**QUESTION**
A company is having manufacturing plants and warehouses in various parts of the country. They manufacture ice-cream and milk products. They want to build software to achieve two goals.

• Manage the inventory

• Quickest delivery to the customers

Assignment 1:

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

2. Prepare process flow diagram using your imagination.

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.

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

3. Make an ERD of creating a support ticket/Ticketing life cycle. 4. User story of shopping from ecommerce.

# Assignment 1:

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

## Project Goals

* Develop a centralized software system to manage inventory across multiple manufacturing plants and warehouses.
* Enable real-time stock tracking of raw materials and finished products.
* Optimize order fulfilment by identifying the quickest and most cost-effective delivery routes.
* Reduce wastage and spoilage of perishable dairy products.
Enhance customer satisfaction with faster deliveries and accurate order tracking.

## Business Objectives

* **Improve Inventory Accuracy:** Ensure real-time stock updates to minimize shortages and overstocking.
**Optimize Logistics:** Implement smart routing to reduce delivery time and transportation costs.
**Enhance Customer Experience**: Reduce order processing time and improve tracking for customers.
**Improve Supply Chain Visibility:** Enable better decision-making with data analytics on demand patterns.
**Reduce Wastage:** Implement FIFO (First-In-First-Out) to minimize expired or wasted products.

## Business Rules

Inventory Management Rules:

* Raw materials and finished products must be tracked in real time.
* Stock should not fall below minimum threshold levels; alerts should be generated.
* Perishable products should follow FIFO (First In, First Out).
* Expiry dates should be tracked, and near-expiry products must be flagged.

Order Fulfilment & Delivery Rules:

* Orders should be assigned to the nearest warehouse with available stock.
* Delivery routes must be optimized using AI-based algorithms (e.g., shortest distance, least traffic).
* If a warehouse cannot fulfil an order, the next closest warehouse should be assigned automatically.

Customer Order Handling:

* Customers should receive real-time tracking updates on their orders.
* If a product is out of stock, an alternate product or delivery date should be suggested.
* Return and refund policies should be predefined and automated.

## Background

The company operates multiple manufacturing plants and warehouses across different regions, producing ice cream and milk-based products. Due to the perishable nature of these products, efficient inventory management and timely deliveries are crucial to minimizing wastage and ensuring customer satisfaction. The company currently faces challenges in tracking stock levels, managing product expiration, and optimizing order fulfilment. Additionally, manual or semi-automated processes lead to delays, inefficiencies, and increased operational costs. To address these issues, the company aims to develop a centralized software solution that will enable real-time inventory tracking, AI-driven delivery optimization, and seamless order management. This system will help improve operational efficiency, reduce product wastage, and enhance customer service by ensuring the quickest and most cost-effective deliveries.

## Project Objectives

* Implement a centralized inventory management system for manufacturing plants and warehouses.
* Automate stock updates, expiry tracking, and demand forecasting.
* Develop an AI-powered delivery system to identify the quickest and most cost-effective fulfilment routes.
* Provide customers with real-time tracking of their orders.
* Enable data analytics and reporting for business insights.

## Project Scope

### In-scope functionality

**Inventory Management**

* Stock monitoring (raw materials & finished goods).
* Expiry date & wastage tracking.
* Automated alerts for low stock.

**Order Fulfilment & Delivery Optimization**

* Auto-allocation of orders to the nearest warehouse.
* AI-based delivery route planning.
* Real-time tracking for delivery agents & customers.
* Integration with third-party logistics providers.

**Customer Portal & Notifications**

* Order tracking via web & mobile apps.
* Automated SMS/email alerts for delivery status.

**Data Analytics & Reporting**

* Demand forecasting for better inventory planning.
* Wastage analysis to optimize production.
* KPI dashboards for supply chain efficiency.

### Out-scope functionality

* Manufacturing Process Management (The focus is only on inventory & delivery, not production line control).
* Customer Billing & Payments (Handled by existing systems).
* Marketing & CRM Features (Not part of the initial phase).
* AI-Based Demand Forecasting in Initial Phase (Could be a future enhancement).

## Assumptions

* All warehouses and plants have internet connectivity for real-time stock updates.
* The company will train staff on using the new system.
* Customers will have access to smartphones or web apps for tracking.
* The software will integrate with existing ERP systems for financials and invoicing.
* Logistics partners will support GPS tracking & API integration.

## Constraints

* **Budget Limitations:** The project must be completed within the allocated budget.
* **Time Constraints:** The system should be live within 6-8 months.
* **Integration Challenges:** Compatibility with existing ERP systems.
* **Data Security & Compliance:** The system must follow data protection regulations (e.g., GDPR, local laws).
* **Technology Stack Restrictions:** Should be compatible with existing IT infrastructure.

## Risks

|  |  |  |
| --- | --- | --- |
| **Potential risks** | **Likelihood of its occurrence** | **Mitigation strategies** |
| ***Technological Risks*** | Medium | Ensure robust and reliable payment systems. Regularly update and maintain digital platforms. Partner with trusted technology vendors for infrastructure support. |
| ***Skill Risks*** | High | Provide vendor training on digital tools, customer service, and food safety. Hire skilled professionals to manage the inventory and FMCG sectors. |
| ***Political Risks*** | Low | Stay updated on local government policies affecting the Engage with local authorities to ensure compliance with regulations. |
| ***Business Risks*** | Medium | Diversify revenue streams (e.g., partnerships, events). Perform regular financial risk assessments to ensure sustainability. |
| ***Requirement Risks*** | Medium | Conduct detailed stakeholder requirements gathering to prevent scope creep. Ensure continuous communication with vendors, manufacturers, inventories and local authorities |
| ***Other Risks*** | Medium | Implement weather-resistant infrastructure. Promote eco-friendly practices to minimize environmental impact. |

## Legacy System (AS-IS) and Proposed Recommendations (TO-BE)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Factors** | **AS-IS (Current stage)** | **TO-BE (Future stage)** | **Gaps identified** | **Actions** |
| Inventory Management | Manual tracking using spreadsheets and paper records. | Automated inventory management with real-time stock updates. | Risk of human errors, stock mismatches, and inefficiencies. | Implement a digital inventory management system with alerts. |
| Stock Replenishment | Reactive ordering based on manual stock checks. | AI-driven demand forecasting for automated restocking. | Overstocking or understocking due to inaccurate predictions. | Integrate an AI-based demand forecasting tool. |
| Order Processing | Orders are manually entered and processed. | Automated order processing with instant system updates. | Delays in order fulfillment and higher processing times. | Implement an order management system integrated with inventory. |
| Delivery Scheduling | Delivery routes planned manually without optimization. | AI-based route optimization for faster deliveries. | Delayed deliveries and increased fuel costs. | Integrate route optimization software with live tracking. |
| Quality Control | Manual product inspections; no digital tracking. | IoT-based automated quality monitoring system. | Inconsistent quality control and manual errors. | Implement IoT sensors for quality checks. |
| Customer Complaints | Handled manually via phone/email; slow resolution. | Centralized customer support system with tracking. | Long resolution time and lack of customer satisfaction. | Deploy a CRM-based complaint resolution system. |

# 2. 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.

**Subject: Introduction for Inventory & Delivery Management Solution
Respected ABC,**
I hope this email finds you well. My name is Oindrila Dey, and I am a Business Analyst at ABC company. I am pleased to introduce myself as your primary point of contact for the initial business understanding phase of your software development project. I will be collaborating closely with you and your team to gather detailed requirements and ensure that the solution we develop aligns with your business goals.

We understand that your company operates multiple manufacturing plants and warehouses across the country and specializes in the production and distribution of ice cream and dairy products. To enhance operational efficiency and meet customer demands effectively, you are looking for a software solution that focuses on:
**• Inventory Management:** Efficient tracking of stock levels, raw materials, and finished products across multiple locations.
**• Optimized Delivery Process:** Implementing a system that ensures the quickest delivery to customers by optimizing order fulfillment and logistics.

**My Role in This Project**
As a Business Analyst, I will be responsible for:

* **Understanding Business Needs:** Conducting discussions and workshops to gather detailed requirements from stakeholders.
* **Requirement Analysis & Documentation:** Translating business needs into clear, structured, and actionable requirements.
* **Identifying Key Challenges:** Assessing current workflows, pain points, and opportunities for process improvement.
* **Collaborating with Technical Teams:** Ensuring that the development team has a clear roadmap and requirements to build the right solution.
* **Ensuring Business & Technical Alignment:** Bridging the gap between business goals and technical implementation.

**Next Steps**

To kick off the project, I propose scheduling an initial discovery meeting where we can:
• Discuss your current inventory management and delivery workflows.
• Identify the core challenges you face.
• Define the key features and success metrics for the software.

Please let me know a convenient time for this discussion. I am excited to collaborate with you and your team and look forward to helping you achieve an efficient and scalable solution. If you have any questions or specific expectations before our meeting, feel free to share them.
Looking forward to working together.
Best regards,
Oindrila Dey
Business Analyst
ABC Company
oindrila07dey@gmail.com | 9123309402

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

## BRD Document

## Project Goals

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## SRS document

#### Introduction

In today’s fast-paced and competitive dairy industry, managing inventory efficiently and ensuring the quickest delivery of products are critical factors for business success. Our client, a leading manufacturer of ice cream and milk products, operates multiple manufacturing plants and warehouses across the country. To optimize their operations, they aim to develop a robust software solution, “**DairyXpress**: Integrated Inventory and Delivery Management System”, that will enhance inventory management and streamline the delivery process.

#### Goal

The primary goal of the proposed software is ***“to digitize and automate the inventory management system while enabling an efficient and optimized delivery network”.*** This will help the company reduce wastage, prevent stockouts or overstocking, and ensure timely deliveries to customers.

#### Objectives

* Real-time inventory tracking to prevent stock shortages and overstocking.
* Automated stock replenishment based on demand forecasting.
* Smart logistics optimization for the fastest delivery routes.
* Seamless order processing and dispatch to reduce delivery time.
* Minimized wastage of perishable dairy products through intelligent stock rotation.
* Optimized transportation costs with efficient distribution planning.
* Data-driven insights and reports for better inventory and delivery decisions.
* Enhanced customer satisfaction with timely and efficient product deliveries.

#### Use case diagram



#### Use case specification documents

**Use Case 1: Inventory Management**

**1. Use Case Name: Inventory Management**

**2. Use Case Description:**

This use case enables warehouse managers and plant operators to track and manage stock levels of raw materials and finished products across multiple locations through the inventory management system.

**3. Actors:**

* **Primary Actors:** Warehouse Managers, Plant Operators
* **Secondary Actors:** Suppliers, System Administrator

**4. Basic Flow:**

1. Warehouse Manager logs into the system.
2. User enters or updates stock details for raw materials and finished products.
3. System verifies and updates stock levels in real-time.
4. Automated notifications are sent for low-stock alerts.
5. User generates reports for stock levels, purchase orders, and sales trends.

**5. Alternate Flow:**

* Stock can be updated via barcode scanning or automated IoT sensors.

**6. Exceptional Flows:**

* System detects duplicate or incorrect stock entries.
* Stock updates fail due to a system error or connectivity issue.

**7. Pre-Conditions:**

* User has valid login credentials.
* System is synchronized with warehouse databases.

**8. Post-Conditions:**

* Inventory is updated in real-time.
* Warehouse managers receive low-stock notifications if necessary.

**9. Assumptions:**

* Vendors provide accurate stock details.
* Warehouses and plants are integrated into a central inventory system.

**10. Constraints:**

* Limited offline access to inventory data.

**11. Dependencies:**

* Supplier data accuracy and timely stock updates.

**12. Inputs and Outputs:**

* **Input:** Stock entries, product details, purchase orders.
* **Output:** Real-time inventory levels, reports, alerts.

**13. Business Rules:**

* Only authorized users can modify stock details.
* Automatic reordering should be triggered based on predefined stock thresholds.

**14. Miscellaneous Information:**

* Future enhancements may include AI-based demand forecasting.

**Use Case 2: Optimized Delivery Management**

**1. Use Case Name: Optimized Delivery Management**

**2. Use Case Description:**

This use case involves logistics managers and delivery personnel using the system to determine the fastest and most cost-effective delivery routes for ice cream and milk products.

**3. Actors:**

* **Primary Actors:** Logistics Manager, Delivery Personnel
* **Secondary Actors:** Customers, System Administrator

**4. Basic Flow:**

1. Logistics Manager logs into the system.
2. User inputs delivery addresses and order details.
3. System calculates the optimal route based on real-time traffic and warehouse proximity.
4. Delivery personnel receive assigned routes and dispatch details.
5. Delivery updates are logged into the system upon successful fulfillment.

**5. Alternate Flow:**

* System integrates with third-party GPS services for live tracking.
* Customer receives real-time delivery status updates.

**6. Exceptional Flows:**

* Delays occur due to traffic or weather conditions.
* Delivery attempt fails due to customer unavailability.

**7. Pre-Conditions:**

* Orders are placed and confirmed in the system.
* Delivery fleet is equipped with tracking systems.

**8. Post-Conditions:**

* Products are delivered successfully.
* Delivery status is updated in the system.

**9. Assumptions:**

* Delivery personnel follow the recommended routes.
* Customers provide accurate delivery addresses.

**10. Constraints:**

* Limited GPS connectivity in remote areas.

**11. Dependencies:**

* Integration with live traffic and mapping services.

**12. Inputs and Outputs:**

* **Input:** Delivery orders, addresses, traffic data.
* **Output:** Optimized routes, real-time tracking updates.

**13. Business Rules:**

* Only authorized personnel can modify delivery schedules.
* High-priority orders are allocated faster routes.

**14. Miscellaneous Information:**

* Future enhancements may include AI-driven predictive delivery planning.

**Use Case 3: Order Placement and Processing**

**1. Use Case Name: Order Placement and Processing**

**2. Use Case Description:**

This use case allows customers to place orders through an online portal, which is then processed by the system for fulfillment.

**3. Actors:**

* **Primary Actors:** Customers
* **Secondary Actors:** Sales Representatives, Warehouse Staff

**4. Basic Flow:**

1. Customer logs into the portal.
2. User selects ice cream or milk products.
3. User adds selected items to the cart and proceeds to checkout.
4. System verifies product availability in real-time.
5. Order is placed, and confirmation is sent.
6. Warehouse staff prepares the order for dispatch.

**5. Alternate Flow:**

* Customers place orders via phone, which sales representatives enter into the system.

**6. Exceptional Flows:**

* Order fails due to stock unavailability.
* Payment fails or is declined.

**7. Pre-Conditions:**

* Customer has an active account.
* Payment system is integrated.

**8. Post-Conditions:**

* Order is successfully placed and processed.

**9. Assumptions:**

* Delivery personnel follow the recommended routes.
* Customers provide accurate delivery addresses.

**10. Constraints:**

* Limited GPS connectivity in remote areas.

**11. Dependencies:**

* Integration with live traffic and mapping services.

**12. Inputs and Outputs:**

* **Input:** Delivery orders, addresses, traffic data.
* **Output:** Optimized routes, real-time tracking updates.

**13. Business Rules:**

* Only authorized personnel can modify delivery schedules.
* High-priority orders are allocated faster routes.

**14. Miscellaneous Information:**

* Future enhancements may include AI-driven predictive delivery planning.

**Use Case 4: Product Quality Control**

**1. Use Case Name: Product Quality Control**

**2. Use Case Description:**

This use case ensures that all dairy products meet the required quality standards before shipment.

**3. Actors:**

* **Primary Actors:** Quality Control Inspector
* **Secondary Actors:** Warehouse Staff

**4. Basic Flow:**

1. Quality Control Inspector logs into the system.
2. System displays pending batches for quality check.
3. Inspector conducts tests and enters results.
4. System approves or rejects the batch based on predefined criteria.

**5. Alternate Flow:**

* Automated quality control using IoT-based sensors.

**6. Exceptional Flows:**

* Quality control results fail to upload.

**7. Pre-Conditions:**

* Batch has been produced and is awaiting inspection.

**8. Post-Conditions:**

* Approved batches move to dispatch.

**9. Assumptions:**

* Delivery personnel follow the recommended routes.
* Customers provide accurate delivery addresses.

**10. Constraints:**

* Limited GPS connectivity in remote areas.

**11. Dependencies:**

* Integration with live traffic and mapping services.

**12. Inputs and Outputs:**

* **Input:** Delivery orders, addresses, traffic data.
* **Output:** Optimized routes, real-time tracking updates.

**13. Business Rules:**

* Only authorized personnel can modify delivery schedules.
* High-priority orders are allocated faster routes.

**14. Miscellaneous Information:**

* Future enhancements may include AI-driven predictive delivery planning.

**Use Case 5: Customer Feedback and Complaint Handling**

**1. Use Case Name: Customer Feedback and Complaint Handling**

**2. Use Case Description:**

This use case enables customers to provide feedback or raise complaints regarding products or delivery services.

**3. Actors:**

* **Primary Actors:** Customers
* **Secondary Actors:** Customer Support Representatives

**4. Basic Flow:**

1. Customer logs into the platform.
2. User submits feedback or complaint.
3. System categorizes and assigns the complaint to a customer support representative.
4. Support team resolves the issue and updates the system.
5. Customer receives resolution details.

**5. Alternate Flow:**

* Customer contacts support via phone, and the agent logs the complaint.

**6. Exceptional Flows:**

* No response from the support team within the SLA.

**7. Pre-Conditions:**

* Customer has an active account.

**8. Post-Conditions:**

* Complaint is resolved.

**9. Assumptions:**

* Delivery personnel follow the recommended routes.
* Customers provide accurate delivery addresses.

**10. Constraints:**

* Limited GPS connectivity in remote areas.

**11. Dependencies:**

* Integration with live traffic and mapping services.

**12. Inputs and Outputs:**

* **Input:** Delivery orders, addresses, traffic data.
* **Output:** Optimized routes, real-time tracking updates.

**13. Business Rules:**

* Only authorized personnel can modify delivery schedules.
* High-priority orders are allocated faster routes.

**14. Miscellaneous Information:**

* Future enhancements may include AI-driven predictive delivery planning.

#### Functional requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **Req. ID** | **Req. Name** | **Req. Description** | **Priority** |
| FR1 | Farmer registration | Farmers should be able to log in the portal with their authentic e-mail/mobile number and password. | 10 |
| FR2 | Manufacturer registration | Manufacturer should be able to register in the product with their authentic e-mail/number and password. | 10 |
| FR3 | Searching products | Famers should be able to buy seeds, fertilizers and pesticides from going to the search bar and searching the same. | 10 |
| FR4 | Product category and details | Farmers should get to know about the detailed information of the products from the website. | 9 |
| FR5 | Add to cart | Farmers should be able to browse though the product list and added them to the cart. | 8 |
| FR6 | Payment | Farmers should confirm the order by making the payment through any of the suitable modes: UPI/ COD/Net banking/Debit/Credit | 8 |
| FR7 | Checkout process | After payment, users should receive a confirmation mail and SMS | 8 |
| FR8 | Order tracking | Users should be able to track their order with the link that they will be receiving with their confirmation mail. | 7 |
| FR9 | Order history | Users should be able to review their order history including product details, availability and price. | 7 |
| FR10 | User profile management | User should make an active profile including their name, address, phone number, email id, primary preferences, location and favorable choice of payment options. | 6 |
| FR11 | Product review | Customers should give their product reviews and whether one should be able to review it before ordering the same afterwards. | 6 |
| FR12 | Product recommendation | Based on the product search history, similar recommendations should be given to the user. | 5 |
| FR13 | Order cancellation | Users should be given a definite timeframe within which they can cancel the order if not wish to buy anymore. | 4 |
| FR14 | Customer support | There should be a dedicated customer support team for contacting any queries, issues or product-related information. | 3 |
| FR15 | Mobile application | Along with the website model, the users should have a handy access of mobile application version. | 2 |
| FR16 | Multilingual support | There should be the support of multi-languages to the users based on the geographical access. | 1 |

#### Non-functional requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **Req. ID** | **Req. Name** | **Req. Description** | **Priority** |
| NFR1 | Authentication | Authenticated users should only be allowed through email and password verification. | 10 |
| NFR2 | Page loading time | Page needs to be loaded within fraction of second ~2 seconds. | 9 |
| NFR3 | Availability | System should be available 24/7. | 9 |
| NFR4 | Data Encryption | Suitable encryption needs to be there for sensitive data. | 8 |
| NFR5 | Access control | Authorized users should have the access to higher safety channels | 7 |
| NFR6 | Browser capability | System should be compatible of any kind of latest web browsers such as Chrome or Firefox etc. | 8 |
| NFR7 | System capability | System needs to be capable for any kind of OS such as Mac OS or Linux or android. | 9 |
| NFR8 | Efficient resource usage | Resource usage should be reduced to minimum | 5 |
| NFR9 | Traceability | Changes and code replacement should be traceable to the specific user or new users and processes. | 4 |
| NFR10 | Consistency | Interface layout should be consistent in all pages | 6 |

#### Technology Stack (Proposed)

* Frontend: React.js / Angular
* Backend: Node.js / Django / .NET
* Database: MySQL / PostgreSQL
* Hosting: AWS / Azure

## Make an ERD of creating a support ticket/Ticketing life cycle. – screenshot







## 4. User story of shopping from ecommerce.

|  |  |  |
| --- | --- | --- |
| User Story No: 1 | Tasks: 2 | Priority: Highest |
| AS A DELIVERY BOYI WANT TO REGISTER **DairyXpress** **portal** THAT I CAN DELIVER ORDERS |
| BV: 500 | CP: 02 |
| ACCEPTANCE CRITERIA* Registration screen with fields: User Name, Password, National ID, Mobile No, Email, Address, Phone Number.
* Register button should be present.
* System should validate all required fields.
* On successful registration, a confirmation notification is sent.
 |

|  |  |  |
| --- | --- | --- |
| User Story No: 2 | Tasks: 2 | Priority: Highest |
| AS AN INVENTORY OWNER I WANT TO VIEW ORDERSSO THAT I CAN VIEW THE LIST OF ORDERS |
| BV: 500 | CP: 02 |
| ACCEPTANCE CRITERIA* Order details should be displayed in a tabular format.
* Each order entry should include Order ID, Customer Name, Product Details, Quantity, Order Status, and Order Date.
* Ability to sort and filter orders.
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| User Story No: 3 | Tasks: 2 | Priority: Highest |
| AS A CUSTOMERI WANT TO ADD THE ADDRESSSO THAT I CAN GET THE ORDER TO MY ADDRESS |
| BV: 500 | CP: 02 |
| ACCEPTANCE CRITERIA* A text box should be provided to enter the delivery address.
* The entered address should be validated against the business rule (must be within a 5 km radius).
* If the address is out of the allowed radius, an error message should be displayed.
* Address autosuggestion should be enabled (if possible).
* Users should be able to save and manage multiple addresses.
* The selected address should be displayed at the checkout page.
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| User Story No: 4 | Tasks: 2 | Priority: Highest |
| AS A CUSTOMERI WANT TO SELECT THE PAYMENT MODESO THAT I CAN MAKE PAYMENT OF MY CHOICE |
| BV: 500 | CP: 3 |
| ACCEPTANCE CRITERIA* Available payment modes (e.g., Credit Card, Debit Card, UPI, Wallet, Cash on Delivery) should be displayed.
* Each payment mode should be presented as a radio button.
* The user should be able to select only one payment mode.
* Upon selection, the selected payment mode should be highlighted.
* A "Proceed to Payment" button should be available.
* If a payment fails, an appropriate error message should be displayed.
* If payment is successful, an order confirmation page should be displayed.
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| User Story No: 5 | Tasks: 1 | Priority: Highest |
| AS AN ADMINI WANT TO VIEW THE INVENTORIESSO THAT I CAN APPROVE THEIR REGISTRATION |
| BV: 500 | CP: 2 |
| ACCEPTANCE CRITERIA* A registration page should be available for inventory owners to submit their details.
* Admin should have a dashboard displaying all pending inventory registrations.
* Each entry should contain relevant inventory details (name, type, owner details, location, etc.).
* An "Approve" and "Reject" button should be provided.
* Once approved, the inventory should be added to the live system.
* If rejected, the owner should receive a notification with the rejection reason.
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| User Story No: 6 | Tasks: 1 | Priority: Low |
| AS A CUSTOMERI WANT TO VIEW THE PRICESO THAT I CAN ORDER THE FOOD |
| BV: 50 | CP: 1 |
| ACCEPTANCE CRITERIA* Each menu item should display the corresponding price.
* Prices should be clearly visible in the menu list.
* Any applicable discounts should be reflected in the final price.
* Prices should be formatted correctly (e.g., in currency format).
* Tax calculations should be accurate and visible.
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| User Story No: 7 | Tasks: 2 | Priority: Low |
| AS A CUSTOMERI WANT TO VIEW THE CONTACT NUMBER OF DELIVERY BOYSO THAT I CAN CONTACT DELIVERY BOY FOR THE STATUS |
| BV: 50 | CP: 1 |
| ACCEPTANCE CRITERIA* The delivery boy's mobile number should be displayed once an order is assigned.
* The delivery boy’s name should appear in the order tracking section.
* The delivery boy’s profile picture should be displayed.
* If privacy settings restrict contact, an in-app chat option should be available.
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| User Story No: 8 | Tasks: 2 | Priority: Medium |
| AS AN INVENTORY OWNERI WANT TO PROVIDE TIME SLOTSSO THAT CUSTOMER CAN CHECK OPENING AND CLOSING HOURS |
| BV: 100 | CP: 2 |
| ACCEPTANCE CRITERIA* The inventory owner should be able to access a dashboard.
* There should be input fields to set opening and closing times.
* A submit button should be available to save changes.
* A confirmation message should appear after a successful update.
* The updated time slots should reflect on the customer-facing side.
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| User Story No: 9 | Tasks: 2 | Priority: High |
| AS A Business OWNERI WANT TO VIEW INVENTORY REVENUE REPORT SO THAT I CAN VIEW THE REVENUE |
| BV: 200 | CP: 3 |
| ACCEPTANCE CRITERIA1. A "Reports" section should be available in the dashboard.
2. The user should be able to select a "Revenue Report" option.
3. The user should be able to set a date range.
4. A filter should be available to select a specific region or all regions.
5. A "Generate Report" button should fetch the revenue data.
6. An option to download the report in Excel format should be provided.
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| User Story No: 10 | Tasks: 3 | Priority: High |
| AS A REG ADMINI WANT TO MANAGE REGIONAL INVENTORIES SO THAT, I CAN TRACK THE PERFORMANCE OF REGIONAL INVENORIES. |
| BV: 200 | CP: 3 |
| ACCEPTANCE CRITERIACLICK ON PERFORMANCE OF INVENTORIES SELECT FROM DATE TO DATECLICK ON GENERATE REPORT WHICH INCLUDES INVENTORYS ID, NAME, REVENUECLICK ON DOWNLOAD REPORT SHOULD BE IN EXCEL |

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| User Story No: 11 | Tasks: 2 | Priority: Medium |
| AS ADMINI WANT TO SEE THE REGIONAL REVENUE REPORTS, SO THAT I CAN VIEW THE REGIONAL PERFORMANCE |
| BV: 100 | CP: 3 |
| ACCEPTANCE CRITERIASelect regional dropdownView performance of each rest of that region in tabular form which includes rest name, revenue, generated Download in excel or PD |

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| User Story No: 12 | Tasks: 2 | Priority: High |
| AS A CUSTOMERI WANT TO CHAT WITH REG ADMINSO THAT I CAN REQUEST FOR REFUND |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIA 1) BR-ALL MANDATORY1. TEXT BOX FIELDS
2. DISPLAY ORDER ID
3. TEXT BOX, FOR DESCRIPTION
4. SUBMIT BUTTON
5. GENERATE ISSUE ID
6. DISPLAY SUCCESSFUL
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| User Story No: 13 | Tasks: 2 | Priority: High |
| AS A HUNGRY USERI WANT TO BROWSE NEARBY INVENTORYS SO THAT I CAN ORDER THE FOOD |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIA* A list of available inventories should be displayed based on the user's location.
* Each inventory entry should include:

NameCuisine TypeRatings* Users should be able to sort the list by:

DistanceRatings |

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| User Story No: 14 | Tasks: 2 | Priority: High |
| AS A CUSTOMERI WANT TO BROWSE DIFFERENT INVENTORYS AND MENUSSO THAT I CAN FIND A PLACE TO ORDER FOOD |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIA**Acceptance Criteria:**Each inventory should display: * + Menu items with descriptions and prices
	+ Open or closed status

A search functionality should be provided. Relevant inventories and dishes matching the search query should be displayed. |

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| User Story No: 15 | Tasks: 1 | Priority: High |
| AS A CUSTOMERI WANT TO BROWSE FOR SPECIFIC DISHES AND CUISINESSO THAT I CAN FIND A PLACE TO ORDER FOOD |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIAThe application should display real-time updates on order status. The order status should include: * Order received
* Order being prepared
* Out for delivery
* Delivered

An estimated delivery time should be displayed based on real-time tracking. The order tracking page should refresh automatically every few minutes. The user should receive notifications for major updates (e.g., when the order is out for delivery). |

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| User Story No: 16 | Tasks: 1 | Priority: High |
| AS A CUSTOMERI WANT TO FILTER INVENTORYSSO THAT I CAN FIND A PLACE TO ORDER FOOD |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIAFilter INVENTORYs by cuisine type and dietary options (vegan, non-veg, egg)The application should display real-time updates on order status. The order status should include: * Order received
* Order being prepared
* Out for delivery
* Delivered

An estimated delivery time should be displayed based on real-time tracking. The order tracking page should refresh automatically every few minutes. The user should receive notifications for major updates (e.g., when the order is out for delivery). |

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| User Story No: 17 | Tasks: 2 | Priority: High |
| AS A CUSTOMERI WANT TO TRACK MY ORDERSO THAT I KNOW THE TIME OF DELIVERY |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIAApp shows real time update on the order status Display estimated delivery timeThe application should display real-time updates on order status. The order status should include: * Order received
* Order being prepared
* Out for delivery
* Delivered

An estimated delivery time should be displayed based on real-time tracking. The order tracking page should refresh automatically every few minutes. The user should receive notifications for major updates (e.g., when the order is out for delivery). |

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| User Story No: 18 | Tasks: 1 | Priority: High |
| AS A USERI WANT TO RATE AND REVIEW INVENTORYS SO THAT I CAN RATE AND REVIEW THE INVENTORYS I HAVE VISITED |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIA* Can see reviews from other users to help me make dining decisions
* Users should be able to rate inventories using a star-rating system (e.g., 1-5 stars).
* A text box should be available for users to write a review.
* Reviews should be visible to all users under the inventory listing.
* Users should be able to edit or delete their reviews.
* The review section should show the total number of reviews and an average rating.
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| User Story No: 19 | Tasks: 1 | Priority: High |
| AS A USERI WANT TO VIEW PAST ORDER HISTORY SO THAT I CAN ORDER AGAIN |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIACan see the details such as order items, total cost and order dateA "Past Orders" section should be available in the user profile. Each past order should display: * Order items
* Total cost
* Order date
* Order status (delivered/canceled)

Users should be able to reorder from their past orders with a single click. A search option should be available to find specific past orders. |

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| User Story No:20 | Tasks: 3 | Priority: High |
| AS A USERI WANT TO RECEIVE NOTIFICATIONS SO THAT I CAN RECEIVE UPDATES |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIA* Notifications for order confirmation
* Notification for dispatch
* Notification for delivery
* Users should receive a notification
* when their order is confirmed.
* Users should receive a notification when the order is dispatched.
* Users should receive a notification when the order is delivered.
* Notifications should appear as push notifications on mobile and as alerts in the app.
* Users should have the option to turn notifications on/off from settings.
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| User Story No:21 | Tasks: 1 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO CONTACT CUSTOMER SUPPORT SO THAT I CAN SUBMIT QUERIES OR ISSUES |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIA* Customer support section with contact information
* A dedicated customer support section should be available in the app.
* The section should display customer support contact information (email, phone, chat).
* A form should be provided for users to submit queries/issues.
* Users should receive a ticket ID after submitting a query.
* Users should be able to check the status of their submitted queries.
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| User Story No:22 | Tasks: 2 | Priority: High |
| AS A INVENTORY OWNERI WANT TO RECEIVE AND MANAGE ORDERS SO THAT I CAN UPDATE ORDER STATUS |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIAInventory owners should receive real-time notifications of new orders. An "Orders" dashboard should display all incoming and past orders. Order status should be updatable to: * Preparing
* Ready for Pickup
* Out for Delivery
* Delivered

The system should notify customers when the status is updated. The system should allow order cancellation under certain conditions. |

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| User Story No:23 | Tasks: 2 | Priority: High |
| AS A INVENTORY OWNERI WANT TO ACCESS TO CUSTOMER REVIEWSSO THAT I CAN VIEW AND RESPOND TO CUSTOMER REVIEWS |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIAOwners can address feedback Owners can improve their servicesA dashboard should display customer reviews related to the inventory. Each review should display: * Customer’s name
* Rating
* Review text
* Date of review

Owners should be able to respond to reviews. Owners should be able to report inappropriate reviews. |

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| User Story No:24 | Tasks: 1 | Priority: Medium |
| AS A CUSTOMERI WANT TO APPLY PROMOCODES AND DISCOUNTS SO THAT I CAN ORDER AT LOWER PRICE |
| BV: 100 | CP: 4 |
| ACCEPTANCE CRITERIA* Active Promocodes
* An input field should be available for entering promo codes.
* Active promo codes should be displayed under the discounts section.
* If a valid promo code is applied, the discount should reflect in the total bill.
* If an invalid promo code is entered, an appropriate error message should be displayed.
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| User Story No:25 | Tasks: 1 | Priority: Medium |
| AS A CUSTOMERI WANT TO APPLY PROMOCODES AND DISCOUNTS SO THAT I CAN ORDER AT LOWER PRICE |
| BV: 100 | CP: 4 |
| ACCEPTANCE CRITERIAActive PromocodesA list of available orders should be displayed on the dashboard. Orders should include details such as: * Pickup location
* Delivery location
* Estimated delivery time

A button should allow delivery boys to accept an order. A real-time update should notify customers when the order is picked up. |

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| User Story No:26 | Tasks: 7 | Priority: HIGH |
| AS A DELIVERY BOYI WANT TO VIEW THE ORDERS SO THAT I ACCEPT THE ORDER |
| BV: 200 | CP: 4 |
| ACCEPTANCE CRITERIA1)Order visibility 2) Real-time updates 3) Order details4) Order filtering and sorting 5) Order map view1. Order navigation
2. Order completion and confirmation
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| User Story No:27 | Tasks: 5 | Priority: HIGH |
| AS A DELIVERY BOY I WANT TO LOGINSO THAT I CAN ACCEPT THE ORDER |
| BV: 200 | CP: 4 |
| ACCEPTANCE CRITERIA1)User Authentication 2) Error Handling 3) Password security4)Multi-factor Authentication 5) Compatibility and Usability |

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| User Story No:28 | Tasks: 5 | Priority: MEDIUM |
| AS A DELIVERY BOYI WANT TO VIEW FEEDBACKSO THAT I CAN KNOW THE CUSTOMERS FEEDBACK |
| BV: 200 | CP: 4 |
| ACCEPTANCE CRITERIAAccess to feedback system Feedback Visibility Feedback sorting and filtering Response Mechanism User SupportA feedback section should be available for delivery boys.Feedback should be visible for past orders delivered.Feedback should be sorted by date.A response option should be available for feedback. |

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| User Story No: 29 | Tasks: 1 | Priority: High |
| AS A USERI WANT TO SAVE FAVOURITE INVENTORYS AND DISHESSO THAT I CAN ORDER FROM MY FAVOURITES |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIAAccess to feedback system Access my list of favorites easily for future ordersFeedback Visibility Feedback sorting and filtering Response Mechanism User Support |

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| User Story No:30 | Tasks: 5 | Priority: MEDIUM |
| AS A INVENTORY OWNER I WANT TO VIEW FEEDBACKSO THAT I CAN KNOW THE CUSTOMERS FEEDBACK |
| BV: 200 | CP: 4 |
| ACCEPTANCE CRITERIA1)Access to feedback system 2) Feedback Visibility 3)Feedback sorting and filtering 4) Response Mechanism 5)User Support |

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| User Story No:31 | Tasks: 3 | Priority: HIGH |
| AS An ADMINI WANT TO KNOW THE ISSUES SO THAT I CAN RESOLVE THEM |
| BV:100 | CP: 3 |
| ACCEPTANCE CRITERIA1. Display issue section
2. Sorting and filtering of issues list.
3. Editing and modifying the issues
4. An "Issues" section should display all customer-reported problems.
5. Issues should be sortable and filterable.
6. Admins should be able to edit and modify issue statuses.
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| User Story No:32 | Tasks: 3 | Priority: HIGH |
| AS A REGIONAL ADMINI WANT TO KNOW THE ISSUES SO THAT I CAN RESOLVE THEM |
| BV: 200 | CP: 4 |
| ACCEPTANCE CRITERIA1. Display issue section
2. Sorting and filtering of issues list.
3. Editing and modifying the issues
4. An "Issues" section should display all customer-reported problems.
5. Issues should be sortable and filterable.
6. Admins should be able to edit and modify issue statuses.
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| User Story No:33 | Tasks: 6 | Priority: HIGH |
| AS A INVENTORY OWNERI WANT TO VIEW REVENUE GENERATED SO THAT I VIEW INVENTORYS REVENUE |
| BV: 200 | CP: 4 |
| ACCEPTANCE CRITERIASelect ReportsSelect Revenue Reports Select to and from date Select Region (can select all) Generate ReportDownload Report in EXCEL |

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| User Story No:34 | Tasks: 2 | Priority: HIGH |
| AS A INVENTORY OWNERI WANT TO KNOW DELIVERY BOYSO THAT I VERIFY THE DELIVERY BOY |
| BV: 200 | CP: 4 |
| ACCEPTANCE CRITERIAID proofPunctuality and reliabilityThe system should display delivery boy details, including: * Name
* ID proof
* Reliability rating

Delivery boy punctuality should be tracked and recorded. |

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| User Story No: 35 | Tasks: 2 | Priority: Low |
| AS A CUSTOMERI WANT TO VIEW THE CONTACT NUMBER OF DELIVERY BOYSO THAT I CAN CONTACT DELIVERY BOY FOR THE STATUS |
| BV: 50 | CP: 1 |
| ACCEPTANCE CRITERIA* Display delivery boy mobile number
* Display delivery boy name in tracking field
* Display delivery boy picture
* The delivery boy’s mobile number should be displayed once an order is assigned to them.
* The delivery boy’s name should be shown in the tracking field.
* The delivery boy’s profile picture should be visible next to their name.
* Customers should be able to initiate a call directly from the app by tapping on the number.
* If privacy settings restrict direct contact, an in-app chat option should be provided.
* The system should not allow customers to see contact details until the order is dispatched.
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| User Story No: 36 | Tasks: 2 | Priority:Medium |
| AS A INVENTORY OWNERI WANT TO PROVIDE TIME SLOTSSO THAT CUSTOMER CAN CHECK OPENING AND CLOSING HOURS |
| BV: 100 | CP: 2 |
| ACCEPTANCE CRITERIA* Inventory owners should have access to a dashboard for managing operational hours.
* Owners should be able to enter "opening time" and "closing time" in separate input fields.
* A submit button should be available to save the changes.
* After submission, a success message should be displayed.
* Updated time slots should immediately reflect in the customer-facing inventory details.
* The system should prevent overlapping or conflicting time slots.
* If an inventory is closed for a specific day, an option should be available to mark it as “Closed.”
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| User Story No:37 | Tasks: 3 | Priority: High |
| AS A USERI WANT TO RECEIVE NOTIFICATIONS SO THAT I CAN RECEIVE UPDATES |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIANotifications for order confirmation Notification for dispatch Notification for deliveryNotifications should be sent for key order milestones: * Order Confirmation
* Order Dispatch
* Order Delivery

Notifications should be available as: * Push notifications (on mobile devices)
* In-app notifications
* Email notifications (optional)

Users should be able to configure notification preferences from the settings. The notification center should store recent notifications for easy access. Notifications should include relevant details, such as order ID and delivery time estimate. |

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| User Story No:38 | Tasks: 1 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO CONTACT CUSTOMER SUPPORT SO THAT I CAN SUBMIT QUERIES OR ISSUES |
| BV: 200 | CP: 2 |
| ACCEPTANCE CRITERIACustomer support section with contact informationA dedicated "Customer Support" section should be available in the app. The section should display multiple contact options, including: * Phone support
* Email support
* Live chat

Customers should have an option to submit a query through a form. The query form should include: * Customer name
* Email/phone
* Order ID (if applicable)
* Description of the issue

Upon submission, a ticket ID should be generated. Users should be able to track the status of their submitted queries. If live chat is available, it should connect users to a support agent in real time. |

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| User Story No:39 | Tasks: 4 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO VIEW THE ORDER SO THAT I CAN CANCEL IT |
| BV: 100 | CP: 3 |
| ACCEPTANCE CRITERIA* Customers should have access to an "Orders" section displaying active orders.
* If an order is eligible for cancellation, a "Cancel Order" button should be visible.
* The system should check the order status before allowing cancellation:
* Orders that are "Being Prepared" can be canceled.
* Orders that are "Out for Delivery" cannot be canceled.
* A confirmation prompt should appear before finalizing the cancellation.
* The system should process refunds automatically (if applicable), based on the refund policy.
* The refund policy should be displayed on the cancellation screen.
* Customers should receive a confirmation message after canceling an order.
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| User Story No:40 | Tasks: 4 | Priority: HIGH |
| AS A REGIONAL ADMINI WANT TO TRACK THE DELIVERYSO THAT I CAN VIEW THE STATUS OF THE DELIVERY |
| BV: 100 | CP: 3 |
| ACCEPTANCE CRITERIA* A dashboard should be available for the regional admin to track deliveries in real-time.
* The dashboard should show:
* Order ID
* Customer details
* Delivery boy assigned
* Estimated delivery time
* Current order status
* A real-time map view should be available to track delivery location.
* The system should refresh automatically at regular intervals to update delivery status.
* The admin should have access to an order history log for previous deliveries.
* Security and data privacy measures should be in place to prevent unauthorized tracking.
* The interface should be user- friendly and easy to navigate.
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