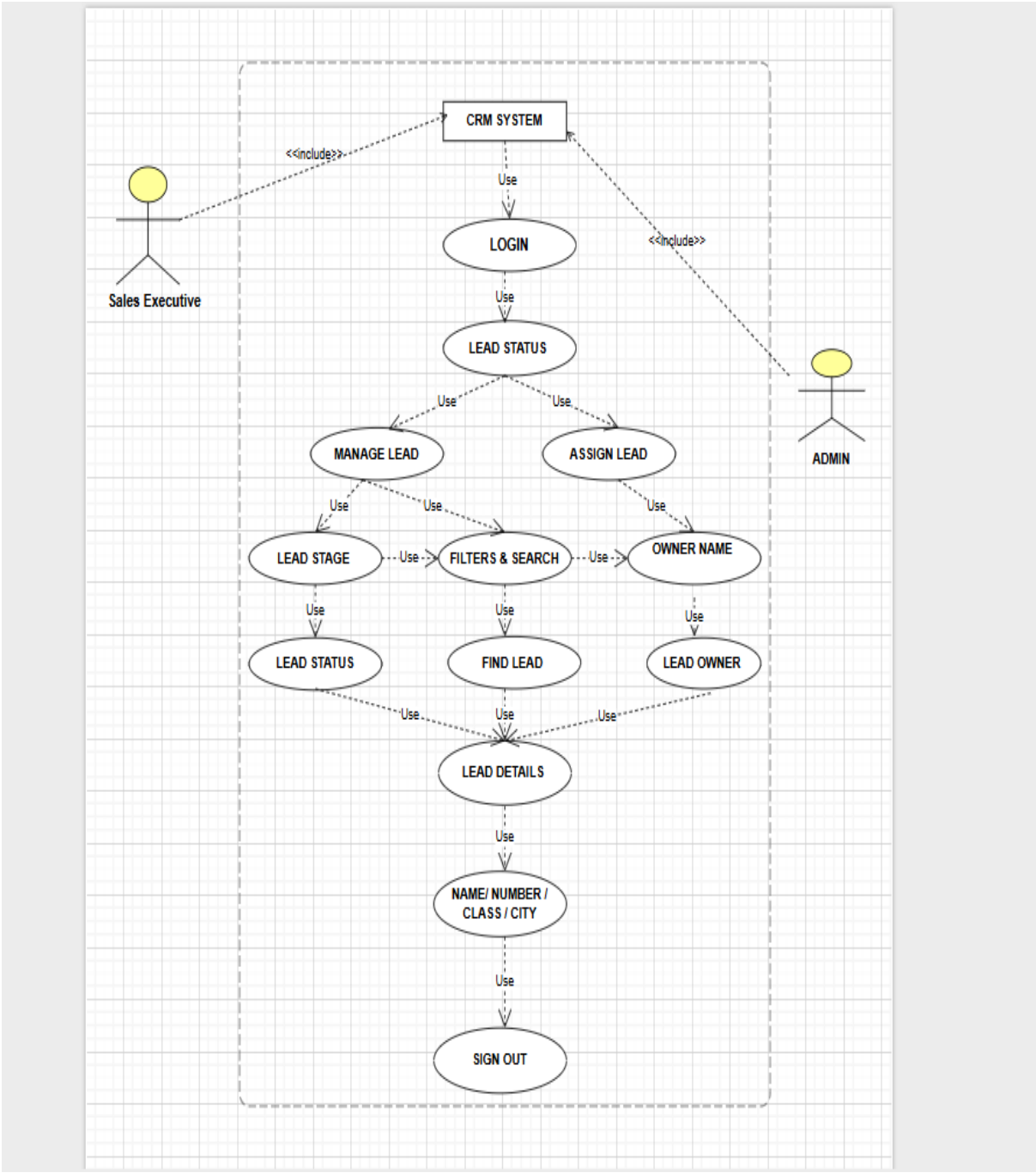
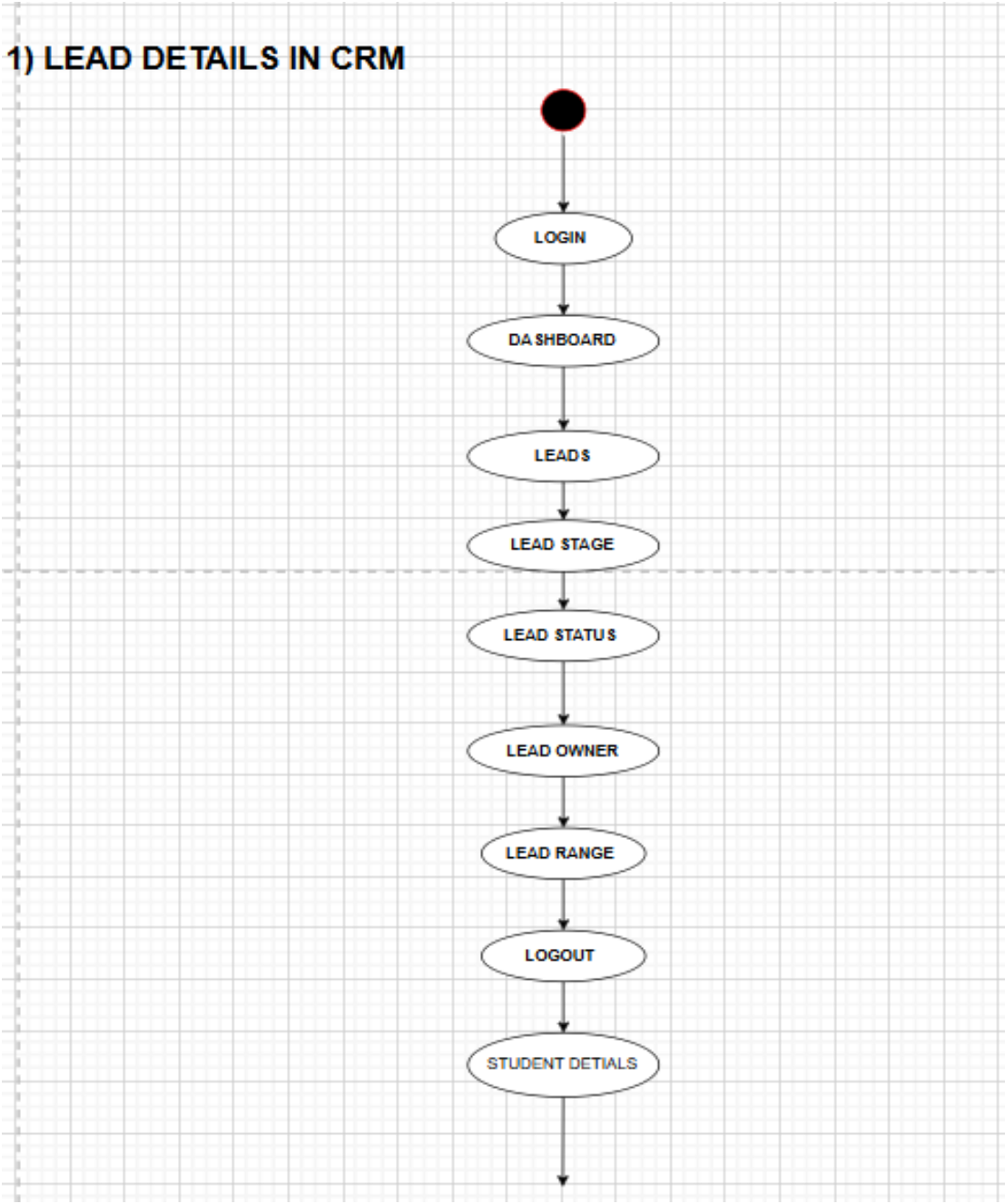
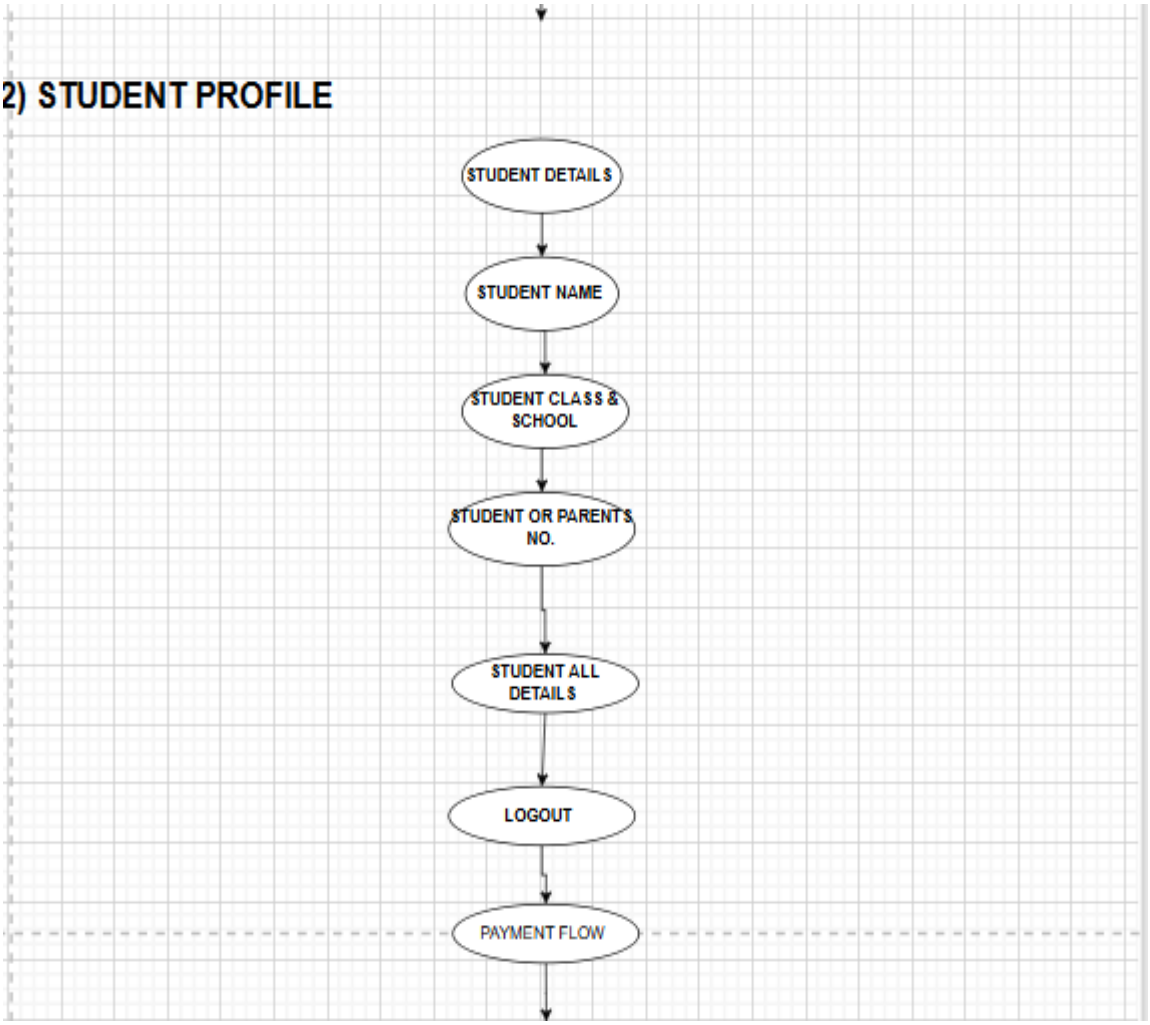
use case diagram



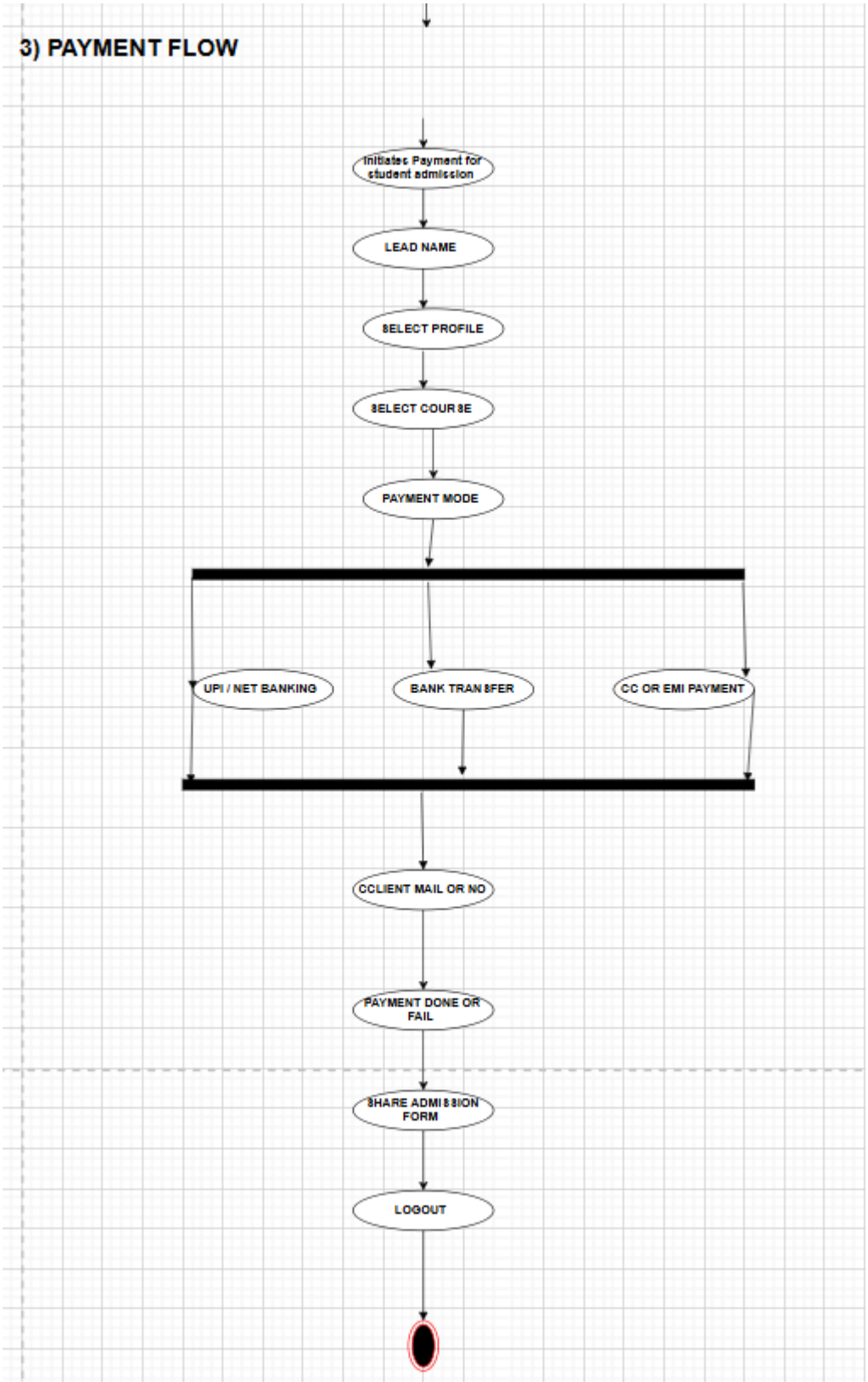
Activity diagram



2) STUDENT PROFILE



3) PAYMENT FLOW

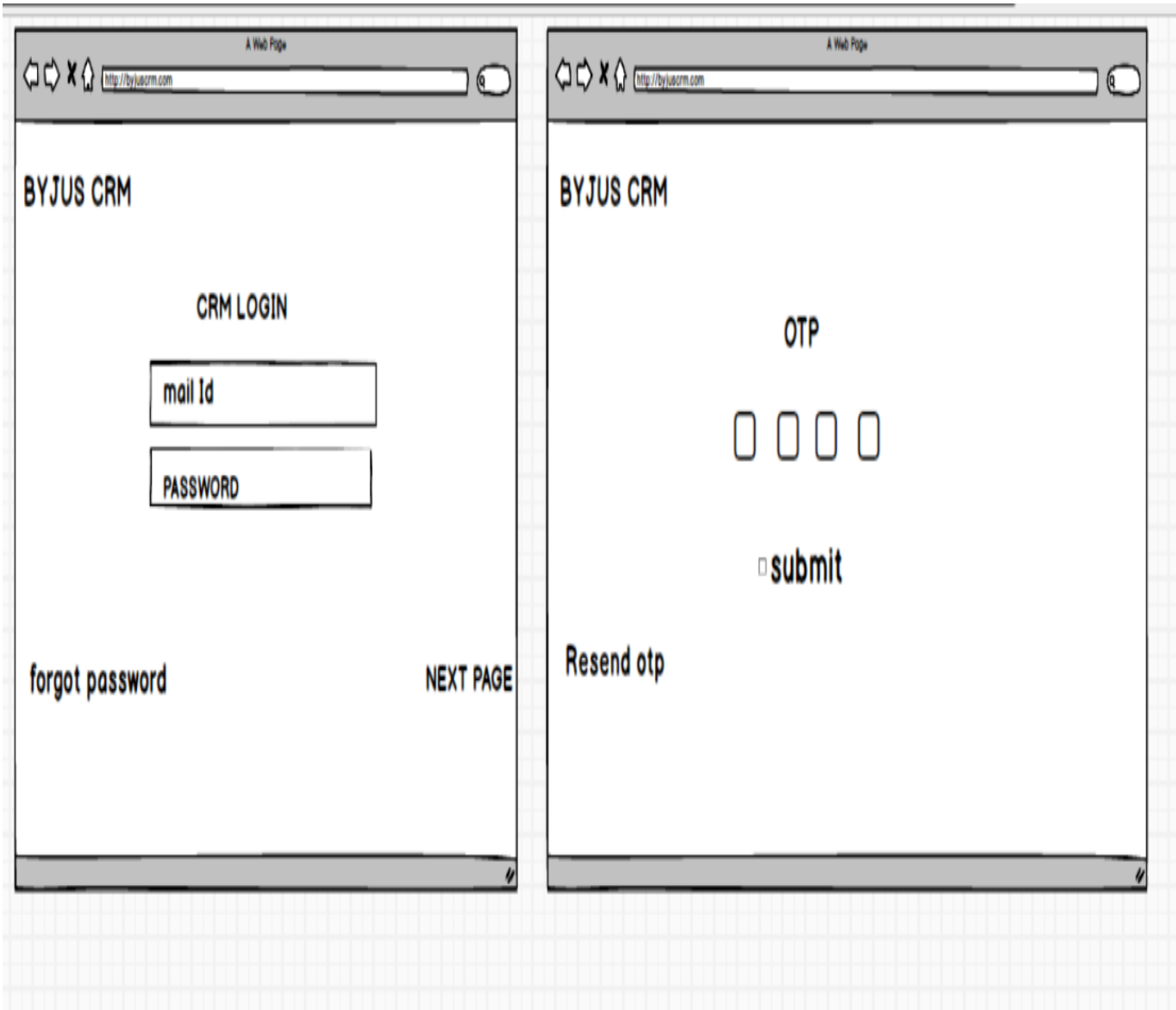


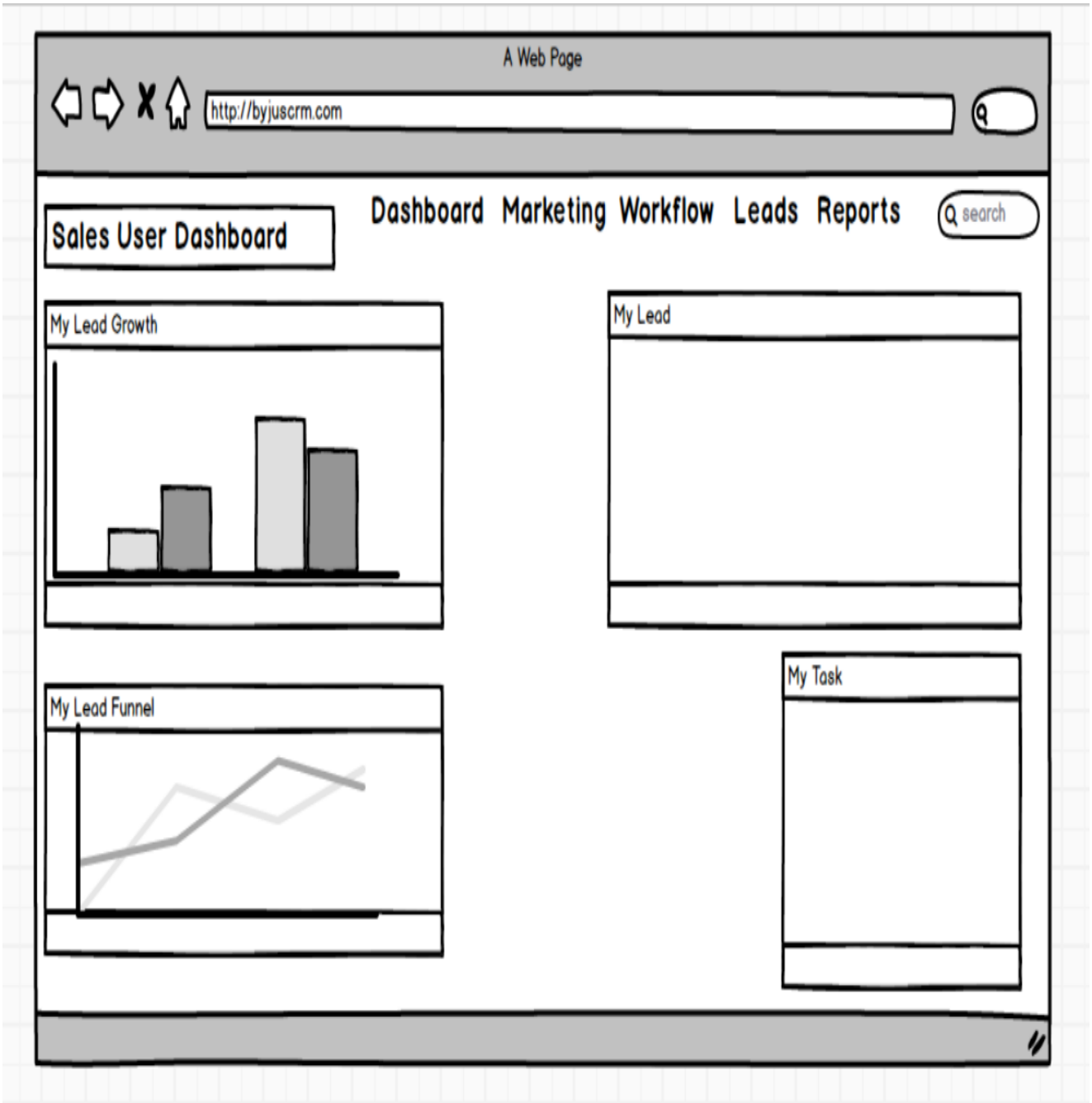
S.N0	Field	Description
1	Use case name	Add Lead
2	Description	This use case allows a Sales Executive to create a new lead record in the system.
3	Actors	Primary: Sales Executive Secondary: Admin
4	Basic Flow	1. Login 2. Click “Add Lead” 3. Enter data 4. Submit form 5. Data validated and saved
5	Alternate Flow	If form is partially filled, system shows prompt to complete missing fields
6	Exception Flow	If system crashes or fails to save, error message is displayed
7	Pre-conditions	User must be logged into the CRM system

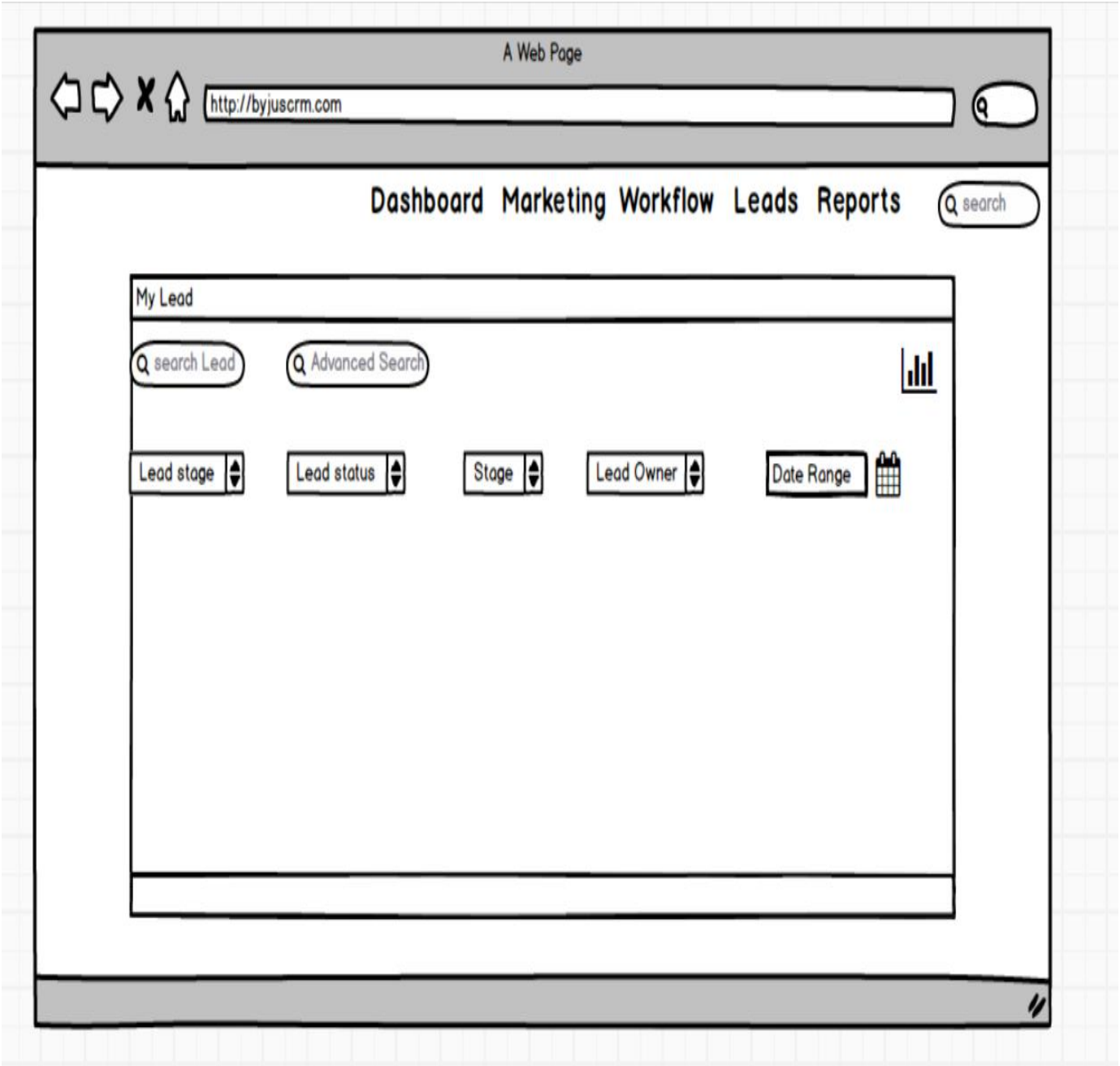
8	Post-conditions	New lead is added and available in lead dashboard
9	Assumptions	Sales Executive has correct permissions
10	Constraints	Internet connectivity required, mandatory fields must be filled
11	Dependencies	System must be integrated with backend DB
12	Inputs and Outputs	Input: Lead Details Output: Lead ID confirmation
13	Business Rules	Only valid emails allowed; Phone number must be 10 digits
14	Miscellaneous	Lead source can be tracked via dropdown options

Screens and pages

1)login CRM




A Web Page
http://byjuscrm.com
Sales User Dashboard
Dashboard Marketing Workflow Leads Reports
search
My Lead Growth
My Lead
My Task
My Lead Funnel


A Web Page
http://byjuscrm.com
Dashboard Marketing Workflow Leads Reports
search
My Lead
search Lead
Advanced Search
Lead stage
Lead status
Stage
Lead Owner
Date Range

Tools - Visio & Axure

Microsoft Visio was primarily used to create **UML diagrams**, such as the **Use Case Diagram** and **Activity Diagram**. These diagrams helped in visually communicating the system's functional flow to both technical and non-technical stakeholders. Visio's drag-and-drop interface and standardized UML shapes made it easier to accurately represent the interaction between users and the system. This visual clarity also helped the development and testing teams to better understand the process logic and user behavior.

Axure RP was used for building **interactive wireframes** of the CRM application. Starting from the homepage, I created mockups for core features such as login, lead management, reporting, and logout. Axure allowed me to simulate end-to-end user journeys by linking the pages interactively, which made it easier for the client to validate the flow and design before development. The drag-and-drop components, dynamic panel features, and conditional logic in Axure helped in creating realistic prototypes, especially for key CRM functions

9 – BA Experience

My Experience as a Business Analyst in Project Phases

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1. Requirement Gathering

- I used the **MoSCoW prioritization technique** to identify and classify business needs into Must-Have, Should-Have, Could-Have, and Won't-Have categories.
- During this phase, the client was not available at times. I proactively identified alternative Points of Contact (PoCs) from the client's team to continue gathering requirements without delays.
- To validate the quality of requirements, I used the **FURPS** model, ensuring requirements met Functionality, Usability, Reliability, Performance, and Supportability criteria.
- I identified and removed redundant and duplicate requirements to maintain clarity and avoid confusion.
- I also used **prototyping** to present early-stage visual models to the stakeholders, which helped in capturing more accurate and detailed requirements.

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2. Requirement Analysis

- I created **UML diagrams** (Use Case, Activity, Sequence diagrams) to visually represent and validate system processes and interactions.
- I developed **Activity Diagrams** to clearly show process flows and logic across different modules.
- These diagrams were shared with the internal team. In case of any disagreements or suggestions, I collected feedback and iterated accordingly.
- Based on finalized requirements, I prepared both the **Business Requirements Specification (BRS)** and **System Requirements Specification (SRS)** documents.

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3. Design Phase

- I translated use cases into **test cases** to validate that all functionalities are covered.
- I maintained communication with the client to verify the proposed solution design and clarified any points related to UI/UX or functional behavior.
- Both **positive and negative test cases** were written to ensure robustness.

- I ensured **no test case was missed**, knowing that missed scenarios could lead to major project issues later.
- I developed **test data** for both functional and non-functional validation.
- The **Requirement Traceability Matrix (RTM)** was updated consistently to map each requirement with corresponding test cases and ensure complete coverage.

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4. Development Phase

- I conducted **Joint Application Development (JAD)** sessions involving both business stakeholders and the development team for better alignment.
- During coding, I handled developer queries efficiently and provided quick clarifications.
- In case of any team conflicts or lack of cooperation, I held **one-on-one discussions**, explaining the project impact and promoting team alignment and motivation.
- Diagrams and SRS were frequently referred to ensure development aligned with agreed requirements.
- Despite challenges like team members missing meetings, I ensured **meeting recordings** were shared, followed by **individual discussions** to bring everyone up to speed.

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5. Testing Phase

- Test cases were prepared directly from the approved use cases.
- I participated in **functional and high-level testing**, checking both system behavior and data integrity.
- I coordinated with the client to gather **test data** required for realistic testing scenarios.
- RTM was regularly updated to reflect testing progress and coverage.
- I obtained **formal sign-off** from the client upon successful validation.
- Prepared and guided the client team through **User Acceptance Testing (UAT)**, ensuring all key features were tested before deployment.

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6. Deployment Phase

- I submitted the updated **RTM** along with the **Project Closure Document** to the client.
- I coordinated the preparation and delivery of **End User Manuals** for smooth adoption.
- I organized **training sessions** for end users, covering system features and best practices.
- I ensured all relevant users attended the training and clarified any remaining doubts post-training to enable effective usage.