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

• Manage the inventory

• Quickest delivery to the customers

Assignment 1:

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

2. Prepare process flow diagram using your imagination.

Assignment 2:

1. Write an introduction letter to a client introducing yourself as a business analyst in charge of working with the client and his team to start the business understanding process.

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

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

# Assignment 1:

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

## Project Goals

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

## Business Objectives

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

## Business Rules

Inventory Management Rules:

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

Order Fulfilment & Delivery Rules:

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

Customer Order Handling:

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

## Background

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

## Project Objectives

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

## Project Scope

### In-scope functionality

**Inventory Management**

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

**Order Fulfilment & Delivery Optimization**

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

**Customer Portal & Notifications**

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

**Data Analytics & Reporting**

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

### Out-scope functionality

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

## Assumptions

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

## Constraints

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

## Risks

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

# 2. Prepare process flow diagram using your imagination

A diagram of a product

Description automatically generated

# Assignment 2:

## Write an introduction letter to a client introducing yourself as a business analyst in charge of working with the client and his team to start the business understanding process.

**Subject: Introduction for Inventory & Delivery Management Solution  
Respected ABC,**  
I hope this email finds you well. My name is Oindrila Dey, and I am a Business Analyst at ABC company. I am pleased to introduce myself as your primary point of contact for the initial business understanding phase of your software development project. I will be collaborating closely with you and your team to gather detailed requirements and ensure that the solution we develop aligns with your business goals.  
  
We understand that your company operates multiple manufacturing plants and warehouses across the country and specializes in the production and distribution of ice cream and dairy products. To enhance operational efficiency and meet customer demands effectively, you are looking for a software solution that focuses on:  
**• Inventory Management:** Efficient tracking of stock levels, raw materials, and finished products across multiple locations.  
**• Optimized Delivery Process:** Implementing a system that ensures the quickest delivery to customers by optimizing order fulfillment and logistics.  
  
**My Role in This Project**  
As a Business Analyst, I will be responsible for:

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

**Next Steps**

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

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

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

### BRD Document

|  |  |
| --- | --- |
| Project Name: | **DairyXpress**: Integrated Inventory and Delivery Management System |
| Project ID | P001 |
| Version ID | 001 |
| Author | Oindrila Dey |

**Document Revision**

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| --- | --- | --- |
| **Date** | **Version No.** | **Document changes** |
| 01-01-2025 | 1.0 | Initial draft of the business requirements document and project goals created. |
| 10-01-2025 | 1.1 | Added risk analysis and mitigation strategies; updated business process overview. |
| 20-01-2025 | 1.2 | Included detailed business requirements in tabular format; revised in-scope features. |
| 01-02-2025 | 1.3 | Final review and updates based on stakeholder feedback; adjusted scope and constraints. |

**Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor | Harsh | Executive Director | Harsh Singhania | 01-01-2025 |
| Project Owner | Oindrila | Chief Operating Officer (COO) | Oindrila Dey | 01-01-2025 |
| Project Manager | Vandanam | Senior Project Manager | Vandanam Seth | 01-01-2025 |
| System Architect | Pragati | Solutions Architect | Pragati Borate | 01-01-2025 |
| Development Lead | Karthik | Lead Software Engineer | Karthik Sharma | 01-01-2025 |
| User Experience Lead | Khyati | UX/UI Design Lead | Khyati Vala | 01-01-2025 |
| Quality Lead | Mayank | Quality Assurance (QA) Manager | Mayank Saxena | 01-01-2025 |
| Content Lead | Gayatri | Content Strategy Manager | Gayatri Jhala | 01-01-2025 |

**RACI**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mr. Harsh | Mr. Pandu | Mr. Danish | Peter, Kevin, Ben | Mr. Karthik | Mr. Vandanam | Ms. Juhi& Java developers | Tester | Mr. Nike |
| Project initiator | A | C | C | C | C | I | I | I | I |
| Budget allocation | C | A | C | I | C | I | I | I | I |
| Req. gathering | I | I | C | R | A | C | I | I | I |
| Network setup | I | I | C | C | A | R | C | I | C |
| System design | I | I | I | I | I | A | R | I | C |
| System development | I | I | I | I | I | A | I | I | R |
| Training | I | I | I | I | I | A | I | I | I |
| Testing | I | I | C | C | I | A | I | R | I |
| Deployment | I | I | I | I | I | A | I | A | R |
| Training | I | I | I | I | I | A | I | I | R |
| Maintenance | I | I | C | R | I | A | I | I | I |

### SRS document

|  |  |
| --- | --- |
| Project Name | **DairyXpress**: Integrated Inventory and Delivery Management System |
| Customer Name | ABC company |
| Project version | 001 |
| Project Sponsor | Harish |
| Project Manager | Vanadanm |
| Project Initiation date | 01-01-2025 |

**Functional requirements**

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

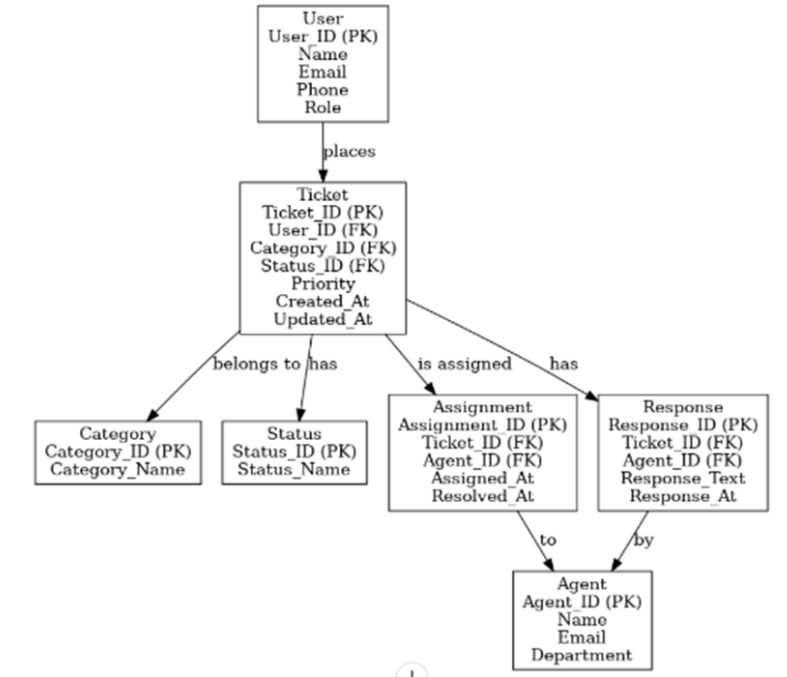
**Non-functional requirements**

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

**Technology Stack (Proposed)**

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

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



## 4. User story of shopping from ecommerce.

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| --- | --- | --- |
| User Story No: 1 | Tasks: 2 | Priority: Highest |
| AS A DELIVERY BOY  I WANT TO REGISTER **DairyXpress** **portal** THAT I CAN DELIVER ORDERS | | |
| BV: 500 | CP: 02 | |
| ACCEPTANCE CRITERIA  Registration Screen  Text Boxes for User Name, Password, Nation ID, Mobile No, Email, Address, Phone Number.  Click on Register Button.  Send Successful Notification to the user | | |

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| User Story No: 2 | Tasks: 2 | Priority: Highest |
| AS AN INVENTORY OWNER I WANT TO VIEW ORDERS  SO THAT I CAN VIEW THE LIST OF ORDERS | | |
| BV: 500 | CP: 02 | |
| ACCEPTANCE CRITERIA  View Order, Display List of orders in the tabular Form | | |

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| User Story No: 3 | Tasks: 2 | Priority: Highest |
| AS A CUSTOMER  I WANT TO ADD THE ADDRESS  SO THAT I CAN GET THE ORDER TO MY ADDRESS | | |
| BV: 500 | CP: 02 | |
| ACCEPTANCE CRITERIA  Text Box to enter.  Business Rules: Within the radius of 5 km | | |

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| User Story No: 4 | Tasks: 2 | Priority: Highest |
| AS A CUSTOMER  I WANT TO SELECT THE PAYMENT MODE  SO THAT I CAN MAKE PAYMENT OF MY CHOICE | | |
| BV: 500 | CP: 3 | |
| ACCEPTANCE CRITERIA  Display payment modes, radio buttons to select payment modes, payments button.  Business Rule. Can select only one payment mode | | |

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| User Story No: 5 | Tasks: 1 | Priority: Highest |
| AS AN ADMIN  I WANT TO VIEW THE INVENTORIES  SO THAT I CAN APPROVE THEIR REGISTRATION | | |
| BV: 500 | CP: 2 | |
| ACCEPTANCE CRITERIA  Register in the platform with the details | | |

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| User Story No: 6 | Tasks: 1 | Priority: Low |
| AS A CUSTOMER  I WANT TO VIEW THE PRICE  SO THAT I CAN ORDER THE FOOD | | |
| BV: 50 | CP: 1 | |
| ACCEPTANCE CRITERIA  Display price in the list of menu items | | |

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| User Story No: 7 | Tasks: 2 | Priority: Low |
| AS A CUSTOMER  I WANT TO VIEW THE CONTACT NUMBER OF DELIVERY BOY  SO THAT I CAN CONTACT DELIVERY BOY FOR THE STATUS | | |
| BV: 50 | CP: 1 | |
| ACCEPTANCE CRITERIA   1. Display delivery boy mobile number 2. Display delivery boy name in tracking field 3. Display delivery boy picture | | |

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| User Story No: 8 | Tasks: 2 | Priority: Medium |
| AS AN INVENTORY OWNER  I WANT TO PROVIDE TIME SLOTS  SO THAT CUSTOMER CAN CHECK OPENING AND CLOSING HOURS | | |
| BV: 100 | CP: 2 | |
| ACCEPTANCE CRITERIA   1. Click on dashboard 2. Add from time to time 3. Click on submit 4. Display updated successfully | | |

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| --- | --- | --- |
| User Story No: 9 | Tasks: 2 | Priority: High |
| AS A Business OWNER  I WANT TO VIEW INVENTORY REVENUE REPORT SO THAT I CAN VIEW THE REVENUE | | |
| BV: 200 | CP: 3 | |
| ACCEPTANCE CRITERIA  Select Reports  Select Revenue Reports Select to and from date Select Region (can select all) Generate Report  Download Report in EXCEL | | |

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| User Story No: 10 | Tasks: 3 | Priority: High |
| AS A REG ADMIN  I WANT TO MANAGE REGIONAL INVENTORIES SO THAT, I CAN TRACK THE PERFORMANCE OF REGIONAL INVENORIES. | | |
| BV: 200 | CP: 3 | |
| ACCEPTANCE CRITERIA  CLICK ON PERFORMANCE OF INVENTORIES SELECT FROM DATE TO DATE  CLICK ON GENERATE REPORT WHICH INCLUDES INVENTORYS ID, NAME, REVENUE  CLICK ON DOWNLOAD REPORT SHOULD BE IN EXCEL | | |

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

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| User Story No: 12 | Tasks: 2 | Priority: High |
| AS A CUSTOMER  I WANT TO CHAT WITH REG ADMIN  SO THAT I CAN REQUEST FOR REFUND | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA 1) BR-ALL MANDATORY   1. TEXT BOX FIELDS 2. DISPLAY ORDER ID 3. TEXT BOX, FOR DESCRIPTION 4. SUBMIT BUTTON 5. GENERATE ISSUE ID 6. DISPLAY SUCCESSFUL | | |

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| User Story No: 13 | Tasks: 2 | Priority: High |
| AS A HUNGRY USER  I WANT TO BROWSE NEARBY INVENTORYS SO THAT I CAN ORDER THE FOOD | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA   1. Each INVENTORY entry displays its name, cuisine type, and rating 2. This list can be sorted by distance or rating | | |

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| User Story No: 14 | Tasks: 2 | Priority: High |
| AS A CUSTOMER  I WANT TO BROWSE DIFFERENT INVENTORYS AND MENUS  SO THAT I CAN FIND A PLACE TO ORDER FOOD | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA  1)The menu includes dishes, prices and descriptions 2) Show the INVENTORY is open or closed | | |

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| User Story No: 15 | Tasks: 1 | Priority: High |
| AS A CUSTOMER  I WANT TO BROWSE FOR SPECIFIC DISHES AND CUISINES  SO THAT I CAN FIND A PLACE TO ORDER FOOD | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA  1)App displays relevant INVENTORY and dishes matching the query | | |

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| User Story No: 16 | Tasks: 1 | Priority: High |
| AS A CUSTOMER  I WANT TO FILTER INVENTORYS  SO THAT I CAN FIND A PLACE TO ORDER FOOD | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA  1)Filter INVENTORYs by cuisine type and dietary options (vegan, non-veg, egg) | | |

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| User Story No: 17 | Tasks: 2 | Priority: High |
| AS A CUSTOMER  I WANT TO TRACK MY ORDER  SO THAT I KNOW THE TIME OF DELIVERY | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA  1)App shows real time update on the order status 2) Display estimated delivery time | | |

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| User Story No: 18 | Tasks: 1 | Priority: High |
| AS A USER  I WANT TO RATE AND REVIEW INVENTORYS SO THAT I CAN RATE AND REVIEW THE INVENTORYS I HAVE VISITED | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA  1)Can see reviews from other users to help me make dining decisions | | |

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| User Story No: 19 | Tasks: 1 | Priority: High |
| AS A USER  I WANT TO VIEW PAST ORDER HISTORY SO THAT I CAN ORDER AGAIN | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA  1)Can see the details such as order items, total cost and order date | | |

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| --- | --- | --- |
| User Story No:20 | Tasks: 3 | Priority: High |
| AS A USER  I WANT TO RECEIVE NOTIFICATIONS SO THAT I CAN RECEIVE UPDATES | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA  1)Notifications for order confirmation 2) Notification for dispatch  3) Notification for delivery | | |

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| User Story No:21 | Tasks: 1 | Priority: MEDIUM |
| AS A CUSTOMER  I WANT TO CONTACT CUSTOMER SUPPORT SO THAT I CAN SUBMIT QUERIES OR ISSUES | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA  1)Customer support section with contact information | | |

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| User Story No:22 | Tasks: 2 | Priority: High |
| AS A INVENTORY OWNER  I WANT TO RECEIVE AND MANAGE ORDERS SO THAT I CAN UPDATE ORDER STATUS | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA   1. Manage order status 2. Notify INVENTORYs about incoming orders | | |

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| User Story No:23 | Tasks: 2 | Priority: High |
| AS A INVENTORY OWNER  I WANT TO ACCESS TO CUSTOMER REVIEWS  SO THAT I CAN VIEW AND RESPOND TO CUSTOMER REVIEWS | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA  1)Owners can address feedback 2) Owners can improve their services | | |

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| User Story No:24 | Tasks: 1 | Priority: Medium |
| AS A CUSTOMER  I WANT TO APPLY PROMOCODES AND DISCOUNTS SO THAT I CAN ORDER AT LOWER PRICE | | |
| BV: 100 | CP: 4 | |
| ACCEPTANCE CRITERIA  1)Active Promocodes | | |

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| --- | --- | --- |
| User Story No:25 | Tasks: 1 | Priority: Medium |
| AS A CUSTOMER  I WANT TO APPLY PROMOCODES AND DISCOUNTS SO THAT I CAN ORDER AT LOWER PRICE | | |
| BV: 100 | CP: 4 | |
| ACCEPTANCE CRITERIA  1)Active Promocodes | | |

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| --- | --- | --- |
| User Story No:26 | Tasks: 7 | Priority: HIGH |
| AS A DELIVERY BOY  I WANT TO VIEW THE ORDERS SO THAT I ACCEPT THE ORDER | | |
| BV: 200 | CP: 4 | |
| ACCEPTANCE CRITERIA  1)Order visibility  2) Real-time updates  3) Order details  4) Order filtering and sorting  5) Order map view   1. Order navigation 2. Order completion and confirmation | | |

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| --- | --- | --- |
| User Story No:27 | Tasks: 5 | Priority: HIGH |
| AS A DELIVERY BOY I WANT TO LOGIN  SO THAT I CAN ACCEPT THE ORDER | | |
| BV: 200 | CP: 4 | |
| ACCEPTANCE CRITERIA  1)User Authentication  2) Error Handling  3) Password security  4)Multi-factor Authentication  5) Compatibility and Usability | | |

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| User Story No:28 | Tasks: 5 | Priority: MEDIUM |
| AS A DELIVERY BOY  I WANT TO VIEW FEEDBACK  SO THAT I CAN KNOW THE CUSTOMERS FEEDBACK | | |
| BV: 200 | CP: 4 | |
| ACCEPTANCE CRITERIA  1)Access to feedback system  2) Feedback Visibility  3)Feedback sorting and filtering  4) Response Mechanism  5)User Support | | |

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| User Story No: 29 | | Tasks: 1 | | Priority: High | |
| AS A USER  I WANT TO SAVE FAVOURITE INVENTORYS AND DISHES  SO THAT I CAN ORDER FROM MY FAVOURITES | | | | | |
| BV: 200 | | CP: 2 | | | |
| ACCEPTANCE CRITERIA  1)Access my list of favorites easily for future orders | | | | | |
| User Story No:29 | | Tasks: 5 | | Priority: MEDIUM | |
| AS An ADMIN  I WANT TO VIEW FEEDBACK  SO THAT I CAN KNOW THE CUSTOMERS FEEDBACK | | | | | |
| BV: 200 | | CP: 4 | | | |
| ACCEPTANCE CRITERIA  1)Access to feedback system  2) Feedback Visibility  3) Feedback sorting and filtering  4) Response Mechanism  5)User Support | | | | | |

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| --- | --- | --- |
| User Story No:30 | Tasks: 5 | Priority: MEDIUM |
| AS A INVENTORY OWNER I WANT TO VIEW FEEDBACK  SO THAT I CAN KNOW THE CUSTOMERS FEEDBACK | | |
| BV: 200 | CP: 4 | |
| ACCEPTANCE CRITERIA  1)Access to feedback system  2) Feedback Visibility  3)Feedback sorting and filtering  4) Response Mechanism  5)User Support | | |

|  |  |  |
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| User Story No:31 | Tasks: 3 | Priority: HIGH |
| AS An ADMIN  I WANT TO KNOW THE ISSUES SO THAT I CAN RESOLVE THEM | | |
| BV:100 | CP: 3 | |
| ACCEPTANCE CRITERIA   1. Display issue section 2. Sorting and filtering of issues list.   3) Editing and modifying the issues | | |

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| User Story No:32 | Tasks: 3 | Priority: HIGH |
| AS A REGIONAL ADMIN  I WANT TO KNOW THE ISSUES SO THAT I CAN RESOLVE THEM | | |
| BV: 200 | CP: 4 | |
| ACCEPTANCE CRITERIA   1. Display issue section 2. Sorting and filtering of issues list.   3) Editing and modifying the issues | | |

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| User Story No:33 | Tasks: 6 | Priority: HIGH |
| AS A INVENTORY OWNER  I WANT TO VIEW REVENUE GENERATED SO THAT I VIEW INVENTORYS REVENUE | | |
| BV: 200 | CP: 4 | |
| ACCEPTANCE CRITERIA  Select Reports  Select Revenue Reports Select to and from date Select Region (can select all) Generate Report  Download Report in EXCEL | | |

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| User Story No:34 | Tasks: 2 | Priority: HIGH |
| AS A INVENTORY OWNER  I WANT TO KNOW DELIVERY BOY  SO THAT I VERIFY THE DELIVERY BOY | | |
| BV: 200 | CP: 4 | |
| ACCEPTANCE CRITERIA  ID proof  Punctuality and reliability | | |

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| User Story No: 35 | Tasks: 2 | Priority: Low |
| AS A CUSTOMER  I WANT TO VIEW THE CONTACT NUMBER OF DELIVERY BOY  SO THAT I CAN CONTACT DELIVERY BOY FOR THE STATUS | | |
| BV: 50 | CP: 1 | |
| ACCEPTANCE CRITERIA   1. Display delivery boy mobile number 2. Display delivery boy name in tracking field 3. Display delivery boy picture | | |

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| User Story No: 36 | Tasks: 2 | Priority:Medium |
| AS A INVENTORY OWNER  I WANT TO PROVIDE TIME SLOTS  SO THAT CUSTOMER CAN CHECK OPENING AND CLOSING HOURS | | |
| BV: 100 | CP: 2 | |
| ACCEPTANCE CRITERIA   1. Click on INVENTORY dashboard 2. Add from time to time 3. Click on submit 4. Display updated successfully | | |

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| User Story No:37 | Tasks: 3 | Priority: High |
| AS A USER  I WANT TO RECEIVE NOTIFICATIONS SO THAT I CAN RECEIVE UPDATES | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA  1)Notifications for order confirmation 2) Notification for dispatch 3) Notification for delivery | | |

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| User Story No:38 | Tasks: 1 | Priority: MEDIUM |
| AS A CUSTOMER  I WANT TO CONTACT CUSTOMER SUPPORT SO THAT I CAN SUBMIT QUERIES OR ISSUES | | |
| BV: 200 | CP: 2 | |
| ACCEPTANCE CRITERIA  1)Customer support section with contact information | | |

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| User Story No:39 | Tasks: 4 | Priority: MEDIUM |
| AS A CUSTOMER  I WANT TO VIEW THE ORDER SO THAT I CAN CANCEL IT | | |
| BV: 100 | CP: 3 | |
| ACCEPTANCE CRITERIA  Order status  Method of cancellation Refund policy  Time frame | | |

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| User Story No:40 | Tasks: 4 | Priority: HIGH |
| AS A REGIONAL ADMIN  I WANT TO TRACK THE DELIVERY  SO THAT I CAN VIEW THE STATUS OF THE DELIVERY | | |
| BV: 100 | CP: 3 | |
| ACCEPTANCE CRITERIA  Real time tracking Security and data privacy User friendly Interface | | |