**COMPANY MANUFACTURING ICE CREAM AND MILK PRODUCT**

**Assignment 1**

**Business Requirement Document (BRD)
For: Ice Cream and Milk Products Manufacturing Company
Version: 1.0
Date: 25/01/2025
Prepared by: Shikha yadav**

**Documents Revisions**

|  |  |  |
| --- | --- | --- |
| Date | Version Number | Document Changes |
| 4/01/2025 | 1.1 | Initial Draft |
|  30/01/2025 | 1.2 | Reporting Draft |
|  18/02/2025 | 1.7 | Maintenance Draft |

**RACI Chart for this document**

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| RACI Chart |  |  |  |  |  |  |
| **Name** | **Position** | **\*** | **R** | **A** | **S** | **C** | **I** |
| Sunil Kumar | Project manager |   |   | A |   |   |   |
| Shikha Yadav | BA |   | R |   |   |   |   |
| Alok Anand | Project Sponsor |   |   |   |   |   | I |
| Sachin Patil | System Architect |  |  |  |  |  | I |
| Deepak Sinha  | Stakeholder |   |   |   |   | C |   |
| Ashok Patel | Developer lead |  |  |  |  |  | I |
| Soniya Jain | Testing/ quality lead |  |  |  |  |  | I |
| Seema Singh | Sr BA |   |   |   | S |   |   |

**Approval’s**

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| **Role** |  | **Title** |  | **Name**  |  | **Signature**  | **Date** |
| Project Sponsor |  |  Mr. |  |  Alok Anand |  | \*  | 2/01/2025 |
| Business Owner |  |  Mr. |  | Prakash Jadav |  |  \* | 2/01/2025 |
| Project Manager |  |  Mr. |  | Sunil Kumar |  |  \* | 2/01/2025 |
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| Content Lead |  |  Mr. |  | Sarabjeet  |  |  \* | 2/01/2025 |

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**Introduction**

**1.1 Business goals**

To enhance operational efficiency by optimizing inventory management and ensuring quick delivery of ice cream and milk products, minimizing waste, reducing stockouts, and improving customer satisfaction.

**1.2 Business Need**

Efficient inventory tracking, reduced wastage of perishable products, faster delivery to customers, and improved order fulfillment

* 1. **Business Objectives**
* Ensure high-quality production of ice cream and milk products.
* Maintain food safety and regulatory compliance and follow (FSSAI) standard’s
* Develop a distribution network to retail outlets, supermarkets, and online platforms.
* Enhance customer satisfaction and brand loyalty.
* Implement sustainable and cost-effective manufacturing processes.

**1.4 Purpose of the project**

The Ice Cream & Milk Product manufacturing company want to build software for Inventory Management and Quick Delivery System which designed to streamline stock management, order processing, and timely delivery of dairy-based products. The system aims to provide real-time inventory tracking, efficient order management, and a seamless delivery mechanism to ensure fresh product availability for customers.

**Current state (as is)**

* Ice cream and milk product manufacture company is managing their inventory Manual tracking of raw materials (milk, sugar, flavors, etc.) currently they are using spreadsheet or legacy software usage.
* There are no real-time stock updates, leading to shortages or overstock
* Batch tracking is inefficient that lead to quality control harder and managing product.
* Currently there is lack of integration with suppliers and delivery agencies which leads to hamper product delivery and relation with supplier
* Orders received via phone, email, or outdated software or Manual order entry leads to delays and errors
* No real-time tracking of delivery vehicles so customers face longer waiting times

**Future state (to be)**

* There will be smart inventory management Real-time stock tracking with automated updates. IoT-enabled sensors to monitor temperature-sensitive and inventory.
* Automated batch tracking for quality control. Supplier integration for seamless raw material procurement
* Fast order processing delivery live GPS tracking for delivery agents and Mobile & Web App for Order Management (integrated with CRM) Automated order assignment for faster processing
	1. **Scope**

The company will focus on producing high-quality dairy-based products, including various flavors of ice cream, flavored milk, yogurt, and other dairy derivatives. The project has hold on production, inventory management, distribution and sales. Implementation of a customer feedback and support system.

* **In scope**
* Inventory Management: - Real-time stock tracking for raw materials and finished goods, Automatic stock alerts for low inventory levels, Batch tracking and expiry date monitoring.
* Order Management: - Online order placement by distributors/retailers, Order processing with priority handling for perishable items, Automated invoicing and billing.
* Delivery & Logistics: - Route optimization for quick deliveries, Vehicle tracking and delivery boy assignment, Proof of delivery (e-signature, barcode scanning, otp)
* Reporting & Analytics: - Sales and demand forecasting, Stock usage reports, Delivery performance tracking
* **Out scope**
* Manufacturing Process Automation (Only inventory tracking is included)
* Third-party Logistics Management (Only internal fleet tracking is supported)
* Payment Gateway Integration (Handled separately by finance systems)

**1.6 Stakeholders**

* **Primary Users**: business owner, IT department/project manager, inventory manager, delivery personnel.
* **Secondary Users**: Suppliers, distributors, and retail customers.

**1.7 Risks**

* Delivery delays due to traffic/weather.
* System downtime affecting order processing.
* Fraudulent transactions and payment failures.
* Perishable inventory management challenges.

**1.8 Constraints**

* Real-time updates depend on stable network connectivity.
* Compliance with food safety regulations.
* Seasonal demand fluctuations affecting stock levels.

**1.9 Resource plan**

* People – 8 to 10 (business analyst, PM, designers, developers, testers)
* Time – 12 months (4 weeks for requirement gathering, 5 weeks for system design, 6 months for development, 7 weeks for testing, 4 weeks for deployment, 4 weeks for user training and documentation.)
* Budget – 1 crore approx.
* Others – Data base management system (DBMS) team 20 lac for DBMS

**1.10 Assumptions**

* Reliable internet connectivity for real-time updates.
* Integration with third-party delivery services if needed
* Secure online payment gateway.

**1.11 Business requirements**

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| **Sr No.** | **Req ID** | **Business Requirements** | **Functionality** | **Priority** |
| 1 | BRD0001 | Inventory Management | Track raw materials (milk, sugar, flavors, etc.) and finished products in real time.Monitor stock levels and set automated restocking alerts.Implement batch tracking to ensure product freshness and compliance.Reduce inventory waste with FIFO (First In, First Out) management. | 10 |
| 2 | BRD0002 | Order Processing & Management | Allow customers (retailers, distributors, direct consumers) to place orders easily.Enable automated order processing with real-time inventory updates.Provide real-time order status tracking. | 9 |
| 3 | BRD0003 | Quick Delivery  | Enable GPS tracking for deliveries.Generate delivery invoices and proof of delivery records | 9 |
| 4 | BRD0004 | Production Planning & Forecasting | Track manufacturing progress and production batch details. | 8 |
| 5 | BRD0005 | Compliance & Quality Control | Ensure regulatory compliance for dairy products (temperature control, expiration dates).Monitor and log storage conditions (temperature, humidity).Enable quality control checks before dispatching orders. | 9 |
| 6 | BRD0006 | Integration & Scalability | Integrate with accounting software, ERP systems, and POS (point of sale) systems. | 8 |
| 7 | BRD0007 | User Roles & Access Control | Define roles for admin, warehouse staff, delivery personnel, and customers.Restrict access to critical operations and financial data. | 9 |
| 8 | BRD0008 | Reporting & Analytics | Generate sales reports, stock usage trends, and profit margins.Analyze delivery efficiency and operational bottlenecks | 8 |

**1.12. Appendices**

List of Acronyms

* FSSAI: - food safety standards authority of India
* IOT SENSOR: - internet of things sensor
* ERP: - enterprise resource planning
* POS: - point of sales
* FIFO: - first in first out

Glossary of Terms

* Inventory management: - it is the process of demand forecasting stock, tracking stock, reordering and replenishment of stock
* Perishable inventory: - it is those stock which has limited shelf life and can spoil, decay if not use or sold on limited time

**2. Process flow diagram**



**Assignment 2**

**1. Introduction letter to client (cover letter)**

Dear Client,

My name is Shikha yadav, and I am pleased to introduce myself as the Business Analyst assigned to work with you and your team on the business understanding process for inventory management and quickest delivery of your ice cream and dairy product manufacturing venture

With a strong background in business analysis and experience in diverse industries and projects and industry insights, my role is to collaborate closely with you to gather requirements, analyze market trends, identify opportunities, and ensure a smooth transition from planning to execution. Our goal is to create a strategic roadmap that aligns with your vision, optimizes operational efficiency, and maximizes profitability.

In the coming days, I will be engaging with your team to gain a deeper understanding of your objectives, processes, and challenges. This will enable us to develop a tailored approach that supports informed decision-making and sustainable growth.

I look forward to working together and contributing to the success of your business. Please feel free to reach out if you have any questions or would like to schedule an initial discussion.

Best regards,
shikha yadav
(Business Analyst)
(xyzzy company)

1. **BRD & SRS of the project**

**Business Requirement Document (BRD)
For support ticketing system**

**Version: 2.0
Date: 25/01/2025
Prepared by: Shikha yadav**

**Documents Revisions**

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| Seema Singh | Sr BA |   |   |   | S |   |   |

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**Introduction**

The Support Ticketing System is designed to streamline customer support operations by providing a structured platform for managing customer queries, tracking resolution progress, and ensuring timely responses. This system enhances customer satisfaction and operational efficiency.

**2.1 Goal**

* To provide a structured and efficient system for logging, tracking, and resolving support requests.
* Enhance customer/user satisfaction by ensuring prompt and effective support.
* Improve operational efficiency by streamlining issue resolution and escalation processes.

**2.2 Purpose**

* To streamline support processes, reducing response and resolution times.
* To ensure accountability by assigning tickets to the appropriate personnel.
* To improve user experience through a self-service knowledge base and automated responses.
* To maintain a historical record of issues for future reference and analysis.

**2.3 Business Objectives**

* Improve customer service response times.
* Centralize ticket management.
* Automate ticket assignment and escalation.
* Provide analytical insights into customer issues.
* Enable multi-channel support (email, chat, phone, and social media).

**2.4 Scope**

The system will allow customers to raise tickets, support agents to manage and resolve them, and administrators to configure settings and generate reports.

**In scope**

* Ticket creation, tracking, and management.
* Automated and manual ticket assignment.
* SLA tracking and escalations.
* Multi-channel integration (email, chat, phone, social media).
* Notifications and alerts.
* Reporting and analytics dashboards.
* Role-based access control and authentication.
* Integration with third-party communication tools.

**Out scope**

* Custom-built chatbot solutions for automated responses.
* On-premise installation (only cloud-based solution supported).
* AI-driven ticket resolution (only manual resolution and basic automation).
* Full-fledged CRM functionality beyond support ticketing.

**2.5 As-Is State**

* Tickets are managed manually via email or spreadsheets, leading to inefficiencies.
* Lack of automation in ticket assignment results in delays.
* No centralized platform to track ticket status or escalations.
* Limited reporting and analytics capabilities.
* Difficulty in meeting SLA commitments due to lack of real-time monitoring.

**To-Be State**

* Centralized ticketing system with automated workflows for ticket assignment and escalation.
* SLA tracking with real-time alerts and notifications.
* Multi-channel support for customer queries.
* Integrated knowledge base for self-service issue resolution.
* Advanced reporting and analytics for performance tracking.
* Improved response and resolution times through automation.
	1. **Business need**
* Organizations require an efficient way to manage and track customer or internal support requests. Manual handling of support requests leads to delays, miscommunication, and unresolved issues.
* A centralized system ensures transparency, accountability, and timely resolution of issues.
	1. **Risk**
* System Downtime: If the ticketing system fails, support operations may halt.
* Data Security: Unauthorized access to sensitive support requests could lead to data breaches.
* Scalability Issues: The system must handle an increasing number of tickets as the organization grows.
* User Adoption Challenges: Employees or customers may resist using the system.
* Integration Failures: Issues may arise if the system does not integrate well with other tools (e.g., email, CRM).

**2.8 Constraints**

* Budget Limitations: Development and maintenance costs must be controlled.
* Technical Limitations: The system must work within existing IT infrastructure.
* Compliance Requirements: Must adhere to industry regulations (e.g., GDPR, HIPAA).
* User Training Needs: Employees and customers must be trained to use the system effectively.
* Response Time Expectations: The system should ensure timely handling of tickets without delays.

**2.9 Assumptions**

* Users will have access to the internet and a compatible device to submit tickets.
* Support teams will be available and responsive to incoming tickets.
* The organization will allocate sufficient resources for system maintenance and upgrades.
* Customers and employees will follow the defined processes for ticket submission.
* The system will integrate smoothly with existing tools and databases.

**2.10 Resource plan**

* People – 8 to 10 (business analyst, PM, designers, developers, testers)
* Time – 12 months (4 weeks for requirement gathering, 5 weeks for system design, 6 months for development, 7 weeks for testing, 4 weeks for deployment, 4 weeks for user training and documentation.)
* Budget – 1 crore approx.
* Others – Data base management system (DBMS) team 20 lac for DBMS

**2.11 Stakeholders**

**Primary Stakeholders**

* End Users (Customers/Employees)
* Support Agents (Helpdesk Staff/Customer Support Team)
* IT Developer
* Business owner
* Project manager (Support Team Leads)

**Secondary Stakeholders**

* Compliance & Security Teams
* Third-Party Service Providers

**2.12 Business requirements**

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| --- | --- | --- | --- | --- |
| **Sr No.** | **Req ID** | **Business Requirements** | **Functionality** | **Priority** |
| 1 | BRD0001 | Ticket Management | Create, assign, update, and close tickets. | 10 |
| 2 | BRD0002 | Automated Workflows | Assign tickets based on predefined rules | 9 |
| 3 | BRD0003 | Multi-Channel Support | Accept tickets from email, chat, and phone. | 9 |
| 4 | BRD0004 | Service level agreement (SLA) Tracking | Monitor response and resolution times | 8 |
| 5 | BRD0005 | Notifications & Alerts | Send updates via email/SMS. | 9 |
| 6 | BRD0006 | Reporting & Analytics | Generate performance and SLA reports | 8 |
| 7 | BRD0007 | Knowledge Base & Self-Service | Allow customers to resolve common issues through FAQs and documentation. | 9 |
| 8 | NBRD0001 | System Availability | 99.9% uptime to ensure uninterrupted support. | 8 |

**2.13 Appendices**

List of Acronyms

* SLA: - service level agreement tracking
* GDPR / HIPAA: - general data protection regulation / health insurance portability and accountability act
* FAQ: - frequently asked questions
* SSO: - single sign on

Glossary of Terms

* Service level agreement it is a contract or legally binding documents that help manage expectation and ensure accountability
* **SRS (software requirement specification)**

The purpose of this document is to define the software requirements for a **Support Ticketing System** that helps organizations efficiently manage, track, and resolve customer and internal support requests.

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| --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Priority** |
| FR0001 | User Management | Users can register/login via email, SSO, or OAuth.Role-based access (Admin, Agent, User).Password reset via OTP or email verification. | 10 |
| FR0002 | Ticket Management | Users can create tickets with a title, description, and priority.Agents can update ticket status (Open, In Progress, Resolved, Closed).Users can track ticket history and status. | 9 |
| FR0003 | Automation & Notifications | Auto-assign tickets based on category and workload.Email and SMS notifications for ticket updates.SLA-based escalation for pending tickets. | 9 |
| FR0004 | Collaboration & Communication | Users and agents can exchange messages within the ticket.File attachments allowed (e.g., logs, screenshots).Chatbot integration for FAQs and initial support. | 10 |
| FR0005 | Reports & Analytics | Dashboard for open, pending, and closed tickets.SLA compliance and agent performance reports.Export reports in CSV, PDF formats. | 9 |
| FR0006 | Integration & APIs | Integration with CRM, email, and messaging platformsRESTful APIs for third-party integrations | 9 |
| FR0007 | SLA (Service Level Agreement) Management | Define response and resolution time based on ticket priorityEscalation process if SLAs are breached |  |
| FR0008 | Multi-Channel Support | Support for tickets via email, web, chat, and phoneSocial media integration for support requests | 9 |
| FR0009 | Customer Feedback & Surveys | Collect customer feedback after ticket resolutionRating system for agent performance | 7 |
| NFR001 | Performance Requirements | System should handle 5000+ tickets per day.Average ticket retrieval time should be <2 seconds. | 8 |
| NFR002 | Availability | 99.9% uptime guaranteeRedundant backups and failover mechanisms | 7 |
| NFR003 | Backup & Disaster Recovery | Automated daily backupsQuick data restoration in case of system failure | 8 |

* **Product objective**

The objective of this project is to develop a Support Ticketing System that efficiently manages customer inquiries, issues, and support requests. The system will streamline customer service operations by automating ticket creation, tracking, and resolution while ensuring timely responses and improving customer satisfaction.

* **Project goal**
* Enhance Customer Support Efficiency
* Improve Customer Experience & Satisfaction
* Ensure Transparency & Accountability
* Support Multi-Channel Ticketing
* **Use case diagram:**



**Use Case Specifications**

**Use case id.1**

**Use case name: - create ticket**

* Actor: Customer
* Description: A customer submits a new support ticket.
* Preconditions: The customer must be logged in.
* Basic Flow:
	1. Customer navigates to the "Create Ticket" page.
	2. Enters issue details, priority, and attachments (if any).
	3. Submits the ticket.
	4. System assigns a unique ticket ID and notifies the customer.
* Postconditions: A new ticket is created and available for support agents.
* Alternative flow: If the customer attaches large files exceeding the allowed limit system prompts an error message. customer can remove the attachment or replace it with a smaller file.
* Exceptional flow: If mandatory fields are left blank system displays an error and prompts the customer to complete the form.

 **Use case id.2**

**Use case name: View Ticket Status**

* Actor: Customer
* Description: A customer checks the status of a submitted ticket.
* Preconditions: The customer must have an existing ticket.
* Basic Flow:
	1. Customer logs in.
	2. Navigates to the "My Tickets" section.
	3. Selects a ticket to view its status and updates.
* Postconditions: The customer sees the latest ticket status and responses.
* Alternative flow: If the customer searches for a ticket by keyword system filters relevant tickets based on the search.
* Exceptional flow: If the customer enters an invalid ticket ID system displays an error and suggests checking the ID.

**Use case id .3**

**Use case name: assign ticket**

* Actor: Support Agent
* Description: A support agent picks an unassigned ticket.
* Preconditions: There are open, unassigned tickets in the queue.
* Basic Flow:
	1. Agent logs in.
	2. Views the queue of unassigned tickets.
	3. Selects a ticket and assigns it to themselves.
* Postconditions: The ticket is now assigned to a support agent.
* Alternative flow: If the agent filters tickets based on priority or category system updates the queue dynamically.
* Exceptional flow: If the system fails to update the ticket status due to a server issue system shows an error and asks the agent to retry later.

**Use case id .4**

**Use case name: respond to ticket**

* Actor: Support Agent
* Description: The agent provides a response to the customer’s ticket.
* Preconditions: The ticket must be assigned to the agent.
* Basic Flow:
	1. Agent opens the assigned ticket.
	2. Reads the customer’s issue.
	3. Adds a response with possible solutions or follow-up questions.
	4. System notifies the customer.
* Postconditions: The customer receives a response and can reply or take action.
* Alternative flow: If the agent escalates the ticket to a senior agent system changes the assignment to another agent.
* Exceptional flow: If the agent tries to respond to a closed ticket system prevents updates and suggests reopening it.

**Use case id .5**

**Use case name: close ticket**

* Actor: Support Agent
* Description: The agent marks a ticket as resolved.
* Preconditions: The ticket must have an adequate response.
* Basic Flow:
	1. Agent selects a ticket.
	2. Confirms that the issue is resolved.
	3. Marks the ticket as "Closed."
	4. System notifies the customer.
* Postconditions: The ticket is archived as resolved.
* Alternative flow: If the agent sets the ticket status to "Resolved" instead of "Closed" system keeps the ticket open for further customer feedback.

If the customer requests ticket closure system allows self-closure by the customer.

* Exceptional flow: If the system fails to update the ticket status due to a database error system displays an error and logs the issue for admin review.

**3. ERD of creating a support ticket**



**4. User stories (40)**

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| USER STORY NO. 1 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to sign up So that I can create an account  |
|  |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria (accepted outcome)**User allow to enter email and password to register.If the email is already in use, an error message is displayed |
| A verification email is sent after registration. |
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| USER STORY NO.2 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to log in using my credential So that I can access my account  |
|  |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** If credentials are incorrect, an error message is shown.Password reset option is available. |
| Users can enter their email and password to log in. |
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| USER STORY NO. 3 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to browse different categories So that I can explore available product  |
|  |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Categories include ice cream, milk, flavored milk, yogurt, etc.Clicking a category displays relevant products and details.  |
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| USER STORY NO. 4 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to search for a productSo that I can quickly find what I need |
|  |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Users can enter keywords in the search bar.Search results display matching products. |
| And display different category of the product  |
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| USER STORY NO. 5 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to apply filtersSo that I can refine product search results. |
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|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Filters include price range, flavor, brand, and dietary preferences.Selected filters update the product list dynamically.Also have option to remove filter  |
| USER STORY NO. 6 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to view product detailsSo that I can see information before purchasing |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Product name, description, price, and ingredients are displayed. Nutritional values and allergens are shown. |

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| USER STORY NO. 7 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to product reviews and ratingsSo that I can make an informed decision |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Average rating is displayed.Customers can see individual reviews. |

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| USER STORY NO. 8 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to add products to my cartSo that I can buy multiple items. |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Users can add products to the cart from the product page.The cart icon updates with the number of items. |

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| USER STORY NO. 9 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to remove items from my cartSo that I can update my order |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Users can remove items with a delete button.The total price updates accordingly |

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| USER STORY NO. 10 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to update the quantity of items in my cartSo that I can adjust my order |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Users can increase or decrease quantity.Stock availability is validated. |

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| USER STORY NO. 11 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to view my cart summarySo that I can review my order before purchases  |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Subtotal, discounts, and total price are displayed.Product name and quantity display  |

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| USER STORY NO. 12 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to proceed to checkoutSo that I can enter shipping and payment details |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Clicking "Checkout" takes users to a secure page.Allow enter shipping detail and payment detail  |

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| USER STORY NO. 13 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to enter my shipping addressSo that my order is delivered correctly. |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Address fields include street, city, postal code, and country.  |

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| USER STORY NO. 14 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to choose my preferred delivery optionSo that I can receive my order at my convenience. |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Options include standard and express delivery. |

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| USER STORY NO. 15 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to select a payment methodSo that I can complete my purchase. |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Users can choose credit/debit card, PayPal, or cash on delivery. |

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| USER STORY NO. 17 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to receive an order confirmation emailSo that I have proof of my purchase. |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Email contains order details, delivery estimate, and tracking link. |

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| USER STORY NO. 18 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to rate and review productsSo that others can benefit from my experience. |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** User gets option to rate and review purchased product  |

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| USER STORY NO. 19 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to view my past ordersSo that reorder my favorite products easily |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** User can check past order and get reorder option. |

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| USER STORY NO. 20 | TASK 2 | PRIORITY: HIGHEST |
| As a customer I want to contact customer support via chat or phoneSo that I can resolve any issues with my order. |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** User gets an option of customer support  |

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| USER STORY NO.21 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to log in using my credential So that I can access my account  |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** If credentials are incorrect, an error message is shown.Password reset option is available. |

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| USER STORY NO. 22 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to create, edit, and delete customer accountsSo that I can manage user access  |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Admin can add new users with email and password.Admin can update user details.Admin can deactivate or delete accounts. |

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| USER STORY NO. 23 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to reset user passwordsSo that I can assist customers with login issues |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Admin can send a password reset link.Admin can generate a temporary password. |

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| USER STORY NO. 24 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to reset user passwordsSo that I can assist customers with login issues |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Admin can send a password reset link.Admin can generate a temporary password.Customer receive notification after password reset  |

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| USER STORY NO. 25 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to update product detailsSo that I can keep information accurate |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Admin can edit product name, price, and stock availability.Admin can delete product from stock  |

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| USER STORY NO. 26 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to set discount pricesSo that I can run promotional campaigns. |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Admin can apply a discount percentage or fixed price cut.Discounted price reflects in the store. |

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| USER STORY NO. 27 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to view all customer ordersSo that I can monitor sales |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Admin sees order list with customer details, status, and total amount.Admin can generate invoice  |

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| USER STORY NO. 28 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to update order statuses (Processing, Shipped, Delivered)So that customers are informed |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Order statuses update automatically Notify customers via email  |

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| USER STORY NO. 29 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to generate invoices for each orderSo that maintain financial records**.** |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Admin can generate a PDF invoice for any orderPDF can be shared  |

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| USER STORY NO. 30 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to process refundsSo that I can handle return  |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Admin can issue partial or full refunds. |

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| USER STORY NO. 31 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to configure payment methodsSo that customers have multiple payment options |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Admin can enable/disable payment methods like credit card, PayPal, or COD. |

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| USER STORY NO. 32 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to track product stock levelsSo that I can manage inventory |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Admin receives alerts when stock is low.Alert show in red pop up  |
| USER STORY NO. 33 | TASK 2 | PRIORITY: HIGHEST |
| As an admin I want to receive notifications for out-of-stock productsSo that I can restock them |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Products automatically get marked as "Out of Stock" when inventory is zero.Low inventory notification should pop |

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| USER STORY NO. 34 | TASK 2 | PRIORITY: HIGHEST |
| As a delivery person I want to receive order assignments on my mobile appSo that I can deliver them efficiently. |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Orders assigned should appear on my dashboard.Notifications should be sent for new assignmentsNotification after accepting order  |

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| USER STORY NO. 35 | TASK 2 | PRIORITY: HIGHEST |
| As a delivery person I want to view order details including address, customer contact, and order itemsSo that I can ensure accurate delivery  |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Order details should include address, customer contact, and items.A "Start Delivery" button should be available for tracking.Delivery person can make call  |

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| USER STORY NO. 36 | TASK 2 | PRIORITY: HIGHEST |
| As a delivery person I want to update the order status at each stepSo that customers stay informed. |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Status should change from "Picked Up" to "Out for Delivery" to "Delivered."Customers should receive real-time updates. |

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| USER STORY NO. 37 | TASK 2 | PRIORITY: HIGHEST |
| As a delivery person I want to contact the customer via call or messageSo that I can clarify any address or delivery details. |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** A "Call Customer" button should be available.Customer numbers should be masked for privacy. |

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| USER STORY NO. 38 | TASK 2 | PRIORITY: HIGHEST |
| As a delivery person I want to handle multiple deliveries in one tripSo that I can maximize efficiency. |
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| BV: 500 |  | CP: 2 |
| **Acceptance criteria** The app should allow batch deliveries with optimized routes.Orders should be prioritized based on time constraints. |

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| USER STORY NO. 39 | TASK 2 | PRIORITY: HIGHEST |
| As a delivery person I want to collect cash payments securelySo that I can handle COD orders |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** The app should indicate COD orders.Notify after receive payment  |

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| USER STORY NO. 40 | TASK 2 | PRIORITY: HIGHEST |
| As a delivery person I want to confirm if an order is prepaidSo that I don't collect payment unnecessarily |
|  |
| BV: 500 |  | CP: 2 |
| **Acceptance criteria** Orders should clearly indicate "Paid" or "COD’’If COD option of cash and upi  |