |
| **Acceptance Criteria:**   * The FAQ page should be divided into topics like order related, delivery related etc. * Each category should have relevant questions. * Users must be able to search for specific questions or keywords within the FAQ section. * Answers in FAQ should be clear and concise * If no relevant results are found for a search, the system should display a alert message and divert it to chatbot. * Users should be prompted for feedback. * FAQs should be available on all devices. | | | |

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| **User Story No:** 033ECOM | **Task:** 5 | | **Priority:** High |
| As a user, I want to save my preferred payment method so that I can check out faster next time | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Users must have option to save their payment method during checkout. * System should give a check box message, ‘To save the payment mode’ * Users must be able to review, update or delete saved payment method. * The system must allow users to set a default payment method for faster checkout. * Users must verify their identity by using password or OTP to manage the saved method. * After selecting the saved payment method, details should autofill in the payment tab after purchase. | | | |

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| **User Story No:** 034ECOM | **Task:** 5 | | **Priority:** High |
| As a user, I want to save multiple addresses so that I can ship to different locations | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Users must be able to save multiple shipping addresses in their account. * Users must be able to add new shipping address and edit existing ones from their check out. * Changes should reflect in real time basis. * Default address should automatically get selected with an option to change address. * If while saving or editing address fails due to technical issues, the system must notify with alert. * User details should be secured and done using rules and regulations. | | | |

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| **User Story No:** 035ECOM | **Task:** 5 | | **Priority:** High |
| As a user, I want to receive personalized recommendations based on my past purchases so that I can find relevant products. | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * System must use past purchases, browsing history to generate recommendations. * Each recommended product must include an image, name, price, and availability status. * Users should be able filter the recommendations and check the details. * Users must have the ability to refine recommendations by providing feedback. * Recommendation feature should work on all devices. | | | |

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| **User Story No:** 036ECOM | **Task:** 4 | | **Priority:** High |
| As an admin, I want to add, edit, or remove products from the catalogue so that the inventory is accurate. | | | |
| **BV:** 1000 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Admins should have access to product list and power to add and delete the product. * The system must validate that all required fields are filled out correctly before allowing submission. * Admins must be able to edit existing product details like price, quantity etc. * Admins must have the option to remove products from the catalogue * The system must support bulk actions for adding, editing, or removing multiple products simultaneously. * There should be previews available before posting the final changes. * System must maintain change log to check and keep the record. | | | |

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| **User Story No:** 037ECOM | **Task:** 4 | | **Priority:** High |
| As an admin, I want to manage customer orders so that I can resolve any order-related issues | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Admins must be able to view a list of all customer orders in the dashboard. * Admins must be able to search orders by customer name or product name. * The admins should be able to view the details and entire history of any customer to help understand the purchase characteristics. * Order status can be changed manually by the admins. * The system must log the date and time of each status update for tracking purposes. * Admins must be able to flag an order for follow-up if there are issues. * Admins must have the option to send manual notifications for specific cases | | | |

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| **User Story No:** 038ECOM | **Task:** 7 | | **Priority:** High |
| As a seller, I want to view analytics on product performance so that I can plan my sales strategies | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Sellers must have a dashboard to check the reports like total sales, returns, damages etc. * The dashboards must provide summary of all the items. * The dashboards should show product wise reports * The reports can be taken out in graphical formats. * The reports can exported in excel format, enabling the sellers to filter the details. * Sellers must get alerts for every order received. * Analytics data must be stored securely and accessible only to authorized sellers. | | | |

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| **User Story No:** 039ECOM | **Task:** 7 | | **Priority:** High |
| As a seller, I want to set special offers or discounts so that I can attract more customers. | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Sellers must have access to a dedicated section in the dashboard to create special discounts. * The system should validate the details of the discount. * The special offers must automatically display in the product listing and detail pages for eligible products. * Sellers must be able to schedule offers in advance and activate or deactivate them at any time. * The system must send a reminder to the seller before an active offer expires. * Discount must be automatically applied during checkout. | | | |

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| **User Story No:** 040ECOM | **Task:** 7 | | **Priority:** High |
| As a seller, I want to track my inventory levels so that I can ensure product availability | | | |
| **BV:** 500 | | **CP:** 02 | |
| **Acceptance Criteria:**   * Sellers must have access to inventory dashboard displaying all products and their current stock level * System must automatically generate low stock alerts when inventory levels for product fall below defined level. * Alerts should be received by the seller regarding the inventory levels. * Sellers must be able to manually update inventory levels in real-time * The system must support bulk updates for stock levels, allowing sellers to upload inventory changes | | | |