Online Agriculture Products Store

**Que – 1)** Quarterly Audits are planned Q1 , Q2, Q3, Q4 for this Project What is your knowledge on how these Audits will happen for a BA ?

**Ans –**

I would be involved in the quarterly audits for the Online Agriculture Products Store project in a support role. During these audits, I would provide relevant information and documentation related to the project requirements, design, development, testing, and deployment. The purpose of these audits is to assess the progress of the project, ensure that it is on track to meet the goals and timeline, and identify any potential risks or issues that need to be addressed.

|  |  |
| --- | --- |
| Quarter 1 | Requirements gathering and documentation. |
| Completed | 0 to 3 Months |
| Sr.No | Audit Points |
| 1 | Identify the stakeholders involved in the project and their needs. |
| 2 | Meeting and Conduct interviews with stakeholders to gather requirements. |
| 3 | Clearly define the scope of the project. |
| 4 | Requirement Documentation & Resource Allocation |
| 5 | Prioritize requirements based on their importance and feasibility |
| 6 | Project Plan, Structure, And Timeline |

|  |  |
| --- | --- |
| Quarter 2 | Design |
| Completed | 3 to 6 Months |
| Sr.No | Audit Points |
| 1 | Identify and document the system architecture, including hardware and software components, data flow, and interfaces |
| 2 | Utilization of Tools cordination with design team |
| 3 | application design aligns with the documented requirements to fullfill stakeholder requirement |
| 4 | Timely follow up and meetings for progress as per decide timeline on project devlopment |
| 5 | Protoyping & design approval (Approved by stakeholders) |

|  |  |
| --- | --- |
| Quarter 3 | Development |
| Completed | 6 to 9 Months |
| Sr.No | Audit Points |
| 1 | Ensure development environment is properly set up with necessary tools and software  |
| 2 | Writing code as per the requirements and design |
| 3 | Creating necessary documentation for the code and system |
| 4 | Integration: Verify that integration is planned and tested. |
| 5 | Tracking the development stage timeline and consider changes as per requirement |

|  |  |
| --- | --- |
| Quarter 4 | Testing |
| Completed | 9 to 12 Months |
| Sr.No | Audit Points |
| 1 | Develop a test plan based on requirements and design specifications |
| 2 | Ensure that the developed modules are integrating seamlessly. |
| 3 | Create Test Case and Run test case to find error  |
| 4 | Fix the error and Bugs and retest case |
| 5 | Conduct the performance and Acceptance testing |
| 6 | Conduct user acceptance testing with end-users |

**Que -2)** Before the Project is going to Kick Start, The Committee asked Mr Karthik to submit BA Approach

Strategy

Write BA Approach strategy (As a business analyst, what are the steps that you would need to follow to complete a project – What Elicitation Techniques to apply, how to do Stakeholder Analysis RACI/ILS, What Documents to Write, What process to follow to Sign off on the Documents, How to take Approvals from the Client, What Communication Channels to establish n implement, How to Handle Change Requests, How to update the progress of the project to the Stakeholders, How to take signoff on the UAT- Client Project Acceptance Form )

**Ans –**

Below are the techniques and Approach strategy used to insure roject completion on time with effective and expected outcome.

**Elicitation Techniques**

Conduct interviews, workshops, surveys, observations with the stakeholders to gather and understand the project requirements and expectations of project outcome for stakeholders.

**Stakeholder Analysis:** Conduct a stakeholder analysis to identify and prioritize stakeholders based on their level of influence, interest, and involvement in the project. This will help in determining the key stakeholders and their roles throughout the project lifecycle.

**RACI/ILS:** Define the RACI (Responsible, Accountable, Consulted, Informed) or ILS (Input, Legal, Support) to identify the stakeholders their roles and responsibility for the project and prioritize as per analysis.

**Documentation:** Preparation of requirement documents for identification and outline of functional and non-functional requirement

 Prepare documents for to understand objective, Scope, of Project. Create Business Requirements Document, Functional Requirements Document, Use Cases, User Stories, and Process Flows. These documents will capture the requirements and serve as a reference for the development team.

**Document Sign-off Process:** Obtain sign-off from the stakeholders on the Requirements Document, Business Requirements Document, Project Charter, and Use Case Document. Ensure that the stakeholders understand and agree with the requirements, scope, and objectives of the project.

**Client Approvals**: Establish a formal process to obtain approvals from the client at key milestones or stages of the project. Establish a regular communication schedule with the stakeholders to keep them informed about the project's progress, Schedule regular status meetings with the stakeholders to discuss the project's progress and address any issues or concerns.

**Communication Channels:** Establish effective communication channels with stakeholders, including regular meetings, status updates, and progress reports. Use tools such as email, project management software, and collaboration platforms to facilitate efficient communication and information sharing.

**Change Request Management:** Handle change requests in a structured and systematic manner. Evaluate the impact of each change request on the project's scope, timeline, and budget. Obtain approval from the stakeholders before implementing the change request.

**Progress Updates:** Provide regular progress updates to stakeholders, including the project manager, technical team, and committee members. This can be done through status reports, dashboards, and meetings to ensure transparency and keep stakeholders informed.

**UAT:** Conduct User Acceptance Testing to validate the project's deliverables. Obtain sign-off from the client on the UAT results and the Project Acceptance Form. Ensure that the project meets the client's expectations and requirements.

**Que -3)** Explain and illustrate 3-tier architecture?

**Ans –**

**3)DATABASE LAYER**

**2)APPLICATION LAYER**

**1)PRESENTATION LAYER**

**X**

**Presentations Layer –**

This layer is basically user interface which give access to users, Eg – WebPage, Mobile, Application As online agriculture store provide users access through web page and android and IOS application for user interaction and and find required products.

**Application Layer –**

This layer handles the business logic and processes user requests. It acts as an intermediary between the presentation and data layers. This layer manages the application logic, data validation, and data processing. It communicates with the presentation layer and the database layer.

**Database layer -**

This Layer is responsible for Database storage of users profile, Product details, payment services storage, the database layer is the bottom layer of the architecture and is responsible for managing the data storage and retrieval. It is also known as the data layer or the server layer. This layer is responsible for storing and retrieving data from a database management system (DBMS).

**Que – 4)** Business Analyst should keep what points in his/her mind before he frames a Question to ask to the Stakeholder.

(5W 1H – SMART – RACI – 3 Tier Architecture – Use Cases, Use case Specs, Activity

Diagrams, Models, Page designs)

**Ans –**

**Solution**

1. **5W 1H**

5W 1H is the Tool of A Business Analyst. (Who, What, When, Where, Why, How)

What: What is the project? What are the objectives?

Who: Who is the client? Who are the users? Who are the members of the team?

Where: Where will the project take place?

When: What is the date of the consignment? When will it start? How long will it last?

How: to complete the project?

**SMART -**

Specific - A Strategy to Set a Specific goal

Measurable - Measuring the process or procedure of attaining a goal at each phase.

Attainable or Achievable - Concept of deciding whether a goal is achievable or not.

Relative - Relevant to the other same business goals.

Time-bound - To set a specific period to achieve the target goal.

3- **RACI**

**Responsible:** The person or people who complete the task

**Accountable:** The person who has the final authority or approval for the task

**Consulted:** The person who provides advice or guidance on the task

**Informed:** The person who is kept up to date on the task's progress

**4- 3 Tier Architecture**

**Application layer:** It includes the agricultural mobile app screen. Login page functionality.

**Business logic layer:** Here, in this case, it's a payment method, products, company details, and specific rules.

**Database layer:** It can be company's details, product details data, farmers data**.**

**5- Use Case**

 in this BA needs to approach through primary actor to the line up design for the working Structured:

Who is primary user?

What type of product need for the project?

Placing Order

Order confirmation needs to be required.

Delivery channel and tracking updates.

**6- Activity Diagram**

The activity diagram is in the UML for modelling the dynamic aspects of the system for various aspects. We need to mark certain questions with stakeholders:

 What activity is going to perform by an actor?

 Functional Relational between the part

 Business Functionality and business objective

**7- Modelling and page design**

Its very important part of the question for requirement getting where me As a BA needs to ask a stake holder about.

In what way do you want functioning to look like.

The web page and Mobile application functions looks like.

Functional Activity?

Payment Gateway?

Complaint and function update.

**Question 5– Elicitation Techniques-**

As a Business Analyst, What Elicitation Techniques you are aware of?( BDRFOWJIPQU)

SOLUTION

**Brainstorming:** Brainstorming is a effective way to generate a lots of idea on specific issue and determine which ides is best Solution.

 In this Elicitation Techniques where problem or topic is presented to the group and participants are asked to produce as any ideas to solve or address the topic on ASAP. A scribe documents the ideas and ensures the participants can see what is being captured.

**Document Analysis**: Document Analysis is done through reading a Document and understanding the product process and project. Ex Analysis previous project reports and clients contracts to understanding recurring issues and requirement.

**Reverse Engineering:** Also called as Back engineering is the processes of extracting knowledge or design information from anything. This technique is usually utilized in migration projects when an existing system has little or out-dated documentation and it is necessary to study what system actually does.

**Focus Group:** A Focus Group is mean to elicit ideas and attitudes about specific product, Service or opportunity in an interactive group environment.

Example: facilitating a focus group with users from different department to discuss the pros and cons of a proposed system updated.

**Observation:** Observing, shadowing user or doing a part of their job, can provide information of existing processes, Input and output.

Example: Watching Stakeholders in their work environment to understand their processes and challenges.

**Workshop:** A Requirement workshop is structured approach to approach to capture requirements. A workshop may be used to scope, Discover, Define, Prioritize and reach closure on requirement for the Target system.

Example: Organizing a workshop with the IT and marketing teams to Brainstorm features for a new customer Relationship Management. (CRM Tool)

**JAD- Joint Application Development:** Application developed through JAD has higher customer satisfaction, less number of errors as user is directly involved in the development process. It involves bringing together the stakeholders’ developers and users in joint sessions. JAD Methodology involves four phases: Preparation, Session, Documentation, And implementation During this phases interactive discussions and decision making activities. The documentation is used to create a final specification for the software application.

**Interviews:** A one-on-one or group conversation between the business analyst and the stakeholders, where the business analyst asks open-ended or closed-ended questions to elicit information. Interviews can be structured, semi-structured, or unstructured, depending on the level of flexibility and formality. Interviews are useful for exploring complex or sensitive topics, clarifying requirements, and building rapport with stakeholders.

**Questionnaires/ SURVEY:** Are popular tool used to gather data from respondents about their attitudes, experiences or opinions. All the questionnaires can be delivered online or in paper and pen formats, in person or through mail. All questions are standardized so that all respondents receive the same questions with identical wordings.

**Prototyping:** Is an attractive idea for complication and large system for which there is no manual process or existing system to help determine the requirements. Teams builds prototypes of varying degrees of fidelity to capture design concepts and test them on users. It’s a process where business analysts use prototypes to elicit and validate the stakeholder’s requirement through an iterative process that creates a model or design of those Requirements.

Prototype tools are Basmiq, Axure etc By using mentioned tools once can prepare UML diagrams effectively

**Use Case Specs:** Use case specifications are documents that describe the expected behaviour of a system in a particular scenario. They are used to capture the functional requirements of a system and to communicate them to the developers, testers, and stakeholders.

.

**Question 6– This project Elicitation Techniques-**

 Which Elicitation Techniques can be used in this Project and Justify your selection of Elicitation Techniques? Prototyping Use case Specs Document Analysis Brainstorming

**Solution:-**

Based on the given project scenario, the following elicitation techniques can be used

● Prototyping: Prototyping can be utilized to gather feedback and validate there requirements for the online agriculture product store. As the application needs to be user-friendly, creating a prototype can help visualize the user interface and functionalities. It allows stakeholders, including Mr. Henry's friends and other potential users, to provide feedback on the proposed solution and make necessary refinements before development.

● Use Case Specs: Use case specifications can be employed to capture the interactions and sequences of actions between the various actors (farmers, manufacturers, and the online store) and the system being developed. By documenting use cases, the project team can identify the specific functionalities and requirements needed to facilitate the communication and transactions between farmers and manufacturers. Use case specs provide a structured approach to elicit, validate, and prioritize the requirements for the online store.

● Document Analysis: Document analysis can be useful to understand the existing challenges faced by farmers and the requirements expressed by Mr. Henry's friends. Analysing any available documentation, such as reports on agricultural issues, farming practices, or market research, can provide insights into the specific problems related to procuring fertilizers, seeds, and pesticides. It helps in identifying the key pain points and requirements that the online store needs to address.

● Brainstorming: Brainstorming sessions can be conducted with the stakeholders, Including Mr. Henry, Peter, Kevin, and Ben, to gather their perspectives and insights. The session can focus on discussing the challenges faced by farmers, potential features and functionalities of the online store, and any additional requirements that may arise during the discussion. Brainstorming encourages collaboration and creativity, allowing for the exploration of innovative solutions and capturing comprehensive requirements.

Justification of the selection of these elicitation techniques:

● Prototyping: Prototyping enables visualization, feedback, and refinement of the user interface and functionalities, ensuring a user-friendly application.

● Use Case Specs: Use case specifications help in capturing the specific interactions and functionalities required for the online store, facilitating effective communication and transactions between farmers and manufacturers.

● Document Analysis: Document analysis assists in understanding the existing challenges faced by farmers and extracting requirements from the given scenario and any available documentation related to agriculture and farming practices.

● Brainstorming: Brainstorming encourages active participation from stakeholders and facilitates the generation of diverse ideas and requirements, ensuring comprehensive coverage of the stakeholders' needs.

By employing these elicitation techniques, the project team can gather a range of requirements, validate them through feedback and discussions, and ensure that the online agriculture product store addresses the needs of the farmers effectively.

**Question 7– 10Business Requirements-**

Based on the information provided, here are ten business requirements for the online agriculture products store project:

**1. User Registration:** Farmers and manufacturers should be able to create user accounts using their email IDs and secure passwords.

**2. User Login:** Farmers should be able to log in to the platform using their registered email ID and password to access the features and functionalities.

**3.** **Product CatLog**: The platform should have a comprehensive CatLog of fertilizers, seeds, and pesticides, including detailed information about each product such as price, quantity, specifications, and manufacturer details.

**4. Search Functionality:** Farmers should be able to search for specific products based on criteria such as product name, category, manufacturer, or any other relevant parameters.

**5. Shopping Cart:** The platform should provide a shopping cart feature that allows farmers to add products they wish to purchase and manage their selections before proceeding to checkout.

**6. Multiple Payment Options:** The payment gateway should support various payment methods, including cash-on-delivery (COD), credit/debit card payments, and UPI (Unified Payments Interface) options to provide flexibility to farmers during the checkout process.

**7. Order Confirmation and Tracking:** Users should receive email notifications confirming their order details, including order number, products purchased, and estimated delivery date. Additionally, a delivery tracking system should be implemented to allow farmers to track the progress and current status of their orders.

**8. User Reviews and Ratings:** Farmers should have the option to provide feedback, reviews, and ratings for the purchased products, enabling them to share their experiences and help other farmers make informed decisions.

**9. Secure Transactions:** The platform should ensure the security of farmer's personal information, including their payment details, by implementing robust security measures and using encryption protocols.

**10.Mobile-Friendly Interface**: The online store should be optimized for mobile devices, allowing farmers to access and use the platform seamlessly on smartphones and tablets**.**

**Question 8–Assumptions-**

Assumption 1: Users can login using Facebook, Google Yahoo account.

Assumption 2: Users should have basic technical knowledge to browse websites or make purchase.

Assumption 3: Due to boom in online shopping trend, customers will prefer online shopping.

Assumption 4: The dealers/traders need to display good quality product in the application to

increase their sales.

Assumption 5: Users should have knowledge on agricultural products, its usage and longevity.

Assumption 6: Customers should have online accounts for secured payment processing.

Assumption 7: Customers should be informed once the order is placed successfully.

Assumption 8: Customers should be able to check their keep-aside products if they want to buy the latter.

Assumption 9: Customer queries should be addressed for better customer service.

Assumption 10: Customer should be able to share the products with other people too.

**Question 9–This project Requirements Priority-**

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID**  | **Req Name** | **Req Description** | **Priority** |
| 1 | User Registration | Able to create user accounts using their email IDs and secure passwords. | 6 |
| 2 | User Login  | Able to log in to the platform using their registered email ID and password  | 5 |
| 3 | Product CatLog | Detailed information about each product  | 9 |
| 4 | Search Functionality | Able to search for specific products based on criteria  | 5 |
| 5 | Shopping Cart |  The platform should provide a shopping cart feature for checkout. | 3 |
| 6 | Multiple Payment Options | payment methods, including COD, credit/debit card, and UPI options | 7 |
| 7 | Order Confirmation & Tracking | order details, and delivery tracking system  | 8 |
| 8 | User Reviews and Ratings | option for feedback, reviews, and ratings for the purchased products. | 6 |
| 9 | Secure Transactions | Security of farmer's personal information, including their payment details | 8 |
| 10 | Mobile-Friendly Interface | To access and use the platform seamlessly on smartphones and tablets. | 6 |

**Question 10– Use Case Diagram-**



**Question 11– (minimum 5) Use Case Specs**

Detailed specifications for each of the use cases identified in the use case diagram:

|  |  |
| --- | --- |
| **Use Case Name** | Buying a product  |
| **Actors** | Customer, Seller |
| **Description** | This use case describes how users can make purchase via App |
| **Pre – Condition** | User should have been registered into the application |
| **Post – Condition** | Successfully able to login the Account  |
| **Basic Flow** | Step 1: User create and account and login  |
| Step 2: User search for a product from the search bar. |
| Step 3: same product and related product option from different manufacture will be appeared on the screen. |
| Step 4: User select one product, selects the size and quantity of the product and click on "buy now option". |
| Step 5: System will take to another page, where total price calculation will be displayed along with the products added to cart. |
| Step 6: User click on "Place order button".  |
| Step 7: User need to choose the mode of the payment. |
| Step 8: User need to enter the banking details and make payment. |
| Step 9: User will receive order confirmation on email along with the tracking id.  |
| Step 10: Basic flow end here. |
| **Alternate Flows** | Step 1: User is not able to login and redirected to forgot "Username/Password" page.  |
| Step 2: If you user is not able to get the right information, he can request for a call from customer care. nt.  |
|  Step 3: once he get connected with the customer care he will explain the issue to the customer care representative |
| Step 4: Customer care will send a link to reset password to his email account.  |
| Step 5: User will go to that link and system will take to new page , where user will be able to change new password  |
| Step 6: User will be put a new password. |
| Step 7: System will ask to reconfirm the password. |
| Step 8: User will be able to login the account now.  |
| **Exceptions** | If internet connectivity lost while doing this use case, system displays " check with your internet connectivity |
| **Frequency of use** | High  |
| **Assumptions** | It is assumed that the customer is registered  |
| It is assumed that the customer has the computer knowledge  |
| It is assumed that the customer has a suitable device to use the APP. |

|  |  |
| --- | --- |
| **Use Case Name** | Exchange of Product |
| **Actors** | Customer, Seller |
| **Description** | This use case describes how users can exchange a purchased product. |
| **Pre - Condition** | User should have purchased a product before in order to make a exchange. |
| **Post - Condition** | Successfully able to exchange the product |
| **Basic Flow** | Step 1: User login to account via credentials. |
| Step 2: User click on "Account" |
| Step 3: System takes to different page with other details. |
| Step 4: User select option "Exchange" among those options.  |
| Step 5: System will take to another page, where recently ordered products will be displayed on the screen.  |
| Step 6: User has to choose the product which he wants to exchange.  |
| Step 7: User will get another option where he will be asked- "different size in same product" or "want to buy another product"  |
| Step 8: User need to choose one of the option and take action according to choosen option.  |
| Step 9: Once the product is chosen, user will have to click on button "Exchange". |
|  Step 10: User will get the confirmation on email.  |
| **Alternate Flows** | Step 1: User couldn't find the size which he wanted.  |
| Step 2: User call customer care agent to get a solution  |
| Step 3: Agent suggested to wait for the size to be restocked and gave a tentative date or go for similar products.  |
| Step 4: Agent share the link of similar products to the registered email of the customer |
| Step 5: User choose the product  |
| Step 6: User will be put a new password.  |
| Step 7: System will ask to reconfirm the password.  |
| Step 8: User will be able to login the account now. |
| **Exceptions** | If internet connectivity lost while doing this use case, system displays " check with your internet connectivity " |
| **Frequency of use** | High  |
| **Assumptions** | It is assumed that the customer is registered |
|  It is assumed that the customer has the computer knowledge  |
| It is assumed that the customer has a suitable device to use the APP. |

|  |  |
| --- | --- |
| **Use Case Name** | Return of Product  |
| **Actors** | Customer, Seller |
| **Description** | This use case describes how users can return a purchased product. |
| **Pre - Condition** | User should have purchased a product before in order to make a return.  |
| **Post - Condition** | Successfully able to exchange the product  |
| **Basic Flow** | Step 1: User login to account via credentials. |
| Step 2: User click on "Account" |
| Step 3: System takes to different page with other details.  |
| Step 4: User select option "Return" among those options.  |
| Step 5: System will take to another page, where recently ordered products will be displayed on the screen.  |
| Step 6: User has to choose the product which he wants to return. |
| Step 7: User will get another option where he will be asked to provide the bank account number for amount of the returned product to be credited.  |
| Step 8: User need to choose one of the option and take action according to choosen option.  |
|  Step 9: User will get the confirmation on email.  |
|   |
| **Alternate Flows** | Step 1: User didn't get the amount in his account within the TAT. |
| Step 2: User call customer care agent to ask payment status.  |
| Step 3: Payment was stuck due to a technical glitch. |
|  Step 4: User was shared complaint form to be filled. |
| Step 5: Once form submitted, user received another TAT on the email of amount to be credited.  |
| Step 6: User get the payment id in registered email |
|   |
|   |
| **Exceptions** | User put the incorrect bank account. |
| **Frequency of use** | High  |
| **Assumptions** | It is assumed that the customer has a valid bank account number. |
|  It is assumed that the customer has good internet connectivity. |
|  It is assumed that the customer has computer knowledge. |

|  |  |
| --- | --- |
| **Use Case Name** | Update the delivery address |
| **Actors** | Customer, Seller |
| **Description** | This use case describes how users can update address. |
| **Pre - Condition** | User should have a valid deliverable postal address |
| **Post - Condition** | Successfully able to update address. |
| **Basic Flow** | Step 1: User login to account via credentials. |
| Step 2: User click on "Account" |
| Step 3: System takes to different page with other details.  |
| Step 4: User select option "Update" among those options.  |
| Step 5: System will take to another page, where mandatory fields like; Apt number, landmark, pin code , city name will be displayed and has to be field.  |
| Step 6: User need to click on "submit" button.  |
| Step 7: User can use the updated address for products delivery. |
|   |
|   |
|   |
| **Alternate Flows** | Step 1: User is not able to update the address |
| Step 2: User will refresh the page.  |
| Step 3: User gets error again while submitting details.  |
| Step 4: User use live chat box  |
| Step 5: User is asked to not leve blank any star marked field.  |
| Step 6: after updating all mandatory field, address was successfully submitted. |
|   |
|   |
| **Exceptions** | User put the incorrect address details like; pin exceeds the maximum number of digits |
| **Frequency of use** | High  |
| **Assumptions** | It is assumed that the customer has a valid postal address |
|  It is assumed that the customer has good internet connectivity. |
|  It is assumed that the customer has computer knowledge.  |
| It is assumed, customer understands, what details has to be put in every field. |

|  |  |
| --- | --- |
| **Use Case Name** | Update the new contact number |
| **Actors** | Customer, Seller |
| **Description** | This use case describes how users can update/ change new phone number |
| **Pre - Condition** | User should have a new contact number.  |
| **Post - Condition** | Successfully able to change contact number. |
| **Basic Flow** | Step 1: User login to account via credentials. |
| Step 2: User click on "Account" |
| Step 3: System takes to different page with other details.  |
| Step 4: User select option "Manage your Account" among those options.  |
| Step 5: System will take to another page, where personal details will be displayed.  |
| 6: User has to click Mobile number  |
| Step 7: User will get a red popup button "CHANGE". |
|  Step 8: OTP will be sent to existing updated number |
|  Step 9: once number is verified with the OTP user put. User can update new contact number.  |
| Step 10: New contact number is successfully updated.  |
| **Alternate Flows** |   |
| Step 1: User didn't get the OTP in registered existing number. |
|  Step 2: User restarts the phone.  |
| Step 3: User raised a ticket with the customer care |
|  Step 4: User was shared issue ticket number in the registered email.  |
| Step 5: Issue got fixed with the help of support team  |
| Step 6: contact number is successfully changed. |
|   |
| **Exceptions** | User put the incorrect phone number. |
| **Frequency of use** | Low |
| **Assumptions** | It is assumed that the customer has a valid phone number.  |
| It is assumed that the customer has good phone network to receive OTP. |
|  It is assumed that the customer has checked the message inbox for OTP.  |
|   |

**Question 12– (minimum5) Activity Diagrams**

**Activity Diagram 1**



Activity Diagram 2



Activity diagram 3



Activity Diagram 4



Activity Diagram 5



 C