

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.

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

Business Requirement Document (BRD)

Project Name – ICE CREAM and MILK PRODUCTS Manufacturing Management System

Prepared for – Country Delight

Prepared By- Sayali N. Sahare

Date - 09-10-2025

1] Document Revisions

Date	Version Number	Document Change
09-October 2025	0.1	Initial Draft
09-October 2025	0.2	Added business objective and problem statement
09-October 2025	0.3	Included stakeholder list and RACI matrix
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2] Approvals

Role	Name	Title	Signature	Date
Project Sponsor	Ramesh Mehta	VP - Corporate Finance	R Mehta	09-October 2025
Business Owner	Sunita Agarwal	Head Tax & Compliance	S Agarwal	09-October 2025
Project Manager	Nikhil Sharma	Sr. IT Project Manager	N Sharma	09-October 2025
System Architect	Priya Iyer	Solution Architect	P Iyer	09-October 2025

Development Lead	Manish Raut	Tech Lead - Web Development	M Raut	09-October 2025
User Experience Lead	Anjali Verma	UX Designer	A Verma	09-October 2025
Quality Lead	Deepak Joshi	QA Manager	D Joshi	09-October 2025
Content Lead	Shweta Kulkarni	Documentation Specialist	S Kulkarni	09-October 2025

3] RACI Chart for this Document

Role	Responsible	Accountable	Consulted	Informed
Business Analyst	✓			
Project Manager		✓		✓
Developers	✓			
QA Team	✓			
Finance Team			✓	
Tax/Compliance Team			✓	
IT Support				✓

4] Introduction

This document describes the needs and development strategy for creating software that will manage inventory efficiently and enable the fastest distribution of ice cream and milk products across the company's production units and storage facilities.

4.1 – Business Goal

- Achieve 100% stock availability with minimal overstock or wastage.
- Reduce delivery turnaround time by a targeted percentage (e.g., 20%) within the first year.
- Implement a centralized system for end-to-end inventory and logistics visibility.
- Increase on-time delivery rate to improve customer trust and repeat orders.
- Reduce operational costs related to transportation and storage.
- Automate manual inventory tracking processes to improve accuracy and efficiency.
- Strengthen decision-making through data-driven reports and analytics.
- Ensure compliance and traceability of all food products from production to delivery.

4.2 – Businesss Objective

- Streamline inventory management processes across all manufacturing units and warehouse locations.
- Enhance delivery efficiency by optimizing routes and reducing transit time.
- Enable real-time visibility and tracking of stock levels and logistics activities.
- Boost customer satisfaction by ensuring fast and reliable deliveries.
- Lower operational expenses through smart route planning and inventory optimization.
- Maintain strict adherence to food safety protocols and quality standards throughout storage and distribution.

4.3 – Business Rule

- Inventory levels must trigger automatic alerts when stock reaches the minimum reorder threshold.
- Deliveries must be assigned to the nearest warehouse or plant to minimize travel time.
- Perishable items like ice cream and milk must be dispatched within a defined time window to maintain quality.
- Only authorized personnel can update stock quantities or modify delivery schedules.
- Delivery routes must be auto-optimized based on distance, traffic, and delivery priority.

- Quality check approval is mandatory before dispatching any product from the warehouse.
- System should prevent duplicate delivery scheduling for the same order.
- Any temperature breach during storage or transit must generate an immediate alert.
- Expired or damaged stock must not be counted as available inventory and should be flagged for disposal.

4.4-Background

- The company operates multiple manufacturing plants and warehouses for ice cream and milk products.
- There is a growing demand for faster delivery due to the perishable nature of dairy and frozen products.
- The company aims to enhance customer satisfaction by ensuring timely product availability and dispatch.
- Lack of real-time monitoring results in stockouts, overstocking, and product wastage.
- There is a need to comply with food safety standards, ensuring proper handling and timely distribution.

4.5-Project Objective

- Develop a centralized software system to automate inventory tracking across all plants and warehouses.
- Enable real-time visibility of stock levels and product movement to prevent shortages and wastage.
- Implement a smart logistics module to optimize delivery routes and reduce transportation time.
- Integrate quality and compliance checks to ensure safe and timely delivery of perishable products.
- Provide analytical dashboards and reporting tools to support data-driven decision-making.

4.6 – Project Scope

4.6.1 – In-scope Functionality

- Track and manage inventory in real-time across all plants and warehouses.
- Send automatic alerts when stock levels go below the set limit.
- Plan and optimize delivery routes using GPS and traffic data.
- Provide live delivery tracking for customers and administrators.
- Send order updates to customers via SMS and email.
- Allow secure access based on user roles and permissions.
- Monitor system performance and display data through dashboards.
- Protect data using encryption and regular backups.

4.6.2 -Out scope functionality

- Buying or setting up any hardware or IoT devices.
- Managing third-party logistics providers' operations.
- Connecting with external systems that are not listed in the project requirements.
- Developing a mobile app (unless later requested).
- Handling customer complaints or grievance portal.
- Managing detailed financial auditing or accounting processes.
- Tracking or evaluating employee performance.

5] Assumption

- All manufacturing plants and warehouses will have stable internet connectivity for real-time updates.
- Users will have basic technical knowledge to operate the system after training.
- Required data like stock levels, product categories, and delivery locations will be provided accurately by stakeholders.
- Existing ERP system has the necessary APIs or integration support.
- All users will follow the defined process for stock entry and dispatch updates to maintain data accuracy.
- GPS and traffic data services will be available and reliable for route optimization.
- Stakeholders will provide timely feedback and approvals during development phases.
- The organization will ensure compliance with food safety guidelines which the system will support, not enforce.

6]Constraints

1. Budget and resource limitations must be adhered to.
2. Project deadlines must be strictly followed.
3. The system must integrate seamlessly with existing ERP and third-party tools.
4. Data privacy and security standards must comply with regulatory laws.
5. Any significant changes in requirements post-approval may impact timelines and costs.
6. Hardware dependencies must be managed externally by the client.
7. Real-time system performance is dependent on stable internet and hardware support.

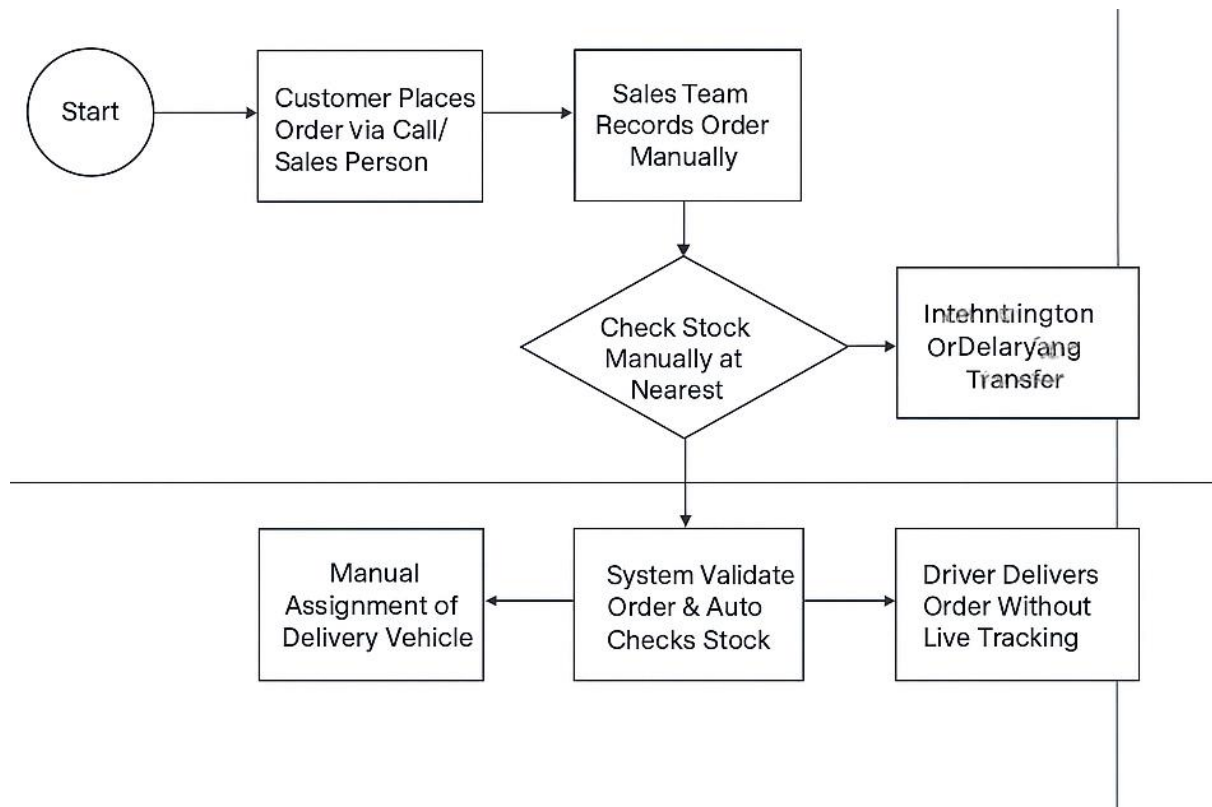
7]Risks

- **Technological Risks** – Risks related to system compatibility, tools, or technology failures.
- **Skills Risks** – Risks due to lack of required skills or training among users or team members.
- **Political Risks** – Risks from internal management decisions or stakeholder influence.
- **Business Risks** – Risks affecting business operations, customer satisfaction, or market value.
- **Requirements Risks** – Risks due to unclear, changing, or misunderstood requirements.
- **Other Risks** – Any additional risks not covered in the above categories.

8]Business Process Overview

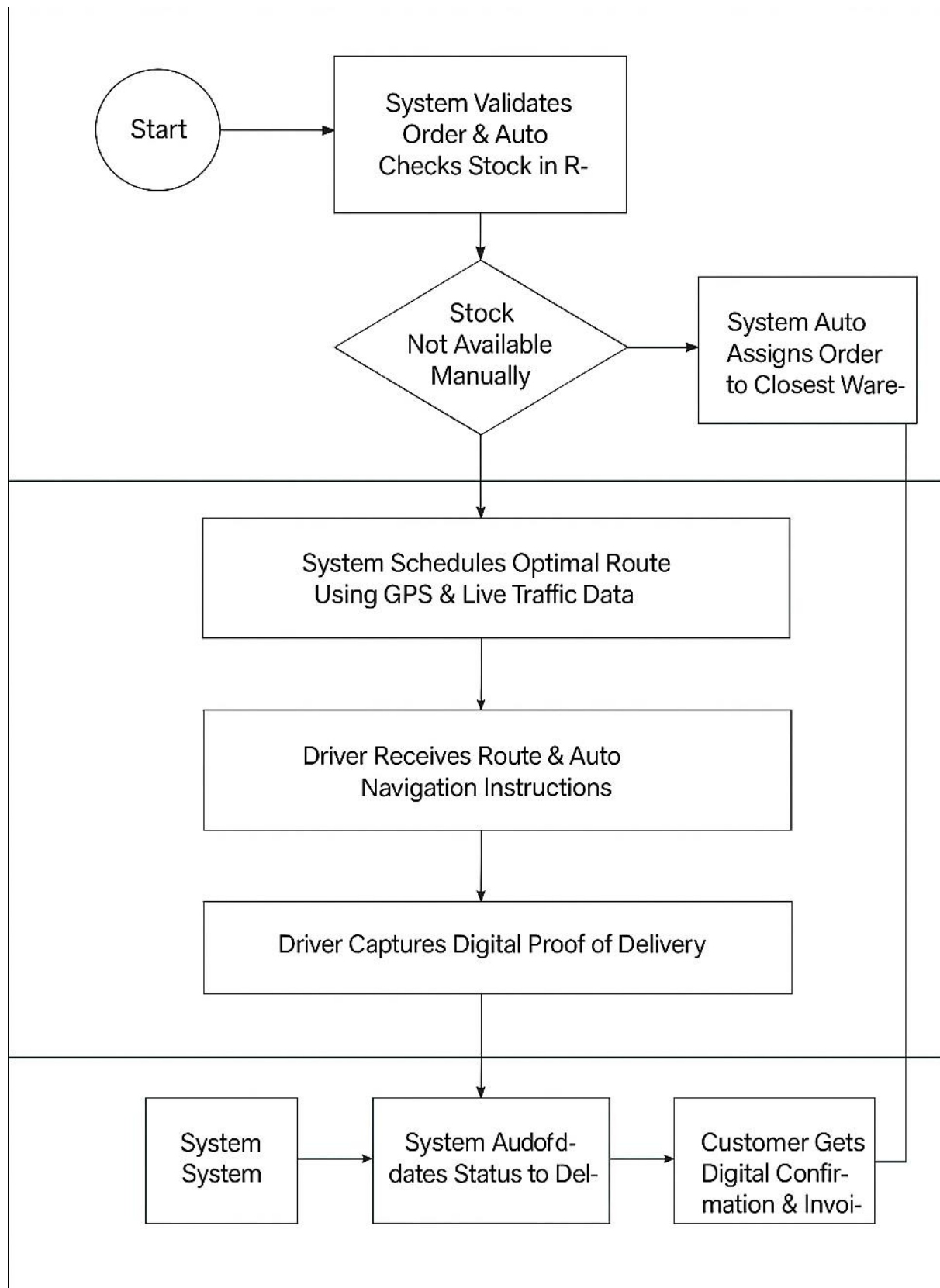
8.1] Legacy System(AS-IS)

The current process involves partially manual tracking of stock levels and deliveries across multiple plants and warehouses. There is limited visibility into real-time stock, leading to delays, overstocking, stockouts, and inefficient route planning. Communication is decentralized, resulting in delayed decision-making and longer delivery times.



8.2]Proposed Recommendation (TO-BE)

The new system will centralize inventory data and introduce real-time tracking, automated alerts, and optimized delivery routing. Customer updates, role-based access, and analytics dashboards will be integrated to ensure timely deliveries, accurate stock visibility, and improved operational efficiency.



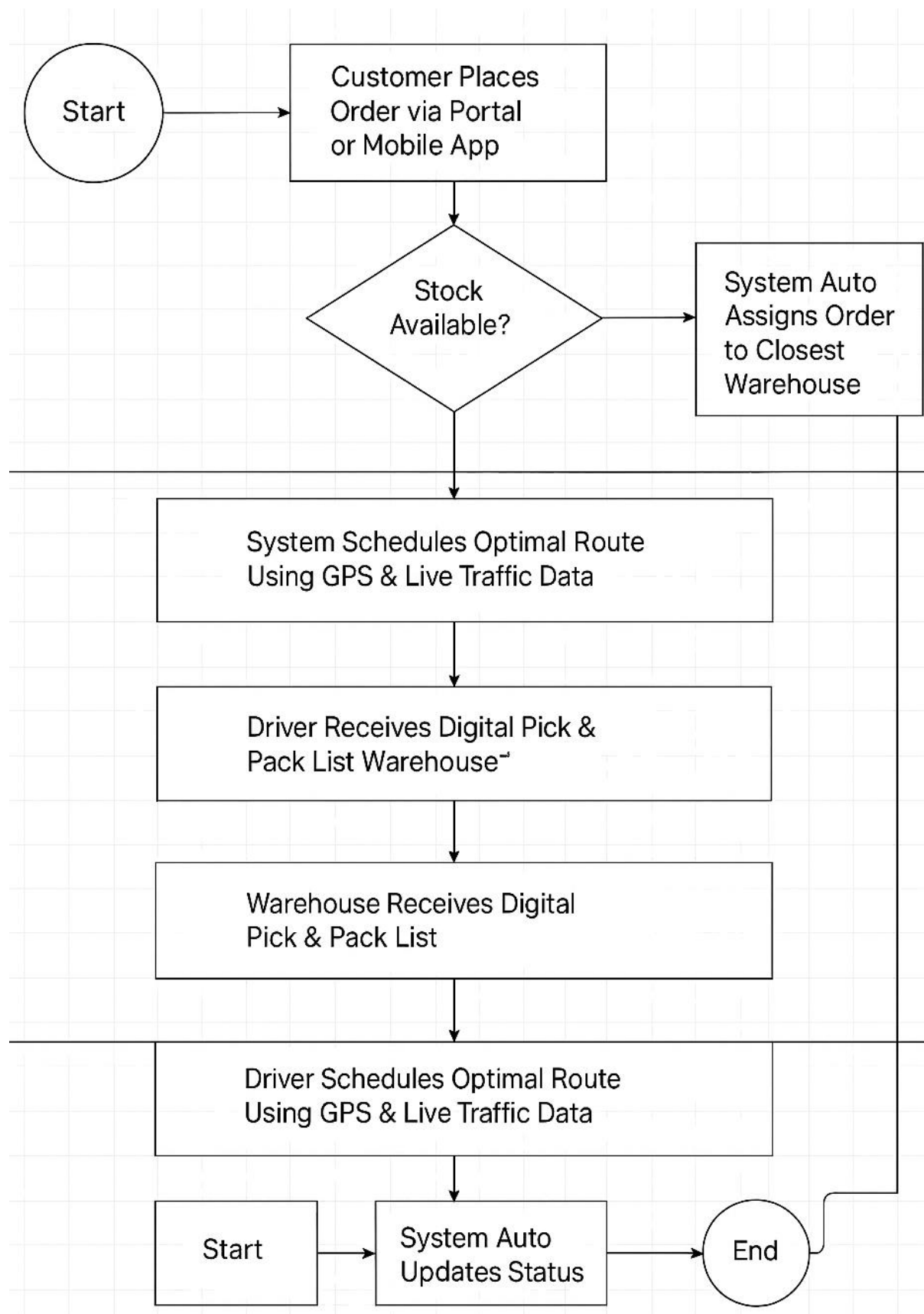
9]Business Requirement

This section defines the system capabilities needed to support the business goals. It includes features such as real-time inventory monitoring, automated restocking alerts, GPS-enabled route optimization, live delivery tracking, secure access control, customer notifications, system reporting tools, and integration with ERP systems. These requirements ensure that the solution aligns with business needs and enhances delivery efficiency and customer satisfaction.

Sr. No.	Business Requirement	Functionality	Description	Priority
BR-01	Real-time Inventory Tracking	Inventory Management System	Track inventory levels in real-time across all warehouses and manufacturing plants.	High
BR-02	Automated Restocking Alerts	Inventory Alerts	Trigger notifications when stock reaches predefined thresholds.	High
BR-03	Multi-Warehouse View	Inventory Dashboard	Display all warehouse stock levels on a consolidated view.	Medium
BR-04	Dynamic Route Optimization	Delivery Optimization Engine	Optimize delivery routes using GPS, live traffic, and weather data.	High
BR-05	Live Order Status Updates	Customer Order Tracking	Provide customers with real-time order status updates via email/SMS.	High
BR-06	Delivery Tracking System	GPS-based Delivery Tracking	Track live location of deliveries for customers and admin users.	High
BR-07	Actionable Analytics and Reporting	Data Analytics Dashboard	Generate visual dashboards for stock levels, order status, delivery time, and overall performance.	Medium
BR-08	User Role Management	Role-Based Access Control	Manage user roles and permissions for Admin, Warehouse Managers, Delivery Agents, and Customers.	High

BR-09	System Alerts for Delays and Anomalies	Alert System	Automated alerts for delayed deliveries or system errors.	Medium
BR-10	Performance Metrics Reporting	Performance Reporting	Generate reports for management review of key metrics, including fulfillment time and order accuracy.	Medium
BR-11	Data Security	Encryption and Role-Based Access	Ensure all sensitive data is encrypted and accessible only to authorized users.	High
BR-12	Customer Notifications	Notification System	Automated customer notifications for order confirmations and estimated delivery times.	High
BR-13	Stock Transfer Management	Stock Transfer Module	Manage stock transfers between warehouses efficiently.	Medium
BR-14	Compliance with Regulatory Standards	Compliance Engine	Ensure that the system adheres to food safety and industry standards.	High
BR-15	Disaster Recovery	Backup and Disaster Recovery System	Implement daily data backups and a disaster recovery plan for business continuity.	Medium
BR-16	Seamless ERP Integration	Integration with Existing ERP Systems	Facilitate data synchronization with the client's existing ERP solutions.	High
BR-17	Order Processing Verification	Order Management System	Prevent processing of orders when inventory is insufficient.	High
BR-18	Delivery Feedback Collection	Feedback and Rating System	Allow customers to provide feedback and ratings after delivery completion.	Low

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.

Subject: Introduction – Business Analyst Assigned to Your Project

Dear [Client Name],

I hope you are doing well.

My name is **Sayali Sahare** , and I have been assigned as the **Business Analyst** for your eCommerce platform enhancement project. I will be working closely with you and your team to understand your business processes, gather requirements, and ensure that the solution aligns with your goals of improving customer experience, streamlining operations, and boosting overall efficiency.

As part of the **business understanding phase**, I will be conducting detailed discussions to understand your current process (AS-IS), identify challenges, and work with you to define the desired future process (TO-BE). This will include user journey mapping, identifying key user roles such as customers, store admins, logistics teams, and analyzing important features like product browsing, cart management, order tracking, promotions, customer support, and mobile shopping experience.

My role will be to ensure clear communication between your team and the development team, translate business needs into functional requirements, and support you throughout the requirement validation and implementation phases.

I look forward to collaborating with you and ensuring a smooth and productive engagement.

Please feel free to share your availability so we can schedule our first discussion.

Warm regards,

Sayali Sahare

Business Analyst

LearningMate Solutions

8180074862

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

BRD – Business Requirement Document (Ticketing System)

1] Document Revisions

Date	Version Number	Document Change
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QA Team	✓			
Finance Team			✓	
Tax/Compliance Team			✓	
IT Support				✓

4] Introduction

The purpose of this project is to build an online ticket booking system where users can browse available events/trips/movies, book tickets, make payments, and receive digital confirmations. Admins can manage ticket availability, pricing, schedules, and monitor bookings.

4.1] Business Objectives

- Allow users to view available shows/events/trips with schedule and seat availability.
- Provide a smooth ticket booking process with secure digital payments.
- Reduce manual booking efforts and errors.
- Enable admins to manage bookings, availability, and pricing from a dashboard.
- Improve customer satisfaction with real-time booking confirmation and notifications.

4.2] – Business Goal

- To provide users with a seamless platform for booking tickets for events, movies, and trips online.
- To reduce manual efforts and errors in ticket management by automating the booking process.
- To enable secure and quick payment processing with instant digital confirmation.
- To help admins efficiently manage event schedules, pricing, and ticket availability from a centralized dashboard.
- To improve customer satisfaction and increase revenue through an easy-to-use booking experience.

4.3] Business Rules

- Users must register or log in to book tickets.
- Payment must be completed before ticket confirmation is issued.
- Tickets once booked cannot be canceled after a specified time limit (as defined by admin/event policy).
- The system should not allow booking more tickets than available seats.

- Admins have exclusive rights to add, update, or disable events and pricing.
- Digital confirmation (via SMS/email) must be generated automatically after successful payment.
- Only verified payment methods (e.g., cards, wallets, UPI) are allowed for transactions.
- Each user is allowed to book only up to a defined ticket limit per event.

4.4] Business Background

- Traditional ticket booking involves long queues, manual entries, and chances of overbooking or human error.
- Users expect a digital solution where bookings and confirmations happen instantly without physical interaction.
- Businesses organizing events or shows need a structured system to track bookings and monitor seat availability in real time.
- A centralized digital system helps in better record-keeping, reporting, and revenue tracking.
- Increasing demand for online platforms motivates the shift from offline ticket counters to automated booking systems.

4.5] Project Objectives

- To develop a user-friendly online platform for browsing and booking tickets for events, movies, and trips.
- To integrate secure payment gateways for smooth and safe transactions.
- To generate instant digital tickets and confirmations through email/SMS upon successful booking.
- To enable real-time tracking of ticket availability and seat status.
- To provide an admin panel for managing events, pricing, schedules, and booking records efficiently.

- To ensure accurate reporting and monitoring of bookings and payment history.
- To minimize manual intervention by automating booking, confirmation, and record updates.
- To implement a responsive design accessible on desktop and mobile devices.
- To maintain data security and prevent unauthorized access or duplicate bookings.
- To improve the overall ticket booking experience and reduce user waiting time.

4.6 – Project Scope

4.6.1 Scope (In-Scope)

- User registration and login.
- Display of events/shows/movies with date, time, price, and seat availability.
- Seat selection (if applicable) and ticket booking.
- Secure online payment and digital ticket generation.
- Email/SMS confirmation and ticket download.
- Admin module for managing listings, pricing, and bookings.
- Booking history and ticket cancellation option (if allowed by policy).

4.6.2 Out of Scope

- Offline booking desk operations.
- Third-party travel or event management integrations (unless specified).
- Advanced CRM and complaint handling.
- Physical ticket printing logistics.

5. Business Rules

- Tickets cannot be booked without payment confirmation.
- Each booking generates a unique ticket/booking ID.
- Booking cannot exceed available seat count.
- Cancellation and refund follow predefined policy.

5] Assumptions

- Users have access to the internet and a digital device (mobile/laptop) to use the system.
- Users are familiar with basic online booking and payment processes.
- Payment gateway integration will work smoothly without major downtime.
- Admins will provide accurate event details, pricing, and availability.
- SMS/Email services will function properly for sending digital confirmations.
- Users will enter valid personal and payment information during booking.

6] Constraints

- Booking will only be allowed for available seats/events listed by the admin.
- Payment must be completed within a limited time window to confirm a booking.
- Internet connectivity issues on the user side may affect booking completion.
- The system must comply with data privacy and payment security regulations.
- Only supported payment methods (UPI/Card/Wallet) can be used.
- Admin access is restricted to authorized personnel only.

7] Risks

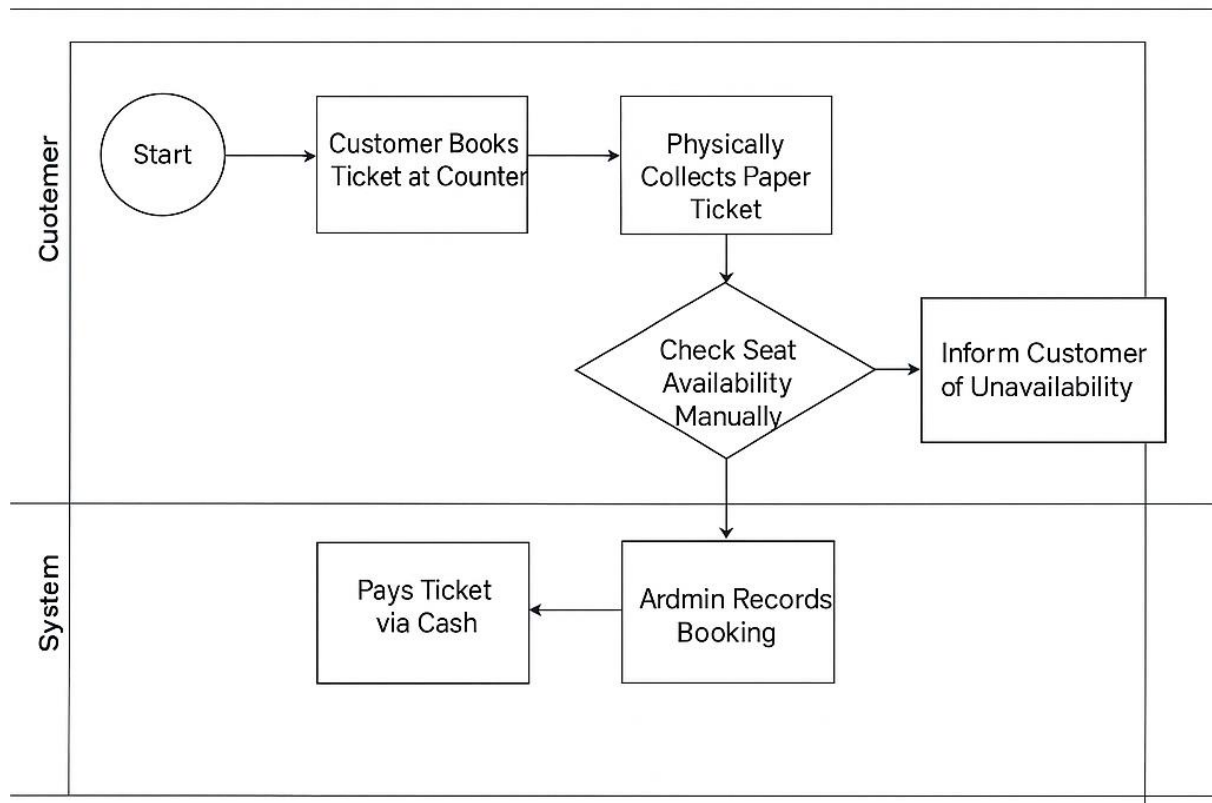
- Users may abandon bookings due to payment failures or technical glitches.
- High server load during peak booking hours may slow down the system.
- Data breaches or cyber-attacks could compromise user/payment data.
- Incorrect event details entered by admins may cause user dissatisfaction.
- Delay in sending digital confirmation due to SMS/Email gateway failure.
- Users may book tickets but not attend, leading to revenue loss or no-show issues.

5] Business Process Overview

AS-IS (Current Situation) :

- **Users stand in queues at ticket counters to book tickets manually.**
- **Booking confirmations are provided physically (paper-based tickets).**
- **Seat availability is updated manually, increasing the chance of overbooking.**
- **Payments are mostly cash-based with no automated record tracking.**
- **Admins maintain booking and revenue records manually, which is time-consuming.**

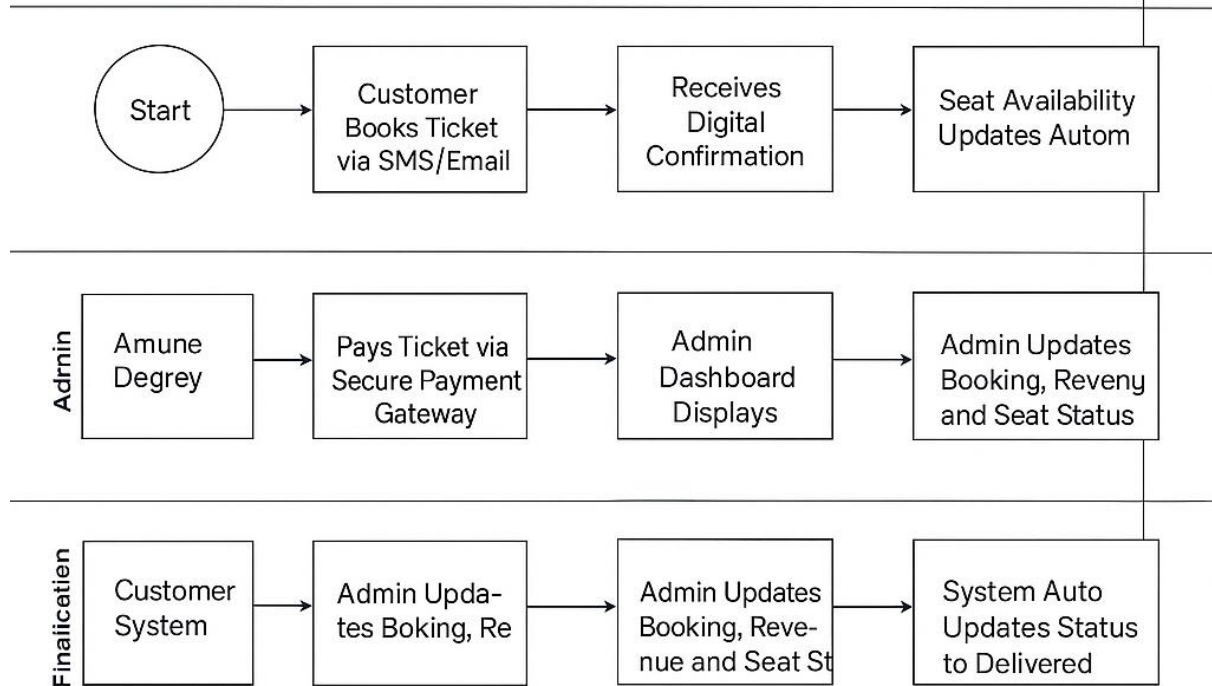
AS-IS



TO-BE (Proposed Situation):

- Digital confirmation/ticket is sent instantly via SMS/Email after payment.
- Seat availability updates automatically after each successful booking.
- Secure payment gateway processes online payments with proper tracking.
- Admin dashboard shows live analytics, bookings, revenue, and seat status.
- Automated system reduces manual intervention, errors, and workload.

TO-BE



9]Business Requirement

Sr. No.	Business Requirement	Functionality	Description	Priority
BR-01	Online Event Browsing	Event Listing Module	Allow users to view all available movies/events/trips with filters like date, location, category, and price.	High
BR-02	Real-Time Seat Availability	Live Seat Tracking	Display real-time seat availability before and during booking to avoid overbooking	High

BR-03	Secure Online Payment	Payment Gateway Integration	Enable multiple payment modes like UPI, card, wallet, net banking with secure encryption.levels on a consolidated view.	Medium
BR-04	Instant Ticket Confirmation	Digital Ticket Generation	Generate and send e-ticket with QR/Booking ID to user via SMS/Email instantly after payment.	High
BR-05	User Account & Booking History	User Profile Management	Allow users to register/login and view past bookings, upcoming tickets, downloads, and refunds.	High
BR-06	Admin Event & Schedule Management	Admin Control Panel	Admins can add/update/delete events, set ticket pricing, and schedule dates.	High
BR-07	Cancellation & Refund Rules	Cancellation Module	Allow users to cancel tickets based on predefined rules and trigger an automated refund flow.	Medium
BR-08	Notifications & Alerts	Notification System	Send alerts for booking confirmation, payment failure, event reminders, and schedule changes.	High
BR-09	Reporting & Analytics Dashboard	Admin Analytics & Insights	Provide admins with daily booking statistics, revenue reports, and user activity tracking.	Medium
BR-10	Role-Based Access Control	Access Management	Restrict access based on roles (Admin, Support Staff, End User) to ensure data security..	Medium

SRS – Software Requirement Specification (Ticketing System)

1] Introduction

1.1] Purpose

The purpose is to define the complete functionality and specifications of the Online Ticketing System. It outlines the system features, interfaces, performance expectations, and constraints to ensure smooth ticket booking, payment, and management for users and administrators.

1.2] Scope

The system will allow users to search events/movies/trips, check seat availability, book tickets, make secure payments, and receive digital confirmations. Admins can manage schedules, pricing, bookings, and monitor system reports. The system aims to reduce manual work, prevent overbooking, and ensure quick service.

1.3] Defination

- User/Customer – Person who books tickets.
- Admin – Person managing events, prices, and bookings.
- Digital Ticket – E-ticket sent through SMS/Email.
- Payment Gateway – Third-party secure payment processing system.
- Seat Availability Engine – Module that updates seats after every booking.

1.4]Reference

- Existing manual booking process records.
- Online ticketing industry standards.
- Payment gateway integration guidelines.
- Government rules on digital transactions and GST compliance.

1.5] Overview

This document gives an end-to-end understanding of the system, including architecture, features, technology requirements, interfaces, and constraints to be considered before development and deployment.

2] Overall description

The system is designed to replace the manual ticket booking process with a digital, user-friendly platform. Users can instantly book tickets from any device. The system auto-updates seat availability and maintains real-time records. Admins get an analytics dashboard with booking trends and revenue reports.

3]System Feature and Functional Requirement

- User registration and login.
- Event/Movie/Trip listing and filtering.
- Real-time seat availability.
- Ticket booking flow.
- Secure online payment.
- Auto-ticket generation and notification.
- Admin control panel for schedule, price, and report management.
- Booking history and cancellation module.

Functional Requirements :

Sr. No.	Requirement Name	Requirement Description	Priority
BR-01	User Registration & Login	System should allow users to register, log in, and manage their profile details.	High
BR-02	Browse & Filter Events	Users should be able to browse and filter available events/trips based on date, category, and location.	High
BR-03	Secure Online Payment	Payment Gateway Integration	Medium
BR-04	View Event Details & Seats	System should display schedule, pricing, and available seats in real-time.	High
BR-05	Seat Selection & Booking	Users should be able to select seat(s) or ticket quantity and initiate booking.	High
BR-06	Secure Payment Processing	System should integrate a secure payment gateway and allow users to complete payment.	High
BR-07	Digital Ticket Generation	System should allow users to download tickets after successful payment.	Medium
BR-08	Booking Confirmation Notification	Confirmation should be sent via SMS/Email after successful booking.	High
BR-09	Booking History & Cancellation	Users should be able to view their past bookings and cancel if allowed by policy.	Medium
BR-10	Admin Event Management	Admin should be able to add, edit, or delete events/shows/trips in the system.	Medium

4]External Interface Requirement

4.1] User Interface

The system will have a responsive web and mobile interface with clear navigation for booking, payment, and ticket viewing. Admin panel will have dashboards for data monitoring.

4.2]Hardware Interface

The system can be accessed via smartphones, desktops, or tablets with internet access. Server infrastructure will be cloud-based or hosted.

4.3]Software Interface

Integration with:

- Payment gateway API
- SMS/Email notification service
- Database server (MySQL/PostgreSQL/Oracle)
- Admin dashboard tools

4.4]Communication Interface

The system communicates through secure HTTPS protocols, and notifications are sent through SMS/Email channels. Admin reports can be exported via Excel or PDF.

5] Non Functional Requirement

5.1] Performance

The system should support high concurrent users and process bookings within 3-4 seconds per transaction.

5.2] Security

All transactions must be encrypted. Role-based access control must be implemented for Admin and Users. User credentials should be securely stored using hashing techniques.

5.3] Reliability

System uptime should be at least 99% with proper backup and data recovery settings.

5.4] Usability

The interface should be easy to navigate even for first-time users with clear labeling and guidance.

5.5] Maintainability

The codebase should follow modular architecture to allow easy updates and bug fixes.

5.6] Portability

The system should run smoothly on multiple browsers and devices. It should be scalable to mobile app versions if required later.

6] Other Requirement

- GST billing support.
- Multi-language interface (if required).
- Session timeout for security.
- Ticket cancellation and refund logic.

7] Appendices

7.1] Glossary

Term	Description
User/Customer	A person who uses the system to browse events and book tickets.
Admin	A system manager who adds events, manages bookings, and maintains data.
Event/Trip/Show	Any service or activity for which tickets are available (Movie Show, Bus Trip, Concert, etc.).
Booking	The process of selecting seats, making payment, and generating a ticket.
Seat Availability	Total seats left for booking in a particular event or trip.
Payment Gateway	A secure interface used to complete the transaction.
Confirmation Message	Email/SMS notification sent after successful booking.
Cancellation Policy	Rules under which a booked ticket can be cancelled.
Dashboard	Admin panel to manage and monitor system data.
Ticket ID/Booking ID	A unique reference number generated after booking.

8]. Assumptions

- Payment gateway API will be available and functional.
- Users must have internet access to book tickets.
- Event or travel schedule details will be provided by the client/admin.

9]. Dependencies

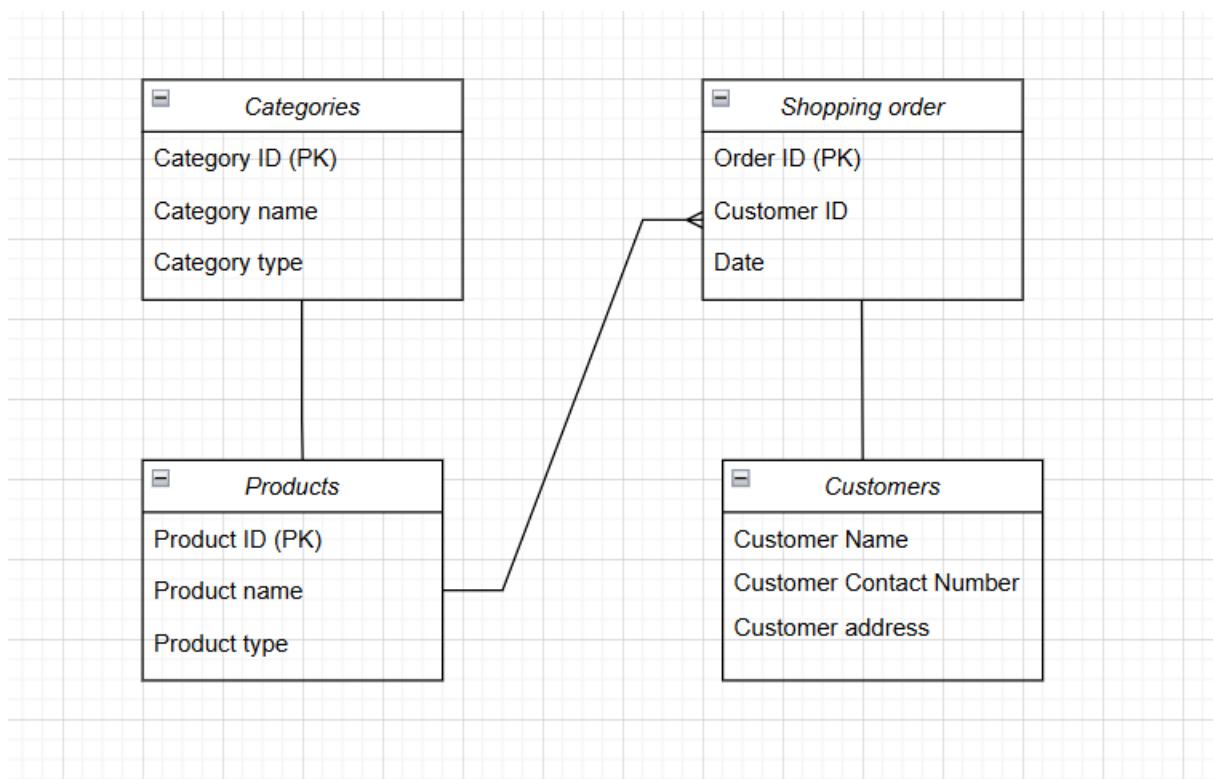
- Payment gateway integration.
- SMS/Email service for notifications.
- Server hosting and database setup.

Q3. Make an ERD of creating a support ticket/Ticketing life cycle

ERD :

An ERD is a visual diagram that shows how different entities (like Users, Tickets, Events) in a system are connected to each other.

It helps in understanding database structure, what data will be stored, and how one table relates to another.



Q4. User story of shopping from ecommerce

User Story No: 1	Task : 1	Priority: Highest
AS A NEW USER I WANT a clean and attractive homepage with popular products SO THAT I can explore easily and start shopping quickly		
BV : 500	CP : 2	
Acceptance Criteria: • Homepage should have a clean, visually appealing layout. • Display popular and trending products at the top. • Show clear categories for quick navigation. • Page should load quickly without delays.		

User Story No: 2	Task : 2	Priority: Highest
AS A RETURNING USER I WANT to quickly see the products I viewed earlier SO THAT I can access them easily without searching again		
BV : 100	CP : 2	
Acceptance Criteria: • System should show recently viewed products section. • Display should be visible on homepage/dashboard. • Allow users to click and redirect quickly to the product page.		

User Story No: 3	Task : 3	Priority: Highest
AS A USER I WANT filters like price, brand, size, and color SO THAT I can find the right product faster		
BV : 500	CP : 2	
Acceptance Criteria: • Filters should be visible on product listing page. • User can apply multiple filters at once. • System should update the listing instantly based on filters applied.		

User Story No: 4	Task : 4	Priority: Highest
AS A USER I WANT clear product details, high-quality images, and customer reviews SO THAT I can confidently decide whether to buy a product		
BV : 100	CP : 3	
Acceptance Criteria: • Product page must display images, description, price, ratings, and reviews. • Images should be zoomable or viewable in full screen. • User must be able to scroll and read customer feedback.		

User Story No: 5	Task : 5	Priority: Highest
AS A USER I WANT a fast search bar with instant suggestions SO THAT I can quickly find specific products without browsing all items		
BV : 100	CP : 2	
Acceptance Criteria: • Search bar should be available on top of all pages. • Show auto-suggestions when user types keywords. • Clicking on suggestion should open product or filtered product list.		

User Story No: 6	Task : 6	Priority: Highest
AS A USER I WANT to add products to my cart with one click SO THAT I can review my items and see the total amount before purchase		
BV : 500	CP : 8	
Acceptance Criteria: • "Add to Cart" button should be visible on product listing and product detail page. • Clicking button should add product instantly without redirecting. • Total amount should update automatically in the cart icon.		

User Story No: 7	Task : 7	Priority: Highest
AS A USER I WANT to change the quantity of items in my cart SO THAT I can adjust the order before confirming purchase		
BV : 50	CP : 3	
Acceptance Criteria: • Quantity should be adjustable using + or – button. • Total amount should update based on quantity. • System should validate stock before updating.		

User Story No: 8	Task : 8	Priority: Highest
AS A GUEST USER I WANT to place an order without creating an account SO THAT I can make quick purchases		
BV : 500	CP : 3	
Acceptance Criteria: • Checkout page should show "Continue as Guest" option. • User should provide only essential delivery and contact details. • Order should be placed successfully without account creation.		

User Story No: 9	Task : 9	Priority: Highest
AS A REGISTERED USER I WANT to use my saved addresses and payment methods SO THAT I can checkout faster without entering details again		
BV : 500	CP : 3	
Acceptance Criteria: • Saved addresses should auto-fill on checkout. • Previous payment options should be suggested. • User should be able to edit or switch address/payment.		

User Story No: 10	Task : 10	Priority: Highest
AS A USER I WANT to clearly see shipping charges before placing order SO THAT I can confirm total payable amount with transparency		
BV : 100	CP : 2	
Acceptance Criteria: • Shipping charges must be shown separately on summary page. • Charges should change dynamically based on location and cart value. • User should confirm knowing total bill including shipping.		

User Story No: 11	Task : 11	Priority: Highest
AS A USER I WANT multiple secure payment options SO THAT I can choose my preferred method and pay safely		
BV : 500	CP : 3	
Acceptance Criteria: • System should display options like UPI, Card, Net Banking, Wallet, COD. • Payment should be encrypted and secure. • Failed transactions should show proper error messages.		

User Story No: 12	Task :12	Priority: Highest
AS A USER I WANT an instant confirmation message/email after payment SO THAT I know my order is successfully placed		
BV : 100	CP : 2	
Acceptance Criteria: • System should show "Order Successful" screen with order ID. • Email/SMS must be sent with order summary. • Confirmation should include payment method and expected delivery.		

User Story No: 13	Task : 13	Priority: Highest
AS A USER I WANT to track my order from purchase to delivery SO THAT I stay updated about my order status		
BV : 500	CP : 3	
Acceptance Criteria: • Order status timeline should show stages: Placed, Packed, Shipped, Delivered. • Status should update in real-time. • User should be able to view tracking number and courier details.		

User Story No: 14	Task : 14	Priority: Highest
AS A USER I WANT to view my past orders and their details SO THAT I can reorder or track history		
BV : 100	CP : 2	
Acceptance Criteria: • Past orders should be listed under "My Orders".		

- Each order should show product, delivery date, and status.
- Reorder button should be available.

User Story No: 15	Task : 15	Priority: Highest
AS A USER I WANT to create an account SO THAT I can save my delivery and payment preferences		
BV : 500	CP : 2	
Acceptance Criteria: • Registration form should collect required personal details. • Email/phone verification should be available. • Account should be created successfully and redirect to dashboard.		

User Story No: 16	Task : 16	Priority: Highest
AS A USER I WANT to update my personal details anytime SO THAT I can keep my account information accurate		
BV : 500	CP : 2	
Acceptance Criteria: • User can edit name, email, phone, address from profile section. • Changes must be saved and reflected instantly. • System should validate updated details.		

User Story No: 17	Task : 17	Priority: Highest
AS A USER I WANT to subscribe to newsletters SO THAT I receive updates on new offers and products		
BV : 500	CP : 2	
Acceptance Criteria: • Newsletter subscription checkbox or popup should be visible. • On subscription, user should receive confirmation message. • Email should be added to mailing list.		

User Story No: 18	Task : 18	Priority: Highest
AS A USER I WANT to add products to wishlist SO THAT I can save them for future purchase		
BV : 500	CP : 3	
Acceptance Criteria: • Wishlist icon should be available on product pages. • Clicking should save product to wishlist section. • Wishlist should be visible only to logged-in users.		

User Story No: 19	Task : 19	Priority: Highest
AS A USER I WANT a live chat support option SO THAT I can get instant help for any issue		
BV : 500	CP : 5	
Acceptance Criteria: • Chat icon should be visible on support/help section. • Chat window must open for messages. • System/agent should respond within defined time.		

User Story No: 20	Task : 20	Priority: Highest
AS A USER I WANT to browse FAQs and product help articles SO THAT I can find answers without contacting support		
BV : 500	CP : 8	
Acceptance Criteria: • FAQ/help center should have categorized questions. • User should be able to click and expand answers. • Search option should be available within help center		

User Story No: 20	Task : 20	Priority: Highest
AS A CUSTOMER I WANT TO REGISTER IN SCRUM FOODS SO THAT I CAN ORDER FOOD FROM RESTAURANT		
BV : 500	CP : 2	
Acceptance Criteria : Registration Screen Text Boxes for Username, Password, Mobile No, Email, Address, Phone Number. Click on Register Button. Send Successful Notification to the use		