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 sohware to achieve two goals.

* Manage the inventory
* Quickest delivery to the customers

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

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**1. Document Revisions**

| **Revision Number** | **Date** | **Author** | **Description of Changes** | **Reviewer** | **Approval Date** |
| --- | --- | --- | --- | --- | --- |
| .1 | 10/01/25 | Mukram Patel | Initial draft of the project documentation | XYZ | 12/01/25 |
| 2 | 18/01/25 | Mukram Patel | Added project objectives and success criteria | XYZ | 20/01/25 |
| 3 | 25/01/25 | Mukram Patel | Included stakeholder analysis and elicitation techniques | XYZ | 27/01/25 |
| 4 | 05/02/25 | Mukram Patel | Completed functional requirements and requirement traceability matrix | XYZ | 07/02/25 |
| 5 | 12/02/25 | Mukram Patel | Updated priority and status in requirement traceability matrix | XYZ | 14/02/25 |
| 6 | 20/02/25 | Mukram Patel | Added Detailed Business Requirements | XYZ | 22/02/25 |
| 7 | 28/02/25 | Mukram Patel | Incorporated Appendices and finalized document | XYZ | 02/03/25 |
| 8 | 05/03/25 | Mukram Patel | Final review and formatting adjustments | XYZ | 07/03/25 |

**2. Approvals**

| Role | Name | Signature | Date |
| --- | --- | --- | --- |
| Project Sponsor | Elon Musk | [Signature] | 02/02/25 |
| Business Owner | Tushar | [Signature] | 03/02/25 |
| Project Manager | Kiran | [Signature] | 04/02/25 |
| Business Analyst | Mukram | [Signature] | 05/02/25 |
| Technical Lead | Vineet | [Signature] | 06/02/25 |
| Quality Assurance Lead | Jain | [Signature] | 07/02/25 |
| Stakeholder Representative | Shivani | [Signature] | 08/02/25 |
| IT Department Head | SHruti | [Signature] | 09/02/25 |

**3. RACI Chart for This Document**

**\*** Authorize Has ultimate signing authority for any changes to the document.

**R** Responsible Responsible for creating this document.

**A** Accountable Accountable for accuracy of this document (for example, the project manager)

**S** Supports Provides supporting services in the production of this document

**C** Consulted Provides input (such as an interviewee). I Informed Must be informed of any changes.

| **Name** | **Position** | **\*** | **R** | **A** | **S** | **C** | **I** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Mukram Patel | Business Analyst | ✔ | ✔ |  | ✔ | ✔ | ✔ |
| Kiran | IT Project Manager | ✔ | ✔ | ✔ |  | ✔ | ✔ |
| Ambani | Lead Developer |  | ✔ |  | ✔ | ✔ |  |
| Adani | Quality Assurance Manager |  | ✔ |  | ✔ | ✔ |  |
| Rakesh | UI/UX Designer |  | ✔ |  | ✔ | ✔ |  |
| Harshal | Software Architect |  | ✔ | ✔ |  | ✔ |  |

# **3. Introduction**

## **3.1 Background**

The company is a large-scale manufacturer of ice cream and milk products with multiple warehouses and manufacturing units across the country. Currently, they face challenges in tracking inventory efficiently and optimizing delivery times, leading to increased costs and customer dissatisfaction. To resolve these issues, a software solution is required to automate inventory management and optimize logistics for the quickest delivery.

## **3.2 Business Goals**

* Develop a centralized and automated inventory management system.
* Ensure optimal stock levels in all warehouses.
* Optimize delivery routes for minimum delivery time and fuel efficiency.
* Improve demand forecasting using AI-driven analytics.
* Increase overall operational efficiency and reduce wastage.

## **3.3 Business Objectives**

* Enable real-time inventory tracking for multiple locations.
* Automate stock replenishment alerts to prevent shortages.
* Implement AI-powered route optimization for deliveries.
* Develop a customer order tracking system for better transparency.
* Generate analytical reports for decision-making.

# **4. Project Scope**

## **4.1 In-Scope**

* Centralized inventory database across all locations.
* Stock tracking and automated replenishment notifications.
* AI-based delivery route planning to reduce costs and delivery time.
* Real-time tracking for customer orders and deliveries.
* Integration with ERP and order management systems.
* Dashboard for monitoring inventory status and logistics performance.

## **4.2 Out-of-Scope**

* Direct customer order processing and invoicing.
* Integration with third-party e-commerce platforms.
* International logistics management.

# **5. Assumptions & Constraints**

## **5.1 Assumptions**

* The company’s existing IT infrastructure supports the new system.
* Employees and warehouse staff will be trained on the new system.
* Logistics partners will integrate with the system for real-time tracking.

## **5.2 Constraints**

* Budget limitations for AI-based analytics and advanced tracking.
* Compliance with regulatory and industry standards.
* Hardware limitations in older warehouses for real-time tracking.

### **7. Risks**

### **Risks**

#### **Technological Risks**

* System downtime due to high data load.
* Security vulnerabilities leading to data breaches.
* Challenges in integrating with legacy ERP systems.
* Failure of AI-based route optimization models.

#### **Skills Risks**

* Employees may lack technical expertise to use the new system.
* Resistance to change from existing warehouse and delivery teams.
* Training programs may not be sufficient for full adoption.

#### **Political Risks**

* Changes in government regulations impacting data storage and privacy.
* New tax laws affecting logistics and supply chain costs.
* Trade restrictions that could limit supplier relationships.

#### **Business Risks**

* High operational costs during the initial phase of implementation.
* Increased competition from companies with similar solutions.
* Lower-than-expected user adoption affecting ROI.

#### **Requirements Risks**

* Frequent changes in business needs affecting system design.
* Misalignment between stakeholders on project priorities.
* Scope creep leading to delayed implementation and cost overruns.

#### **Other Risks**

* Natural disasters or supply chain disruptions affecting logistics.
* Cybersecurity threats from hackers and fraudulent activities.
* Hardware failures affecting real-time data updates.

# **8. Business Process Overview**

## **8.1 Current Process (AS-IS)**

* Inventory tracking is done manually using spreadsheets.
* Delivery routes are determined without optimization.
* Delays in order fulfillment due to lack of real-time tracking.

## **8.2 Proposed Process (TO-BE)**

* Automated real-time inventory updates across warehouses.
* AI-based delivery route optimization for cost efficiency.
* Enhanced order tracking with real-time updates to customers.
* Demand forecasting using predictive analytics.

**9. Business Requirements**

| **Req** **ID** | **Requirement** **Name** | **Requirement** **Description** | **Priority** |
| --- | --- | --- | --- |
| FR-001 | User Registration | The system shall allow users to register by providing their name, email, and password. | High |
| FR-002 | User Login | The system shall allow registered users to log in using their email and password. | High |
| FR-003 | Ticket Creation | Users shall be able to create new tickets by entering a title, description, category, and priority. | High |
| FR-004 | Ticket Assignment | The system shall automatically assign a ticket to an available agent based on the category. | High |
| FR-005 | Ticket Status Update | Agents shall update the status of tickets to Open, In Progress, or Closed. | High |
| FR-006 | Ticket Priority Update | The system shall allow users or agents to update the ticket's priority. | Medium |
| FR-007 | View Ticket Details | Users and agents shall be able to view all ticket details, including status, category, and assigned agent. | High |
| FR-008 | User Dashboard | Users shall have a dashboard displaying their open and | Medium |

|  |  | closed tickets. |  |
| --- | --- | --- | --- |
| FR-009 | Agent Dashboard | Agents shall have a dashboard displaying assigned tickets with filters for status and priority. | Medium |
| FR-010 | Ticket Search | Users and agents shall be able to search for tickets using keywords or filters like status and priority. | High |
| FR-011 | Add Ticket Comments | Users and agents shall add comments to tickets for better collaboration. | Medium |
| FR-012 | Email Notifications | The system shall send email notifications for ticket updates, such as status changes or new comments. | Medium |
| FR-013 | Auto-assign Ticket to Agent | The system shall use predefined rules to assign tickets automatically to agents based on their availability and category. | High |
| FR-014 | Ticket Escalation | Tickets not resolved within a specific timeframe shall be automatically escalated to a higher authority. | Medium |
| FR-015 | Role-Based Access Control | The system shall provide role-based access control, restricting features for users, agents, and admins. | Medium |
| FR-016 | View Ticket History | Users and agents shall view the history of changes made to a ticket, including status and priority updates. | High |
| FR-017 | Add Attachments to Tickets | Users and agents shall attach files to tickets for additional context or support. | Medium |

| FR-018 | View Agent Performance | Admins shall view performance metrics for agents, such as the number of resolved tickets. | Medium |
| --- | --- | --- | --- |
| FR-019 | Define Ticket Categories | Admins shall create and manage ticket categories, such as Technical or Billing. | Low |
| FR-020 | Filter Tickets | Users and agents shall filter tickets by status, priority, or category in their dashboards. | Medium |
| FR-021 | SLA  Configuration | The system shall allow admins to configure Service Level Agreements (SLAs) for ticket resolution. | Medium |
| FR-022 | Audit Trail | The system shall maintain an audit trail of all ticket updates for compliance and troubleshooting. | Medium |
| FR-023 | Mobile-Friendly Interface | The system shall provide a mobile-friendly interface for creating and managing tickets. | High |
| FR-024 | Priority-Based Alerts | The system shall notify agents about high-priority tickets through pop-up alerts or email. | Medium |
| FR-025 | Auto-Status Transition | The system shall automatically transition a ticket's status to "In Progress" when an agent starts working on it. | Medium |
| FR-026 | Mobile-Friendly Interface | The system shall provide a mobile-friendly interface for creating and managing tickets. | Medium |
| FR-027 | Export Ticket Data | Users, agents, and admins shall export ticket data in CSV or Excel format. | Low |
| FR-028 | Multi-Language Support | The system shall support multiple languages for users in different regions. | Low |
| FR-029 | Customize Ticket Fields | Admins shall customize ticket fields, adding new ones if required. | Low |
| FR-030 | Agent | Admins shall reassign tickets from one agent to another. | Medium |

**Non-Functional** **Requirements**

| **Req** **ID** | **Requirement** **Name** | **Requirement** **Description** |
| --- | --- | --- |
| NFR001 | System Availability | The system shall maintain an uptime of 99.9% to ensure uninterrupted access to users and agents. |
| NFR002 | Performance | The system shall handle up to 1,000 concurrent users without degradation in performance. |
| NFR003 | Scalability | The system shall scale horizontally to accommodate up to 10,000 users and 50,000 tickets per month. |
| NFR004 | Security | The system shall comply with industry security standards, such as OWASP guidelines, to prevent unauthorized access. |
| NFR005 | Data Encryption | All sensitive data, including passwords and ticket information, shall be encrypted at rest and in transit. |
| NFR006 | Response Time | The system shall provide responses to user actions, such as ticket creation, within 2 seconds under normal load. |
| NFR007 | Browser Compatibility | The system shall support all major browsers, including Chrome, Firefox, Safari, and Edge. |
| NFR008 | Mobile Compatibility | The system shall provide a responsive design for seamless operation on mobile devices. |
| NFR009 | Accessibility Compliance | The system shall adhere to WCAG 2.1 Level AA standards to ensure accessibility for users with disabilities. |
| NFR010 | Maintainability | The system shall allow developers to update or extend features |

| NFR011 | Backup and Recovery | The system shall perform daily backups and provide data recovery within 2 hours in case of failure. |
| --- | --- | --- |
| NFR012 | Logging and Monitoring | The system shall log all critical events and provide real-time monitoring for troubleshooting and performance analysis. |
| NFR013 | Usability | The system shall provide an intuitive user interface, requiring no more than 30 minutes of training for basic operations. |
| NFR014 | Localization | The system shall support localization for at least 5 languages, including English, Spanish, French, German, and Chinese. |
| NFR015 | Data Retention | Closed tickets and related data shall be retained for a minimum of 5 years. |
| NFR016 | Integration | The system shall integrate with third-party tools such as Slack, Microsoft Teams, and email systems. |
| NFR017 | Fault Tolerance | The system shall automatically recover from a single point of failure within 30 seconds. |
| NFR018 | Auditability | All user and system actions shall be auditable for compliance and troubleshooting purposes. |
| NFR019 | Cost Efficiency | The system shall operate within an annual maintenance budget of $50,000. |
| NFR020 | API Response Time | The system's APIs shall respond to requests within 500 milliseconds under normal load. |

**10.Appendices**

**10.1 List of Acronyms**

RACI – Responsible, Accountable, Consulted, Informed (Stakeholder Matrix)

FRD – Functional Requirements Document

NFR – Non-Functional Requirement

SRS – Software Requirements Specification

RTM – Requirements Traceability Matrix

QA – Quality Assurance

QC – Quality Control

UAT – User Acceptance Testing

ROI – Return on Investment

**10.2. Glossary of Terms**

#### **1. Business & E-commerce Terms**

* **E-commerce** – The buying and selling of goods/services over the internet.
* **B2C (Business-to-Consumer)** – A business model where products are sold directly to individual consumers.
* **B2B (Business-to-Business)** – A business model where companies sell products or services to other businesses.
* **Shopping Cart** – A virtual cart that holds items a user wants to purchase.
* **Checkout Process** – The steps a customer follows to complete a purchase.
* **Payment Gateway** – A service that processes credit card and other online payments.
* **Order Fulfillment** – The process of receiving, processing, and delivering an order to the customer.
* **Return Policy** – The terms under which customers can return or exchange products.

#### **2. Business Analysis Terms**

* **BRD (Business Requirements Document)** – A document that outlines the business objectives and requirements.
* **FRD (Functional Requirements Document)** – A document that details how the system should function to meet business needs.
* **Stakeholder** – Any person or group affected by the project (e.g., customers, business owners, developers).
* **Use Case** – A description of how users will interact with the system to achieve a goal.
* **User Story** – A short, simple description of a feature from an end-user’s perspective.
* **UAT (User Acceptance Testing)** – Testing conducted by end-users to verify if the system meets business requirements.

#### **3. Website & UX/UI Terms**

* **UI (User Interface)** – The visual design and layout of the website.
* **UX (User Experience)** – The overall experience a user has while interacting with the website.
* **Responsive Design** – A design approach that ensures the website works on different screen sizes (mobile, tablet, desktop).
* **Wireframe** – A basic visual representation of a webpage's structure.
* **Navigation Menu** – A set of links that help users browse different sections of the website.

#### **4. Technology & Development Terms**

* **CMS (Content Management System)** – A platform (e.g., WordPress, Shopify) used to manage website content.
* **API (Application Programming Interface)** – A set of rules that allows different software systems to communicate.
* **Database** – A structured collection of data, such as customer orders and product details.
* **Backend** – The server-side part of the website that manages data and business logic.
* **Frontend** – The user-facing side of the website that displays content and interacts with users.
* **SEO (Search Engine Optimization)** – Techniques used to improve the website’s ranking on search engines like Google.

#### **5. Security & Compliance Terms**

* **SSL (Secure Sockets Layer)** – A security protocol that encrypts data between the website and users.

**10.3. Related Documents**

#### **1. Business & Requirements Documents**

* **Business Requirements Document (BRD)** – Outlines business needs, goals, and objectives.
* **Functional Requirements Document (FRD)** – Describes the system's features and functionalities.
* **Non-Functional Requirements Document (NFRD)** – Defines performance, security, and usability standards.
* **User Stories & Use Case Document** – Provides real-world scenarios of how users interact with the website.

#### **2. Design & Development Documents**

* **Wireframes & UI/UX Design Mockups** – Visual representations of web pages and user interface.
* **Database Schema Document** – Defines the structure of the database, including tables and relationships.
* **API Documentation** – Provides details about third-party integrations, payment gateways, and internal APIs.

#### **3. Testing & Quality Assurance Documents**

* **Test Plan & Test Cases Document** – Lists the testing approach and scenarios for UAT, functional, and performance testing.
* **User Acceptance Testing (UAT) Report** – Summarizes the results of user testing and feedback.
* **Bug Tracking Report** – Documents identified issues and their resolutions during development.

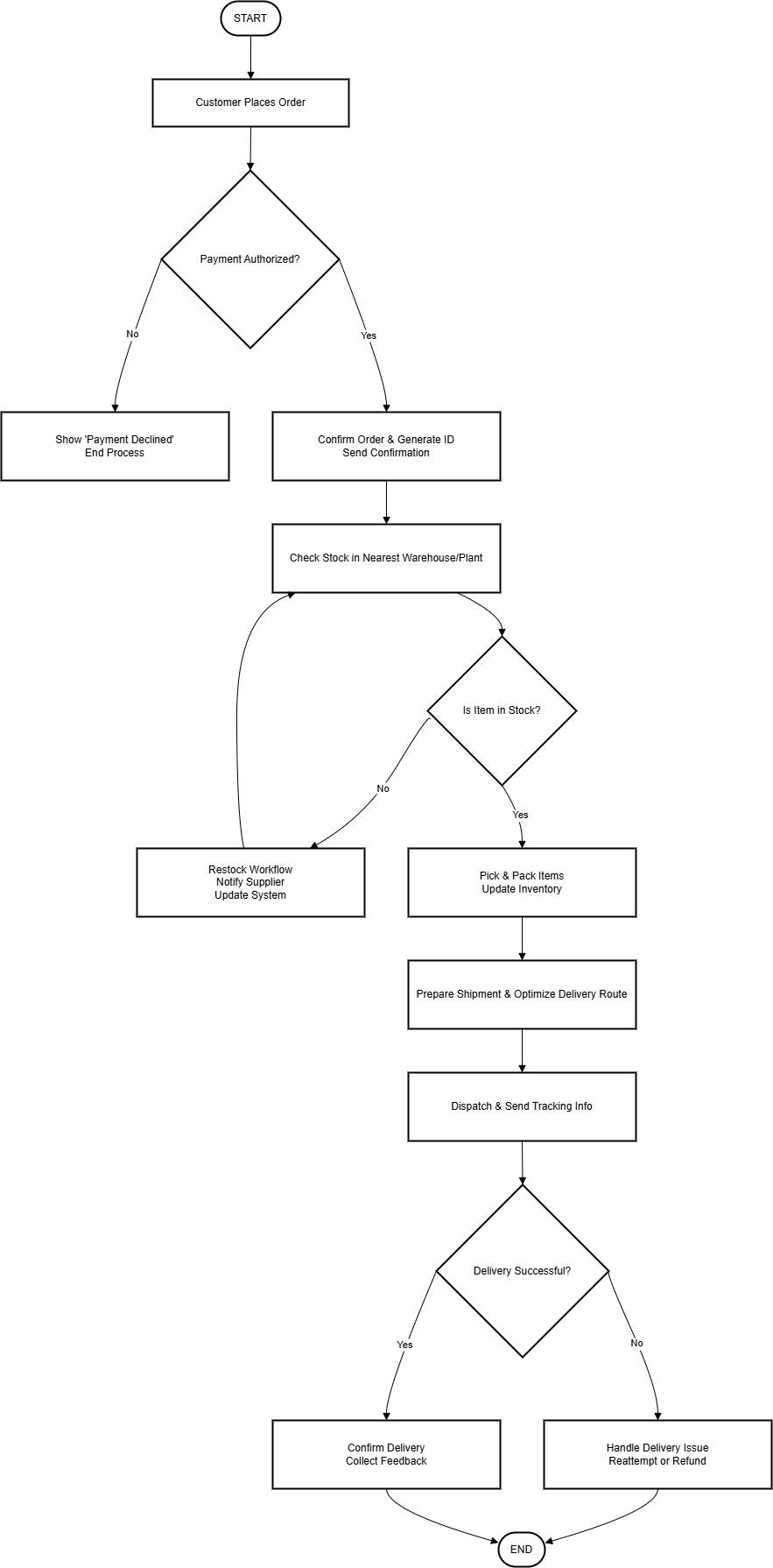
#### **4. Security & Compliance Documents**

* **SSL & Security Configuration Document** – Details security measures, including encryption and authentication methods.

#### **5. Project Management & Deployment Documents**

* **Project Plan & Timeline** – Includes project milestones, deadlines, and deliverables.
* **RACI Matrix (Roles & Responsibilities)** – Defines who is responsible, accountable, consulted, and informed.

**2. Prepare process flow diagram using your imagination**



### **Explanation of the Flowchart**

1. **START**The process begins when a customer decides to purchase ice-cream or milk products.
2. **Customer Places Order**The customer selects products and proceeds to checkout.
3. **Payment Authorized?**
   * **No** → The system displays a “Payment Declined” message, and the process ends.
   * **Yes** → The system confirms the order and generates an Order ID, then proceeds to check inventory.
4. **Check Stock**The system verifies if the requested items are available in the nearest warehouse/plant.
5. **Is Item in Stock?**
   * **No** → The system triggers a restock workflow, notifies the supplier, and updates the inventory once stock arrives. Then it returns to the “Check Stock” step.
   * **Yes** → Warehouse staff picks and packs items, updating inventory afterward.
6. **Prepare Shipment & Optimize Delivery Route**The system calculates the best delivery route using traffic and weather data, then assigns the order to the nearest delivery vehicle.
7. **Dispatch & Send Tracking Info**The driver loads the order, and the system sends real-time tracking updates to the customer.
8. **Delivery Successful?**
   * **No** → The system handles delivery issues (e.g., reattempt, refund if necessary).
   * **Yes** → The order is marked as delivered, and feedback is collected from the customer.
9. **END**The process concludes once the order is delivered or any issues are resolved.

**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 as Your Business Analyst Partner

Dear *Divakar,*

I hope this message finds you well. My name is Mukram Patel, and I am delighted to introduce myself as the Business Analyst assigned to collaborate with you and your team on this exciting project.

Understanding the challenges and opportunities within the manufacturing and logistics sectors, particularly in delivering exceptional customer service, is a domain I am passionate about. With your vision of managing inventory and ensuring the quickest delivery of your ice-cream and milk products, my role will be to work closely with you to transform these goals into a robust, tailor- made software solution.

To begin, I aim to thoroughly understand your current processes, challenges, and aspirations. Together, we will explore your operational workflows, identify key requirements, and map out a strategic plan that aligns with your business objectives. Your insights will be invaluable in ensuring the solution we design is practical, scalable, and optimized for your unique needs.

I look forward to discussing your expectations and gathering inputs from your team during our initial meetings. In the meantime, please feel free to share any documents, current processes, or initial thoughts that could help us hit the ground running.

Thank you for the opportunity to collaborate on this project. I am confident that, together, we will develop a solution that adds significant value to your business operations. Please let me know a convenient time for us to connect further.

Looking forward to working with you.

Warm regards,

Mukram Patel

Business Analyst

+91 7400194330

# **2.Prepare a brief BRD and SRS for a project- Ticketing system**

**Business** **Requirements** **Document** **(BRD)**

**Project** **Name:** Ticketing System

**Prepared** **By:** Mukram Patel

**Date:** 06 March 2025

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**1. Document Revisions**

| **Revision Number** | **Date** | **Author** | **Description of Changes** | **Reviewer** | **Approval Date** |
| --- | --- | --- | --- | --- | --- |
| 0.1 | 10/01/25 | Mukram Patel | Initial draft of the project documentation | XYZ | 12/01/25 |
| 0.2 | 18/01/25 | Mukram Patel | Added project objectives and success criteria | XYZ | 20/01/25 |
| 0.3 | 25/01/25 | Mukram Patel | Included stakeholder analysis and elicitation techniques | XYZ | 27/01/25 |
| 0.4 | 05/02/25 | Mukram Patel | Completed functional requirements and requirement traceability matrix | XYZ | 07/02/25 |
| 0.5 | 12/02/25 | Mukram Patel | Updated priority and status in requirement traceability matrix | XYZ | 14/02/25 |
| 0.6 | 20/02/25 | Mukram Patel | Added Detailed Business Requirements | XYZ | 22/02/25 |
| 0.7 | 28/02/25 | Mukram Patel | Incorporated Appendices and finalized document | XYZ | 02/03/25 |
| 0.8 | 05/03/25 | Mukram Patel | Final review and formatting adjustments | XYZ | 07/03/25 |

**2. Approvals**

| Role | Name | Signature | Date |
| --- | --- | --- | --- |
| Project Sponsor | Elon Musk | [Signature] | 02/02/25 |
| Business Owner | Tushar | [Signature] | 03/02/25 |
| Project Manager | Kiran | [Signature] | 04/02/25 |
| Business Analyst | Mukram | [Signature] | 05/02/25 |
| Technical Lead | Vineet | [Signature] | 06/02/25 |
| Quality Assurance Lead | Jain | [Signature] | 07/02/25 |
| Stakeholder Representative | Shivani | [Signature] | 08/02/25 |
| IT Department Head | SHruti | [Signature] | 09/02/25 |

**3. RACI Chart for This Document**

**\*** Authorize Has ultimate signing authority for any changes to the document.

**R** Responsible Responsible for creating this document.

**A** Accountable Accountable for accuracy of this document (for example, the project manager)

**S** Supports Provides supporting services in the production of this document

**C** Consulted Provides input (such as an interviewee). I Informed Must be informed of any changes.

| **Name** | **Position** | **\*** | **R** | **A** | **S** | **C** | **I** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Mukram Patel | Business Analyst | ✔ | ✔ |  | ✔ | ✔ | ✔ |
| Kiran | IT Project Manager | ✔ | ✔ | ✔ |  | ✔ | ✔ |
| Ambani | Lead Developer |  | ✔ |  | ✔ | ✔ |  |
| Adani | Quality Assurance Manager |  | ✔ |  | ✔ | ✔ |  |
| Rakesh | UI/UX Designer |  | ✔ |  | ✔ | ✔ |  |
| Harshal | Software Architect |  | ✔ | ✔ |  | ✔ |  |

### **4. Introduction**

The  **Ecommerce Website** project is being developed to establish a modern and feature-rich online marketplace that specializes in home-related products. This platform will serve as a one-stop solution for customers looking to purchase furniture, home decor, kitchenware, and other household essentials. With the growing trend of online shopping, aims to provide an efficient, user-friendly, and secure platform that enhances the shopping experience.

The e-commerce solution will be available as a **website** and a **mobile application (iOS & Android)**, ensuring accessibility across different devices. The project includes advanced functionalities such as **secure payment integration, real-time order tracking, vendor management, inventory tracking, and customer support features**.

Through the implementation of this system, the company aims to increase customer engagement, drive sales, optimize business operations, and establish itself as a leading player in the home products market.

### **4.1 Business Goals**

The primary business goals of the  **Ecommerce Website** project are:

1. **Create a user-friendly and scalable e-commerce platform** – The goal is to build a website and mobile app that provide a seamless shopping experience.
2. **Enhance customer satisfaction and engagement** – The platform will focus on offering a personalized shopping experience with AI-driven product recommendations.
3. **Increase revenue through digital sales** – Transitioning from traditional retail to e-commerce will help expand market reach and improve profitability.
4. **Optimize business processes and vendor management** – The system will streamline vendor onboarding, inventory tracking, and sales management.
5. **Ensure data security and regulatory compliance** – Secure payment processing and compliance with data privacy regulations such as GDPR will be prioritized.

### **4.2 Business Objectives**

To achieve these goals, will implement an IT solution that includes:

1. **Website & Mobile Application (iOS & Android)** – This will serve as the main platform for customer interactions, product browsing, and order processing.
2. **E-Learning Management System (LMS)** – This feature will be used to train employees and vendors on product knowledge, customer service best practices, and system usage.
3. **Human Resource Management System (HRMS)** – A back-end system for managing employee information, payroll, attendance, and leave tracking.

### **4.3 Business Rules**

e-commerce platform will operate based on the following business rules:

* **User Registration & Authentication** – Customers must create an account and verify their email or phone number before making purchases.
* **Product Listings & Vendor Approval** – Vendors must register and get approval before listing their products on the platform.
* **Order Processing & Shipping** – Orders will be confirmed only after successful payment processing, and estimated delivery timelines will be provided.
* **Return & Refund Policy** – Customers can initiate returns within a specified period, subject to company policies.
* **Promotions & Discounts** – Special offers and discounts will be governed by predefined business policies.

### **4.4 Background**

identified the need for an e-commerce platform to address inefficiencies in the home retail market. Traditional shopping methods, including brick-and-mortar stores, presented challenges such as limited product variety, inconvenient shopping hours, and long delivery times. The company recognized an opportunity to enhance customer convenience by introducing an online shopping experience with a well-organized product catalog, competitive pricing, and faster delivery services.

By implementing this project, aims to provide a seamless, technology-driven shopping experience, ensuring that customers can access and purchase products anytime and anywhere.

### **4.5 Project Objective**

The objective of the project is to develop a robust, scalable, and secure e-commerce platform that meets the needs of both customers and vendors. This includes:

* **Developing an intuitive user interface** to enhance user experience.
* **Implementing secure payment gateways** with multiple payment options.
* **Optimizing vendor management** by providing sellers with tools for inventory tracking and sales analytics.
* **Enhancing customer support services** through AI chatbots and helpdesk integration.
* **Integrating third-party logistics services** for real-time order tracking and delivery management.

### **4.6 Project Scope**

#### **4.6.1 In-Scope Functionality:**

* User registration and authentication
* Product catalog with advanced search and filtering options
* Secure payment integration (Credit/Debit Cards, UPI, PayPal, etc.)
* Shopping cart and order management
* Vendor onboarding and inventory management
* Customer support with live chat and ticketing system
* AI-driven product recommendations
* Order tracking and delivery management

#### **4.6.2 Out-of-Scope Functionality:**

* International shipping (Phase 1 limited to domestic markets)
* Augmented reality (AR)-based shopping experiences
* Integration with physical store inventory systems

### **5. Assumptions**

* The website and mobile applications will be developed using the latest technology stack to ensure high performance and security.
* There will be sufficient budget and resources to complete the project on time.
* Vendors and logistics partners will actively participate in onboarding and process integration.
* Customers will adopt the online shopping model, leading to increased digital sales.

### **6. Constraints**

* Budget limitations for implementing AI-based product recommendations.
* Regulatory compliance requirements, including GDPR and e-commerce taxation policies.
* Scalability challenges as the customer base grows.
* Limited initial marketing budget, requiring organic customer acquisition strategies.

### **7. Risks**

#### **Technological Risks**

* Potential downtime or server failures due to high traffic loads.
* Security vulnerabilities such as data breaches and hacking attempts.
* Challenges in integrating third-party APIs for payments and logistics.

#### **Skills Risks**

* Lack of experienced developers for handling e-commerce-specific development.
* Inadequate training of employees and vendors, leading to inefficiencies.

#### **Political Risks**

* Changes in e-commerce laws and tax regulations could impact business operations.
* Data privacy concerns related to storing customer information.

#### **Business Risks**

* Competition from established e-commerce platforms like Amazon and Flipkart.
* Lower-than-expected customer adoption rates affecting revenue.

#### **Other Risks**

* Cybersecurity threats and fraudulent transactions.

### **8. Business Process Overview**

1. **Customer Onboarding** – Users create an account and set up payment preferences.
2. **Product Discovery & Selection** – Customers browse products, apply filters, and add items to the cart.
3. **Order Processing & Payment** – Orders are placed through a secure payment gateway.
4. **Vendor Fulfillment** – Vendors receive the order, process it, and ship the product.
5. **Order Tracking & Delivery** – Customers receive tracking updates and notifications.
6. **Returns & Customer Support** – Customers can initiate returns, refunds, or request support.

### **8.1 Legacy System (AS-IS)**

The current system involves manual processes such as physical store visits, in-person sales, and limited digital marketing. Customers face challenges in comparing products and getting accurate price information. Order fulfillment is slow, and inventory tracking is inefficient.

### **8.2 Proposed Recommendations (TO-BE)**

The new e-commerce platform will automate key business functions, improving operational efficiency and customer satisfaction. Features such as real-time inventory updates, AI-powered recommendations, and seamless payment integration will enhance user experience. The system will also include data analytics to track sales trends and improve business decision-making 1️⃣ **AS-IS Process (Before E-commerce Website)** – Customers visit the store, check product availability manually, place orders, and make payments in-store, leading to manual order processing.

2️⃣ **TO-BE Process (After E-commerce Website)** – Customers browse products online, add items to their cart, complete payments digitally, and track orders in real-time, leading to automated order processing.

**9. Business Requirements**

| **Req ID** | **Requirement** | **Description** | **Priority** |
| --- | --- | --- | --- |
| BR0001 | User Authentication | The website must provide secure login mechanisms for users, including password protection and multi-factor authentication. | High |
| BR0002 | Role-Based Access Control | The website should support role-based access control, allowing administrators, sellers, and customers to have appropriate access levels. | High |
| BR0003 | Product Management | The website should allow sellers to add, update, and manage product listings, including images, descriptions, and pricing. | High |
| BR0004 | Secure Payments | The website must include secure and diverse payment gateways (credit card, PayPal, UPI, etc.) for safe transactions. | High |
| BR0005 | Order Tracking | The website should provide customers with real-time tracking updates for their orders, from placement to delivery. | High |
| BR0006 | Inventory Management | The website should enable sellers to manage inventory levels, notify them of low stock, and allow bulk updates. | High |
| BR0007 | Responsive UI | The website should have a responsive user interface that ensures smooth usability on desktops, tablets, and smartphones. | High |
| BR0008 | Customer Reviews | The website should allow customers to submit reviews and ratings for purchased products to promote transparency and trust. | Medium |
| BR0009 | Reporting and Analytics | The website should provide detailed analytics for sellers, including sales trends, traffic analysis, and customer behavior reports. | Medium |
| BR0010 | Wishlist Feature | The website should enable customers to create and manage wishlists for products they are interested in buying later. | Low |
| BR0011 | Personalized Recommendations | The website should use customer behavior data to provide personalized product recommendations. | Medium |
| BR0012 | Search Functionality | The website should include a robust search bar with advanced filters for categories, price range, ratings, and more. | High |
| BR0013 | Chat Support | The website should include a live chat feature to provide instant assistance to customers. | Medium |
| BR0014 | Discount and Promotions | The website should allow sellers to create discount coupons, run promotions, and highlight special offers on products. | Medium |
| BR0015 | Social Media Integration | The website should enable sharing of products on social media platforms and allow users to log in with their social media accounts. | Low |
| BR0016 | Product Comparison | The website should provide a feature for customers to compare similar products based on specifications and pricing. | Medium |
| BR0017 | Abandoned Cart Reminder | The website should send email or SMS reminders to customers for products left in their cart. | Medium |
| BR0018 | Multiple Delivery Options | The website should offer customers various delivery options, such as express delivery, standard shipping, or store pickup. | High |
| BR0019 | Multi-Language Support | The website should support multiple languages to cater to diverse customer bases. | Low |
| BR0020 | Fraud Detection | The website should have fraud detection mechanisms in place to identify suspicious transactions and protect user data. | High |

**10.Appendices**

**10.1 List of Acronyms**

RACI – Responsible, Accountable, Consulted, Informed (Stakeholder Matrix)

FRD – Functional Requirements Document

NFR – Non-Functional Requirement

SRS – Software Requirements Specification

RTM – Requirements Traceability Matrix

QA – Quality Assurance

QC – Quality Control

UAT – User Acceptance Testing

ROI – Return on Investment

**10.2. Glossary of Terms**

#### **1. Business & E-commerce Terms**

* **E-commerce** – The buying and selling of goods/services over the internet.
* **B2C (Business-to-Consumer)** – A business model where products are sold directly to individual consumers.
* **B2B (Business-to-Business)** – A business model where companies sell products or services to other businesses.
* **Shopping Cart** – A virtual cart that holds items a user wants to purchase.
* **Checkout Process** – The steps a customer follows to complete a purchase.
* **Payment Gateway** – A service that processes credit card and other online payments.
* **Order Fulfillment** – The process of receiving, processing, and delivering an order to the customer.
* **Return Policy** – The terms under which customers can return or exchange products.

#### **2. Business Analysis Terms**

* **BRD (Business Requirements Document)** – A document that outlines the business objectives and requirements.
* **FRD (Functional Requirements Document)** – A document that details how the system should function to meet business needs.
* **Stakeholder** – Any person or group affected by the project (e.g., customers, business owners, developers).
* **Use Case** – A description of how users will interact with the system to achieve a goal.
* **User Story** – A short, simple description of a feature from an end-user’s perspective.
* **UAT (User Acceptance Testing)** – Testing conducted by end-users to verify if the system meets business requirements.

#### **3. Website & UX/UI Terms**

* **UI (User Interface)** – The visual design and layout of the website.
* **UX (User Experience)** – The overall experience a user has while interacting with the website.
* **Responsive Design** – A design approach that ensures the website works on different screen sizes (mobile, tablet, desktop).
* **Wireframe** – A basic visual representation of a webpage's structure.
* **Navigation Menu** – A set of links that help users browse different sections of the website.

#### **4. Technology & Development Terms**

* **CMS (Content Management System)** – A platform (e.g., WordPress, Shopify) used to manage website content.
* **API (Application Programming Interface)** – A set of rules that allows different software systems to communicate.
* **Database** – A structured collection of data, such as customer orders and product details.
* **Backend** – The server-side part of the website that manages data and business logic.
* **Frontend** – The user-facing side of the website that displays content and interacts with users.
* **SEO (Search Engine Optimization)** – Techniques used to improve the website’s ranking on search engines like Google.

#### **5. Security & Compliance Terms**

* **SSL (Secure Sockets Layer)** – A security protocol that encrypts data between the website and users.

**10.3. Related Documents**

#### **1. Business & Requirements Documents**

* **Business Requirements Document (BRD)** – Outlines business needs, goals, and objectives.
* **Functional Requirements Document (FRD)** – Describes the system's features and functionalities.
* **Non-Functional Requirements Document (NFRD)** – Defines performance, security, and usability standards.
* **User Stories & Use Case Document** – Provides real-world scenarios of how users interact with the website.

#### **2. Design & Development Documents**

* **Wireframes & UI/UX Design Mockups** – Visual representations of web pages and user interface.
* **Database Schema Document** – Defines the structure of the database, including tables and relationships.
* **API Documentation** – Provides details about third-party integrations, payment gateways, and internal APIs.

#### **3. Testing & Quality Assurance Documents**

* **Test Plan & Test Cases Document** – Lists the testing approach and scenarios for UAT, functional, and performance testing.
* **User Acceptance Testing (UAT) Report** – Summarizes the results of user testing and feedback.
* **Bug Tracking Report** – Documents identified issues and their resolutions during development.

#### **4. Security & Compliance Documents**

* **SSL & Security Configuration Document** – Details security measures, including encryption and authentication methods.

#### **5. Project Management & Deployment Documents**

* **Project Plan & Timeline** – Includes project milestones, deadlines, and deliverables.
* **RACI Matrix (Roles & Responsibilities)** – Defines who is responsible, accountable, consulted, and informed.

**SRS**

### **Business Analyst Approach Strategy for eCommerce Website**

As a **Business Analyst (BA)** for the  **eCommerce Website**, the following structured approach will be followed to ensure project success

### **1. Elicitation Techniques**

Gathering requirements from stakeholders is crucial for project success. The best techniques include:

* **Interviews** – Conduct discussions with business owners, vendors, and customers to understand their needs.
* **Workshops** – Arrange brainstorming sessions with stakeholders to gather insights.
* **Surveys & Questionnaires** – Collect feedback from potential users to identify expectations.
* **Document Analysis** – Review existing eCommerce models to identify gaps and improvements.
* **Observation** – Study competitor platforms to understand user behavior.
* **Prototyping** – Develop wireframes or mockups for stakeholder validation.

### **2. Stakeholder Analysis (RACI/ILS)**

To ensure clarity in responsibilities, stakeholders will be classified using:

* **RACI Matrix (Responsible, Accountable, Consulted, Informed):**
  + **Responsible:** Developers, UI/UX Designers, QA Testers.
  + **Accountable:** Business Owners, Project Managers.
  + **Consulted:** Vendors, Customers, Marketing Team.
  + **Informed:** Investors, Regulatory Bodies.
* **ILS (Interest, Level of Influence, Support):**
  + **Interest:** Customers and Vendors using the platform.
  + **Influence:** Business Owners, Investors, Compliance Officers.
  + **Support:** IT Support, Customer Service Teams.

| **Stakeholder** | **Responsible (R)** | **Accountable (A)** | **Consulted (C)** | **Informed (I)** |
| --- | --- | --- | --- | --- |
| Business Owners |  | A | C | I |
| Vendors | R |  |  | I |
| Customers |  |  |  | I |
| IT Staff | R |  | C | I |
| Project Manager | R | A |  |  |
| Business Analyst | R |  |  |  |
| UI/UX Designers | R |  |  |  |
| Testers | R |  |  |  |
| Trainers | R |  |  |  |
| Marketing Team |  |  | C | I |
| Investors |  |  | C | I |

#### **2. Documents to Write**

To ensure structured project execution, the following documents will be prepared:

* **Business Requirements Document (BRD)** – Defines business goals and project scope.
* **Functional Requirements Specification (FRS)** – Details system functionalities and technical needs.
* **Use Case Documents** – Illustrates user interactions with the eCommerce website.
* **User Stories** – Defines end-user requirements for development.
* **Test Plan** – Outlines testing procedures to ensure functionality.
* **User Acceptance Testing (UAT) Plan** – Ensures the system meets business needs before launch.
* **Training Materials** – Guides users on how to use the platform efficiently.
* **Project Management Plan** – Defines scope, timeline, resources, and risk management strategies.

#### **3. Document Sign-Off Process**

1. **Draft Preparation** – The Business Analyst will create initial drafts.
2. **Stakeholder Review** – Documents will be shared with stakeholders for feedback.
3. **Incorporate Revisions** – Necessary changes will be made based on feedback.
4. **Formal Approval** – Business Owners and Project Managers will provide final sign-off.
5. **Version Control** – Maintain proper versioning to track updates.

#### **4. Client Approvals**

1. **Final Presentation** – Key documents will be presented to the client.
2. **Clarifications** – The Business Analyst will provide explanations as needed.
3. **Approval Process** – Formal approval will be obtained via signed agreements or email confirmation.

#### **5. Communication Channels**

* **Regular Meetings** – Weekly and monthly meetings to discuss progress.
* **Emails & Reports** – Official documentation and status updates.
* **Collaboration Tools (Jira, Trello, Slack)** – For real-time tracking.
* **Open Feedback System** – Stakeholders can raise concerns anytime.

#### **6. Change Request Handling**

1. **Request Logging** – All change requests will be recorded.
2. **Impact Analysis** – Evaluate how changes affect cost, timeline, and functionality.
3. **Approval Process** – The Change Control Board will review and approve changes.
4. **Implementation** – Approved changes will be integrated into the system.

#### **7. Progress Reporting to Stakeholders**

* **Milestone Reports** – Updates on completed and pending deliverables.
* **Project Dashboards** – Real-time tracking using project management tools.
* **Presentations & Meetings** – Summarize progress, achievements, and risks.

#### **8. UAT & Client Project Acceptance**

1. **UAT Planning** – Define test cases covering critical system functions.
2. **Client Testing** – Provide access to the platform for user validation.
3. **Bug Fixes & Refinements** – Address client feedback and retest.
4. **Final Sign-Off** – Obtain approval using the **Client Project Acceptance Form**.

**Document 3- Functional Specification**

| **Document 3 - Functional Specifications** | **Details** |
| --- | --- |
| Project Name | eCommerce Website |
| Customer Name | Google |
| Project Version | 1 |
| Project Sponsor | Elon Musk |
| Project Manager | Sunder Pichoi |
| Project Initiation Date | 06/02/2025 |

**Document 4- Requirement Traceability Matrix**

| **Req ID** | **Req Name** | **Req Description** | **Design** | **D1** | **T1** | **D2** | **T2** | **UAT** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| FR0001 | User Authentication | Secure login and registration for users and admins. | Yes | Completed | Completed | Yes | Yes | Pending |
| FR0002 | Product Search & Filter | Users can search and filter products by attributes. | Yes | Completed | In Progress | Yes | No | Not Started |
| FR0003 | Shopping Cart | Users can add, remove, and update products in cart. | Yes | In Progress | Not Started | No | No | Not Started |
| FR0004 | Checkout & Payment | Secure checkout with multiple payment methods. | Yes | Completed | Completed | Yes | Yes | Pending |
| FR0005 | Order Tracking | Users can track orders in real-time. | Yes | Completed | Completed | Yes | Yes | Pending |
| FR0006 | Wishlist | Users can add products to a wishlist for later. | Yes | Completed | In Progress | Yes | Yes | Not Started |
| FR0007 | Product Reviews & Ratings | Users can leave product reviews and ratings. | Yes | Completed | Completed | Yes | Yes | Pending |
| FR0008 | Discounts & Coupons | Apply discounts and promo codes during checkout. | Yes | In Progress | Not Started | No | No | Not Started |
| FR0009 | Inventory Management | Manage stock levels and update product availability. | Yes | Completed | Completed | Yes | Yes | Pending |
| FR0010 | Order Cancellation | Users can cancel orders before shipping. | Yes | In Progress | In Progress | Yes | No | Not Started |
| FR0011 | Multi-Address Support | Users can add and save multiple shipping addresses. | Yes | Completed | Completed | Yes | Yes | Pending |
| FR0012 | Email & SMS Notifications | Users receive notifications for orders and offers. | Yes | Completed | Completed | Yes | Yes | Pending |
| FR0013 | Admin Dashboard | Admins can manage users, products, and orders. | Yes | In Progress | Not Started | No | No | Not Started |
| FR0014 | Vendor Management | Vendors can add and manage their products. | Yes | Completed | In Progress | Yes | No | Not Started |
| FR0015 | Subscription Feature | Users can subscribe for regular product delivery. | Yes | Not Started | Not Started | No | No | Not Started |
| FR0016 | Mobile App Integration | The platform supports mobile apps for iOS and Android. | No | Not Started | Not Started | No | No | Not Started |
| FR0017 | AI-Based Recommendations | Personalized product recommendations for users. | Yes | In Progress | Not Started | No | No | Not Started |
| FR0018 | Customer Support Chat | Live chat support for customers. | Yes | Completed | In Progress | Yes | No | Not Started |
| FR0019 | Secure Payment Gateway | Integration with secure payment services. | Yes | Completed | Completed | Yes | Yes | Pending |
| FR0020 | GDPR Compliance | Ensure compliance with data protection regulations. | Yes | Completed | Completed | Yes | Yes | Pending |

## **User Buying Products**

| Use Case Name | User Buying Products |
| --- | --- |
| Use Case Description | This use case explains how a customer purchases products from the e-commerce store. |
| Primary Actors | Customer |
| Secondary Actors | Database/Admin |
| Basic Flow | User logs in.  User searches for a product.  Application displays available products.  User adds a product to the cart.  User selects delivery location.  User chooses a payment method.  Order is placed successfully, and confirmation is sent. |
| Alternate Flow | Invalid user credentials - User validation fails.  Product out of stock - User is notified and shown similar products.  Payment server not responding - Transaction fails, and user is notified. |
| Exceptional Flows | Order cancellation before confirmation.  Payment deducted but order not placed - Refund initiated. |
| Pre-Conditions | User must have an active internet connection and a registered account. |
| Post-Conditions | Successful purchase confirmation or failure due to technical/financial issues. |
| Assumptions | Users can navigate the e-commerce site and payment system is operational. |
| Constraints | Payment processing depends on third-party banks. |
| Dependencies | Requires valid user authentication and stock availability. |
| Inputs and Outputs | Inputs: User login, product selection, payment details.  Outputs: Order confirmation, invoice, SMS notifications. |
| Business Rules | Users must be logged in to purchase products.  Orders cannot be placed for out-of-stock items. |
| Miscellaneous Information | Order history is stored for customer reference. |

## **User Registration**

| Use Case Name | User Registration |
| --- | --- |
| Use Case Description | This use case describes how a user registers in the e-commerce store. |
| Primary Actors | Customer |
| Secondary Actors | Database/Admin |
| Basic Flow | User enters details (name, email, phone number, address).  Application sends OTP to the mobile number.  User enters OTP for verification.  System validates and creates the account. |
| Alternate Flow | Incorrect OTP entered - User is prompted to enter the correct OTP.  Email or phone number already registered - User is notified. |
| Exceptional Flows | Server failure during registration. |
| Pre-Conditions | User must have a valid email and mobile number. |
| Post-Conditions | A new user account is created, or an error message is displayed. |
| Assumptions | User details provided are valid and unique. |
| Constraints | OTP is valid for a limited time. |
| Dependencies | Email and SMS service availability. |
| Inputs and Outputs | Inputs: User details, OTP.  Outputs: Registration confirmation, SMS notification. |
| Business Rules | Users cannot register with duplicate phone numbers or emails. |
| Miscellaneous Information | User registration logs are stored for tracking. |

## **User Payment Process**

| Use Case Name | User Payment Process |
| --- | --- |
| Use Case Description | This use case describes how the user completes a payment after selecting a product. |
| Primary Actors | Customer |
| Secondary Actors | Admin, Bank |
| Basic Flow | User selects a payment method.  User enters payment details.  System processes payment and confirms. |
| Alternate Flow | Incorrect card details entered - Payment fails.  Insufficient funds - Transaction declined. |
| Exceptional Flows | Payment gateway timeout or failure. |
| Pre-Conditions | User must have a valid payment method and sufficient funds. |
| Post-Conditions | Payment is completed or fails with a reason. |
| Assumptions | Payment gateways are functional. |
| Constraints | Bank response time affects transaction speed. |
| Dependencies | External banking services. |
| Inputs and Outputs | Inputs: Payment details.  Outputs: Transaction confirmation or failure message. |
| Business Rules | Users must verify payments via OTP. |
| Miscellaneous Information | Payment logs are stored securely. |

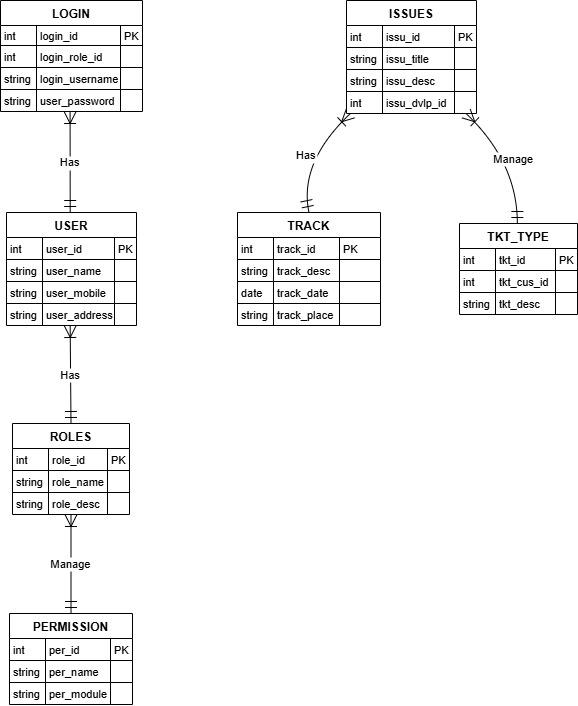
## **Seller Product Management**

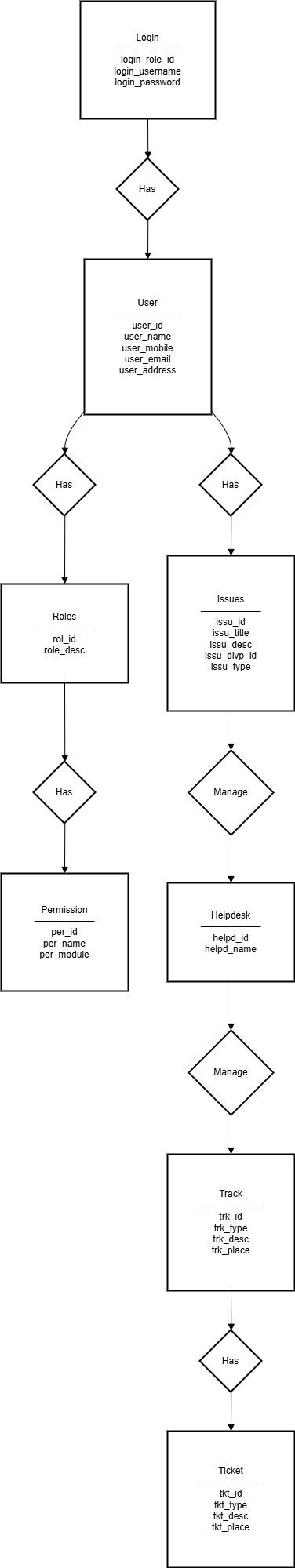
| Use Case Name | Seller Product Management |
| --- | --- |
| Use Case Description | This use case describes how a seller adds or updates products on the portal. |
| Primary Actors | Seller/Manufacturer |
| Secondary Actors | Database/Admin |
| Basic Flow | Seller logs in.  Seller selects product category.  Seller enters product details and submits. |
| Alternate Flow | Incorrect product category selected - Error displayed. |
| Exceptional Flows | Server failure during product upload. |
| Pre-Conditions | Seller must have an active account. |
| Post-Conditions | Product is listed successfully. |
| Assumptions | Sellers provide accurate product details. |
| Constraints | Product pricing must comply with platform rules. |
| Dependencies | Seller verification required. |
| Inputs and Outputs | Inputs: Product details.  Outputs: Product listing confirmation. |
| Business Rules | Prices must align with regional policies. |
| Miscellaneous Information | Product updates are logged. |

## **Order Cancellation**

| Use Case Name | Order Cancellation |
| --- | --- |
| Use Case Description | This use case describes how users cancel or return an order. |
| Primary Actors | Customer |
| Secondary Actors | Seller, Admin |
| Basic Flow | User selects an order to cancel.  System requests cancellation reason.  System confirms cancellation. |
| Alternate Flow | Cancellation period expired - Cancellation denied. |
| Exceptional Flows | Technical issues preventing cancellation. |
| Pre-Conditions | Order must be eligible for cancellation. |
| Post-Conditions | Order is cancelled or user is notified of failure. |
| Assumptions | Sellers accept cancellations as per policy. |
| Constraints | Refund time varies by payment method. |
| Dependencies | Seller approval required. |
| Inputs and Outputs | Inputs: Order details, reason for cancellation.  Outputs: Cancellation confirmation, refund status. |
| Business Rules | Refunds processed based on seller policies. |
| Miscellaneous Information | Cancellation logs stored for tracking. |

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

****



# **4. User** **story** **of** **shopping** **from** **ecommerce.**

| **User story No: 1** | **Task: Parcel Pickup Scheduling** | | **Priority: High** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO PARCEL PICKUP SCHEDULING  SO THAT AS A CUSTOMER, I WANT TO SCHEDULE A PARCEL PICKUP SO THAT I CAN SEND MY PACKAGES WITHOUT VISITING A SERVICE CENTER. | | | |
| **BV: ₹8000** | | **CP: 1** | |
| **Acceptance criteria:** | | | |
| - Users should be able to request a pickup through the app or website. | | | |
| - Users should receive confirmation of the pickup request. | | | |
| - The system should notify the courier agent of the scheduled pickup. | | | |

| **User story No: 2** | **Task: Real-time Tracking** | | **Priority: High** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO REAL-TIME TRACKING  SO THAT AS A SENDER, I WANT TO TRACK MY PARCEL IN REAL-TIME SO THAT I KNOW ITS EXACT LOCATION AND ESTIMATED DELIVERY TIME. | | | |
| **BV:₹ 9000** | | **CP: 2** | |
| **Acceptance criteria:** | | | |
| - The system should provide real-time parcel tracking updates. | | | |
| - Users should receive notifications at key checkpoints (e.g., pickup, transit, delivery). | | | |
| - The tracking page should be accessible via a unique tracking ID. | | | |

| **User story No: 3** | **Task: Delivery Confirmation** | | **Priority: High** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO DELIVERY CONFIRMATION  SO THAT AS A RECIPIENT, I WANT TO RECEIVE DELIVERY CONFIRMATION SO THAT I KNOW WHEN MY PARCEL HAS ARRIVED. | | | |
| **BV:₹ 8000** | | **CP: 1** | |
| **Acceptance criteria:** | | | |
| - The system should notify users upon successful delivery. | | | |
| - Delivery agents should collect digital signatures as proof of delivery. | | | |
| - Users should receive an electronic receipt upon delivery. | | | |

| **User story No: 4** | **Task: Secure Payment Processing** | | **Priority: Critical** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO SECURE PAYMENT PROCESSING  SO THAT AS A CUSTOMER, I WANT A SECURE AND SEAMLESS PAYMENT PROCESS SO THAT I CAN PAY FOR COURIER SERVICES EASILY. | | | |
| **BV: ₹9000** | | **CP: 2** | |
| **Acceptance criteria:** | | | |
| - The system should support multiple payment methods (e.g., credit/debit card, UPI, cash on delivery). | | | |
| - Transactions should be completed within seconds. | | | |
| - Users should receive instant payment confirmation and invoices. | | | |

| **User story No: 5** | **Task: Customer Support** | | **Priority: Medium** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO CUSTOMER SUPPORT  SO THAT AS A CUSTOMER, I WANT 24/7 SUPPORT SO THAT I CAN RESOLVE ISSUES RELATED TO MY PARCEL QUICKLY. | | | |
| **BV:₹ 7000** | | **CP: 3** | |
| **Acceptance criteria:** | | | |
| - Users should be able to contact support via chat, email, and phone. | | | |
| - Support should provide quick resolution for common issues (e.g., delayed delivery, lost parcels). | | | |
| - The system should allow users to raise and track support tickets. | | | |

| **User story No: 6** | **Task: Address Validation** | | **Priority: High** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO ADDRESS VALIDATION  SO THAT AS A SENDER, I WANT AN ADDRESS VALIDATION FEATURE SO THAT I CAN AVOID DELIVERY FAILURES DUE TO INCORRECT ADDRESSES. | | | |
| **BV: ₹9500** | | **CP: 2** | |
| **Acceptance criteria:** | | | |
| - The system should auto-suggest addresses based on user input. | | | |
| - Users should receive an alert for incomplete or incorrect addresses. | | | |
| - The system should validate addresses before confirming the shipment. | | | |

| **User story No: 7** | **Task: Delivery Time Estimation** | | **Priority: High** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO DELIVERY TIME ESTIMATION  SO THAT AS A CUSTOMER, I WANT TO GET AN ESTIMATED DELIVERY TIME SO THAT I CAN PLAN ACCORDINGLY. | | | |
| **BV: ₹7500** | | **CP: 2** | |
| **Acceptance criteria:** | | | |
| - Users should see an estimated delivery time when booking a parcel. | | | |
| - The system should calculate time based on distance, package type, and courier load. | | | |
| - Users should receive updates if the estimated time changes. | | | |

| **User story No: 8** | **Task: Multiple Parcel Booking** | | **Priority: High** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO MULTIPLE PARCEL BOOKING  SO THAT AS A SENDER, I WANT TO BOOK MULTIPLE PARCELS AT ONCE SO THAT I CAN SAVE TIME AND EFFORT. | | | |
| **BV: ₹5000** | | **CP: 2** | |
| **Acceptance criteria:** | | | |
| - Users should be able to add multiple parcels to a single booking. | | | |
| - The system should generate a unique tracking ID for each parcel. | | | |
| - Users should receive a consolidated invoice for all parcels booked together. | | | |

| **User story No: 9** | **Task: Courier Service Area Coverage** | | **Priority: Medium** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO COURIER SERVICE AREA COVERAGE  SO THAT AS A CUSTOMER, I WANT TO CHECK THE SERVICE AVAILABILITY IN MY AREA SO THAT I KNOW IF THE COURIER CAN DELIVER TO MY LOCATION. | | | |
| **BV: ₹6000** | | **CP: 2** | |
| **Acceptance criteria:** | | | |
| - Users should be able to enter a location and check delivery availability. | | | |
| - The system should display available delivery options for the location. | | | |
| - If unavailable, users should be notified with alternative options. | | | |

| **User story No: 10** | **Task: Parcel Insurance** | | **Priority: Medium** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO PARCEL INSURANCE  SO THAT AS A SENDER, I WANT TO INSURE MY PARCEL SO THAT I GET COMPENSATION IN CASE OF LOSS OR DAMAGE. | | | |
| **BV: ₹6000** | | **CP: 3** | |
| **Acceptance criteria:** | | | |
| - Users should have an option to add insurance while booking. | | | |
| - The system should calculate insurance charges based on parcel value. | | | |
| - Users should receive compensation in case of a valid claim. | | | |

| **User story No: 11** | **Task: Preferred Delivery Time** | | **Priority: Medium** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO PREFERRED DELIVERY TIME  SO THAT AS A RECIPIENT, I WANT TO SELECT A PREFERRED DELIVERY TIME SO THAT I CAN RECEIVE MY PARCEL AT MY CONVENIENCE. | | | |
| **BV: ₹5500** | | **CP: 3** | |
| **Acceptance criteria:** | | | |
| - Users should be able to choose a preferred delivery time slot. | | | |
| - The system should allocate delivery agents based on the selected slot. | | | |
| - If unavailable, users should receive alternative time slot options. | | | |

| **User story No: 12** | **Task: Customer Feedback & Reviews** | | **Priority: Medium** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO CUSTOMER FEEDBACK & REVIEWS  SO THAT AS A CUSTOMER, I WANT TO PROVIDE FEEDBACK AND REVIEWS SO THAT I CAN SHARE MY EXPERIENCE AND HELP IMPROVE THE SERVICE. | | | |
| **BV: 6500** | | **CP: 3** | |
| **Acceptance criteria:** | | | |
| - Users should be able to submit ratings and reviews after delivery. | | | |
| - The system should moderate and display genuine reviews. | | | |
| - Users should receive a response to negative feedback where necessary. | | | |

| **User story No: 13** | **Task: Express Delivery Option** | | **Priority: High** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO EXPRESS DELIVERY OPTION  SO THAT AS A CUSTOMER, I WANT AN EXPRESS DELIVERY OPTION SO THAT MY PARCEL REACHES FASTER WHEN NEEDED. | | | |
| **BV: 90** | | **CP: 2** | |
| **Acceptance criteria:** | | | |
| - Users should be able to select express delivery during booking. | | | |
| - The system should show expected delivery time and additional charges. | | | |
| - Express parcels should be prioritized in logistics operations. | | | |

| **User story No: 14** | **Task: Bulk Shipping Discounts** | | **Priority: Medium** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO BULK SHIPPING DISCOUNTS  SO THAT AS A BUSINESS, I WANT DISCOUNTS ON BULK SHIPMENTS SO THAT I CAN SAVE COSTS ON HIGH-VOLUME DELIVERIES. | | | |
| **BV: 7500** | | **CP: 3** | |
| **Acceptance criteria:** | | | |
| - The system should apply discounts for bulk shipments. | | | |
| - Users should see discount details before confirming the booking. | | | |
| - The system should provide an invoice with discount breakdowns. | | | |

| **User story No: 15** | **Task: Delivery Agent Live Location** | | **Priority: High** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO DELIVERY AGENT LIVE LOCATION  SO THAT AS A RECIPIENT, I WANT TO SEE THE LIVE LOCATION OF THE DELIVERY AGENT SO THAT I KNOW WHEN TO EXPECT MY PARCEL. | | | |
| **BV: 7000** | | **CP: 2** | |
| **Acceptance criteria:** | | | |
| - Users should be able to track the agent's live location via the app. | | | |
| - The system should update the agent's location in real time. | | | |
| - Users should receive estimated arrival time updates. | | | |

| **User story No: 16** | **Task: Route Optimization for Couriers** | | **Priority: High** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO ROUTE OPTIMIZATION FOR COURIERS  SO THAT AS A DELIVERY AGENT, I WANT OPTIMIZED ROUTES SO THAT I CAN DELIVER PARCELS FASTER AND EFFICIENTLY. | | | |
| **BV: 12000** | | **CP: 2** | |
| **Acceptance criteria:** | | | |
| - The system should suggest the most efficient delivery route. | | | |
| - Routes should be dynamically adjusted based on traffic and delivery priority. | | | |
| - Agents should receive real-time navigation assistance. | | | |

| **User story No: 17** | **Task: Recurring Parcel Shipments** | | **Priority: Medium** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO RECURRING PARCEL SHIPMENTS  SO THAT AS A BUSINESS, I WANT TO SCHEDULE RECURRING SHIPMENTS SO THAT I DON'T HAVE TO BOOK MANUALLY EVERY TIME. | | | |
| **BV: 8500** | | **CP: 3** | |
| **Acceptance criteria:** | | | |
| - Users should be able to set up recurring deliveries. | | | |
| - The system should allow modifications to recurring schedules. | | | |
| - Users should receive reminders before each scheduled shipment. | | | |

| **User story No: 18 Task** | **: Parcel Weight & Dimension Verificat** | | **ion Priority: High** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO PARCEL WEIGHT & DIMENSION VERIFICATION  SO THAT AS A SENDER, I WANT MY PARCEL'S WEIGHT AND DIMENSIONS TO BE VERIFIED SO THAT I AM CHARGED CORRECTLY. | | | |
| **BV: 8500** | | **CP: 2** | |
| **Acceptance criteria:** | | | |
| - The system should verify parcel weight and dimensions during pickup. | | | |
| - Users should receive an updated charge if discrepancies are found. | | | |
| - The system should notify users before any additional charges are applied. | | | |

| **User story No: 19** | **Task: Lost Parcel Claims** | | **Priority: Critical** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO LOST PARCEL CLAIMS  SO THAT AS A CUSTOMER, I WANT TO CLAIM COMPENSATION FOR LOST PARCELS SO THAT I AM NOT AT A LOSS. | | | |
| **BV: 9000** | | **CP: 3** | |
| **Acceptance criteria:** | | | |
| - Users should be able to file lost parcel claims. | | | |
| - The system should track claim status and updates. | | | |
| - Users should receive compensation for valid claims within a specified time frame. | | | |

| **User story No: 20 Ta** | **sk: Delivery Agent Rating & Feedback** | | **Priority: Medium** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO DELIVERY AGENT RATING & FEEDBACK  SO THAT AS A RECIPIENT, I WANT TO RATE AND PROVIDE FEEDBACK ON THE DELIVERY AGENT SO THAT SERVICE QUALITY IMPROVES. | | | |
| **BV: 12000** | | **CP: 3** | |
| **Acceptance criteria:** | | | |
| - Users should be able to rate delivery agents after parcel receipt. | | | |
| - The system should collect feedback for service improvement. | | | |
| - Delivery agents with consistently low ratings should be flagged for review. | | | |

| **User story No: 21** | **Task: Multiple Parcel Shipments** | | **Priority: High** |
| --- | --- | --- | --- |
| **Value statement:** | | | |
| AS A USER,  I WANT TO MULTIPLE PARCEL SHIPMENTS  SO THAT AS A SENDER, I WANT TO SEND MULTIPLE PARCELS IN A SINGLE BOOKING SO THAT I CAN SAVE TIME AND EFFORT. | | | |
| **BV: 8000** | | **CP: 2** | |
| **Acceptance criteria:** | | | |
| - Users should be able to add multiple parcels under one shipment. | | | |
| - The system should provide a consolidated tracking ID. | | | |
| - Users should see individual parcel details within the shipment. | | | |