MOCK 4

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.

Business Requirement Document

Inventory Management and Delivery System for Ice-Cream and Milk Products

Version – 1.0

Author – Prathamesh Chaudhari

Contents

1. Document Revisions

Date	Version Number	Document Changes
15/02/2025	0.1	Initial Draft

2. Approvals

Role	Name	Title	Signature	Date
Project Sponsor	John Doe	Chief Operating Officer		16/03/2025
Business Owner	Sarah Smith	Head of Operations		16/03/2025
Project Manager	Michael Brown	Project Manager		16/03/2025
System Architect	Emily Davis	System Architect		16/03/2025
Development Lead	Alex Johnson	Lead Developer		16/03/2025
User Experience Lead	Rachel Green	UX Lead		16/03/2025
Quality Lead	Liam White	QA Lead		16/03/2025

3. RACI Chart for This Document

- **(*)Authorize** - Has ultimate signing authority for any changes to the document.
- **(R)Responsible** - Responsible for creating this document.
- **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
Prathamesh[BA]	Business Analyst		✓	✓			✓
John Doe	COO	✓				✓	✓
Sarah Smith	Head of Operations			✓	✓		✓
Michael Brown	Project Manager		✓	✓	✓	✓	✓
Emily Davis	System Architect				✓	✓	✓
Alex Johnson	Lead Developer				✓	✓	✓
Rachel Green	UX Lead				✓	✓	✓
Liam White	QA Lead				✓	✓	✓

4. Introduction

4.1. Business Goals

The **Inventory Management and Delivery System** aims to:

- Streamline inventory management across manufacturing plants and warehouses.
- Ensure the quickest delivery of ice-cream and milk products to customers.
- Reduce manual errors and improve operational efficiency.
- Provide real-time visibility into inventory levels and delivery statuses

4.2. Business Objectives

To achieve the business goals, the system will:

- **Track Inventory**: Monitor stock levels of raw materials and finished products in real-time.
- **Automate Reordering**: Generate automatic reorder alerts for low stock items.
- **Optimize Delivery Routes**: Use route optimization algorithms to ensure quick delivery.
- **Provide Real-Time Updates**: Offer real-time updates on inventory and delivery statuses to stakeholders.
- **Integrate with ERP Systems**: Seamlessly integrate with existing ERP systems for data consistency.
- **Order Assignment Automation**: Assign deliveries to the nearest warehouse.

4.3. Business Rules

- Only authorized personnel can update inventory levels**.**
- Delivery routes must be optimized for fuel efficiency and time.
- The system must comply with data security regulations.
- Different user roles (e.g., Admin, Warehouse Manager, Delivery Personnel) will have specific access rights.
- The system must ensure FIFO (First In, First Out) for perishable goods.

4.4. Background

Currently, the company relies on manual processes for inventory management and delivery scheduling. This leads to inefficiencies, delays, and errors. The new system will automate these processes, providing real-time visibility and improving overall efficiency.

4.5. Project Objective

- Automate inventory tracking and reordering processes.
- Optimize delivery routes to ensure quickest delivery.
- Provide real-time updates to stakeholders.
- Integrate with existing ERP systems for seamless data flow.

4.6. Project Scope

4.6.1. In Scope Functionality

- **Inventory Management**: Track raw materials and finished products across all locations.
- **Reordering System**: Automatically generate reorder alerts for low stock items.
- **Delivery Optimization**: Use algorithms to optimize delivery routes.
- **Real-Time Updates**: Provide real-time updates on inventory and delivery statuses.
- **User Roles**: Define and manage user roles and access rights

4.6.2. Out of Scope Functionality

- **Marketing Automation**: Generating promotional offers or campaigns**.**
- **Customer Loyalty Programs: Managing customer rewards or loyalty points.**

5. Assumptions

- The system will integrate with existing ERP systems.
- The system will support real-time data synchronization.
- The system will be accessible via desktop and mobile devices.

6. Constraints

- Limited resources may restrict feature scope and third-party integration costs.
- Limited availability of skilled resources for technical and integration tasks.
- Challenges in scalability, integration with legacy systems, and third-party API limitations.
- Strict compliance requirements for food safety regulations.

7. Risks

Technological Risks

- Difficulty in integrating with legacy systems or third-party APIs.

Skills Risks

- Users may require training to use the new system effectively.

Operational Risks

- Delays due to unexpected supply chain disruptions.

Business Risks

- Delays in delivery optimization could impact customer satisfaction.

Requirements Risks

- The system must provide accurate real-time updates to ensure efficient operations
- Increased operational costs due to unoptimized inventory management.

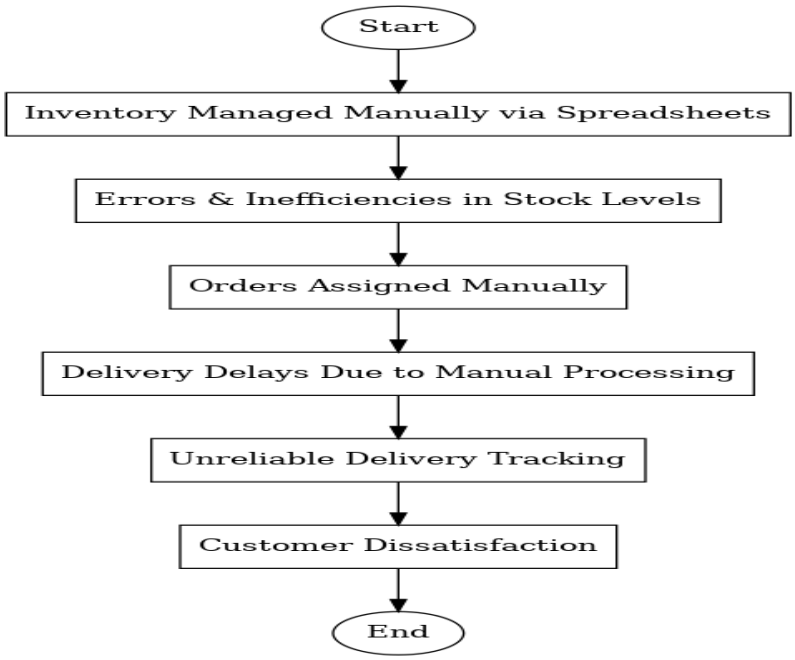
Other Risks

- Data breaches or unauthorized access to inventory and customer data.

8. Business Process Overview

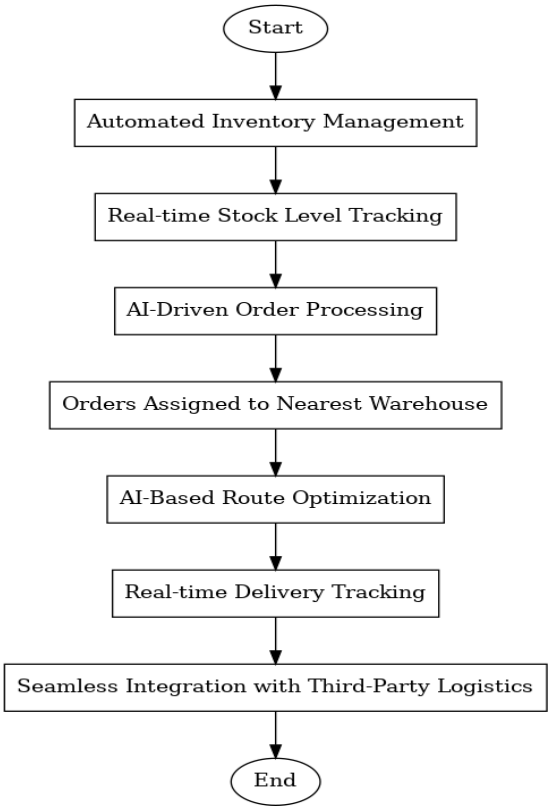
8.1. Legacy System (AS-IS)

- Inventory is managed manually using spreadsheets, leading to errors and inefficiencies.
- Orders are assigned manually, causing delivery delays.
- Delivery tracking is unreliable, leading to customer dissatisfaction.



8.2. Proposed Recommendations (TO-BE)

- **Automated Inventory Management:** The system will track stock levels in real time, preventing shortages and overstocking.
- **AI-Driven Order Processing:** Orders will be automatically assigned to the nearest warehouse to optimize delivery speed**.**
- **Route Optimization & Tracking:** AI-based routing will minimize delivery times and provide real-time tracking for customers and administrators**.**
- **Seamless Integration:** The system will integrate with third-party logistics for last-mile delivery.



9. Business Requirements –

Sr. No	Business Requirement	Functionality	Priority
1	System should track inventory levels in real-time.	Inventory Management	High

2	System should generate automatic reorder alerts.	Inventory Management	High
3	System should optimize delivery routes.	Delivery Optimization	High
4	System should provide real-time updates to stakeholders.	Real-Time Updates	High
5	System should integrate with existing ERP systems.	Integration	High
6	System should define and manage user roles and access.	User Management	Medium
7	System should be accessible via desktop and mobile devices	Accessibility	Medium

10. Development and Resource Plan

10.1 Project Timeline

The project will be divided into 5 phases, with an estimated total duration of 6 months.

Phase	Activities	Duration	Start Date	End Date
Phase 1: Requirements Gathering	-Conduct stakeholder interviews -Finalize BRD - Sign-off on requirements	2 weeks	15/02/25	28/02/25
Phase 2: Design	- Create system architecture - Design UI/UX - Finalize technical specifications	4 weeks	1/03/25	28/03/25
Phase 3: Development	- Develop inventory management module - Develop delivery optimization module - Integrate with ERP systems	10 weeks	29/03/25	06/06/25
Phase 4: Testing	- Unit testing - Integration testing - User acceptance testing (UAT)	4 weeks	07/06/25	05/07/25
Phase 5: Deployment	- Deploy system to production - Train end-users - Go-live and support	2 weeks	06/07/25	19/07/25

10.2 Resource Plan

The following resources will be required to complete the project:

10.2.1 Human Resources

Role	Number of Resources	Responsibilities
Project Manager	1	Oversee project execution, manage timelines, and coordinate between teams.
Business Analyst	1	Gather requirements, create BRD, and act as a bridge between stakeholders and dev.
System Architect	1	Design system architecture and ensure scalability and integration.
UI/UX Designer	1	Design user interfaces and ensure a seamless user experience.
Developers	4	Develop inventory and delivery modules, integrate with ERP systems.
QA Testers	2	Conduct testing (unit, integration, UAT) and report bugs.
DevOps Engineer	1	Manage deployment, CI/CD pipelines, and server configurations.
Trainers	2	Train end-users on how to use the system.

10.2.2 Tools and Technologies

Tool/Technology	Purpose
Programming Languages	Java, Python, or Node.js for backend development.
Frontend Framework	React.js or Angular for UI development.
Database	MySQL or PostgreSQL for inventory and delivery data storage.
ERP Integration	SAP or Oracle ERP for seamless data flow.

Route Optimization	Google Maps API or custom algorithms for delivery route optimization.
Testing Tools	Selenium, JUnit, or Postman for testing.
Project Management	JIRA or Trello for task tracking and project management.
Version Control	Git (GitHub/GitLab) for code versioning.

10.2.3. Cost Estimation

The estimated cost for the project is broken down as follows:

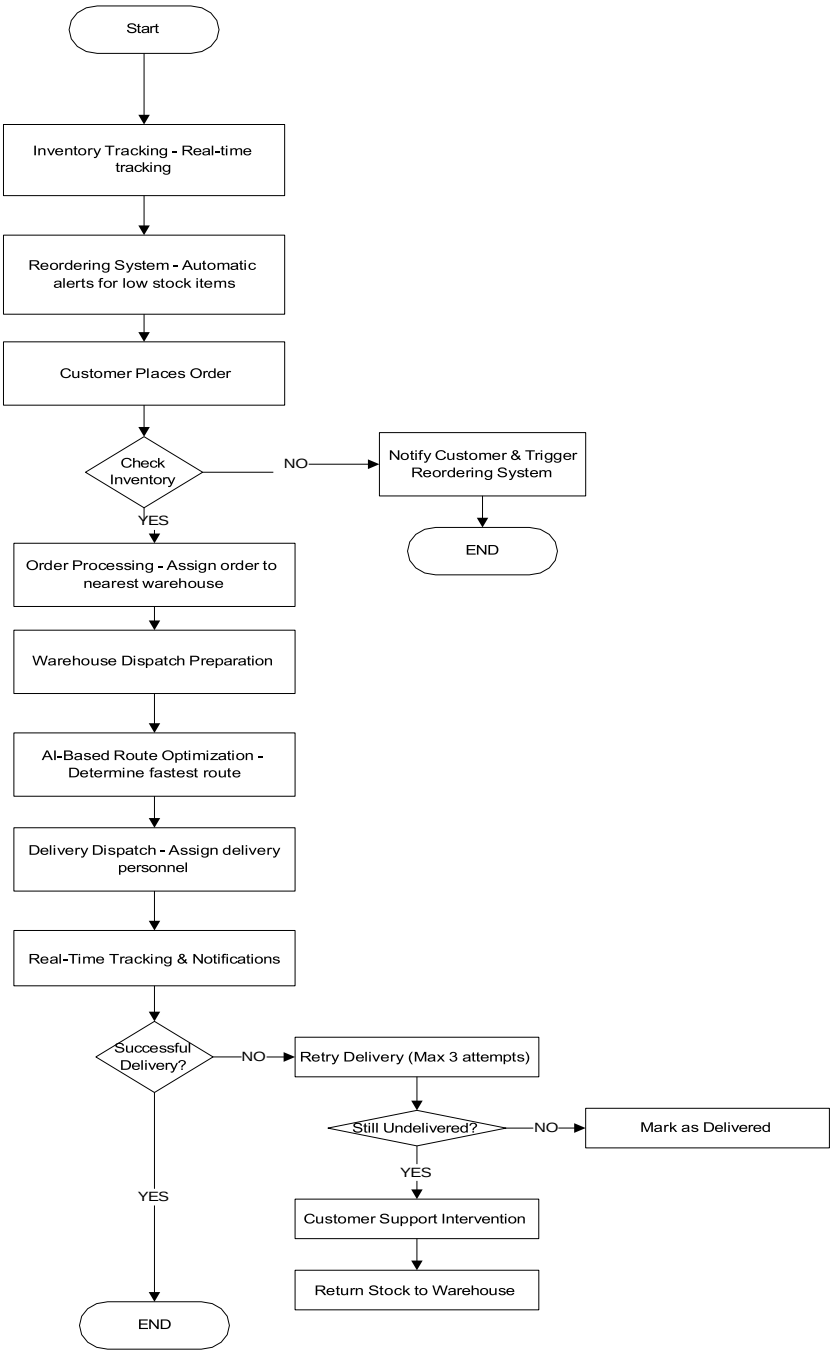
Category	**Estimated Cost**	**Remarks**
Human Resources	$150,000	**Based on 6 months of work for the team.**
Tools and Licenses	$20,000	**Includes software licenses, APIs, and third-party tools.**
Infrastructure	$30,000	**Servers, cloud hosting, and storage costs.**
Training	$10,000	**End-user training and workshops.**
Contingency	$20,000	**Buffer for unforeseen expenses.**
Total	$230,000	

10.2.4. Key Deliverables

Deliverable	**Description**
BRD and SRS	Business Requirements Document and Software Requirements Specification.
System Design Document	Detailed architecture and design of the system.
Inventory Management Module	Fully functional inventory tracking and reordering system.
Delivery Optimization Module	Route optimization and real-time delivery tracking.
Integrated ERP System	Seamless integration with existing ERP systems.
Test Reports	Unit, integration, and UAT test reports.
User Training Manual	Documentation and training materials for end-users.

Deployed System	Fully functional system deployed to production.

2) Prepare process flow diagram using your imagination.



Assignment 2

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

Subject: Introduction – Business Analyst for Inventory Management and Delivery System

Dear Sarah Smith,

I hope you are doing well. I'd like to take a moment to introduce myself as the **Business Analyst** assigned to your project, Inventory Management and Delivery System. My primary role is to collaborate with you and your team to facilitate the **business understanding process**, ensuring that we align project objectives with your business needs and deliver the best possible outcomes.

To achieve this, I will be focusing on the following key areas:

- **Understanding your business goals, challenges, and expectations** to ensure that the project delivers real value.
- **Gathering and documenting business requirements** through discussions, workshops, and research to create a clear roadmap for development.
- **Bridging communication between stakeholders and the development team**, ensuring that all requirements are accurately translated into functional solutions while keeping you informed throughout the process.
- **Identifying potential risks and opportunities** to help optimize the solution and enhance business efficiency.

I would love to schedule an **initial discussion** at your convenience to better understand your priorities and expectations. Please let me know a time that works best for you. I look forward to working together and ensuring the successful execution of this project.

Best regards,
Prathamesh
Chaudhari
Business Analyst
COEPD InfoTech

2) Prepare a brief BRD and SRS for a project- Movie Ticketing system

Business Requirement Document

Movie Ticketing system

Version – 1.0

Author – Prathamesh Chaudhari

Contents

1. Document Revisions

Date	Version Number	Document Changes
15/02/2025	0.1	Initial Draft

2. Approvals

Role	Name	Title	Signature	Date
Project Sponsor	John Doe	Chief Operating Officer		16/02/2025
Business Owner	Sarah Smith	Head of Operations		16/02/2025
Project Manager	Michael Brown	Project Manager		16/02/2025
System Architect	Emily Davis	System Architect		16/02/2025
Development Lead	Alex Johnson	Lead Developer		16/02/2025
User Experience Lead	Rachel Green	UX Lead		16/02/2025
Quality Lead	Liam White	QA Lead		16/02/2025

3. RACI Chart for This Document

- **(*)Authorize** - Has ultimate signing authority for any changes to the document.
- **(R)Responsible** - Responsible for creating this document.
- **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
Prathamesh[BA]	Business Analyst		✓	✓			✓
John Doe	COO	✓				✓	✓
Sarah Smith	Head of Operations			✓	✓		✓
Michael Brown	Project Manager		✓	✓	✓	✓	✓
Emily Davis	System Architect				✓	✓	✓

Alex Johnson	Lead Developer				✓	✓	✓
Rachel Green	UX Lead				✓	✓	✓
Liam White	QA Lead				✓	✓	✓

4. Introduction

4.1. Business Goals

The goal of this project is to develop an **Online Movie Ticketing System** that allows the company to:

- **Enable seamless ticket booking** for customers through an intuitive online platform.
- **Enhance theater management** by automating seat allocation and revenue tracking.
- **Improve customer engagement** through loyalty programs and personalized recommendations.
- **Optimize pricing and sales** using real-time analytics and demand-based dynamic pricing.

4.2. Business Objectives

- **Real-time Ticket Booking:** Customers can browse movies, select seats, and complete transactions securely.
- **Efficient Theater Management:** Automate seat allocation and prevent overbooking.
- **Payment Integration:** Support multiple payment methods with fraud prevention.
- **QR-Code-Based E-Tickets –** Users receive digital tickets that can be scanned at entry.
- **Reporting & Analytics:** Generate insights into sales trends, peak booking times, and customer preferences.

4.3. Business Rules

- Online payments must be processed securely with encryption.
- Movie schedules are managed by theater admins.
- Dynamic pricing is applied based on demand and time slots.
- Refunds and rescheduling requests must be processed per company policy.

4.4. Background

Currently, customers must visit the theater or call customer service to book tickets. This manual process is time-consuming and prone to errors. The new system will automate ticket booking, provide real-time seat availability, and offer a more convenient experience for customers.

4.5. Project Objective

- Automate ticket booking and reservation management.
- Provide real-time updates on movie schedules and seat availability.

- Integrate multiple payment options for seamless transactions.
- Enhance customer experience through personalized recommendations.

4.6. Project Scope

4.6.1. In Scope Functionality

- Online movie search, seat selection, and ticket booking.
- Integration with payment gateways for seamless transactions.
- Real-time seat availability tracking and automated updates.
- Mobile app and web-based platform support.
- Admin panel for theater managers to update movie schedules and pricing.
- Customer notifications via email/SMS for booking confirmation.
- Loyalty program and personalized movie recommendations.
- Reporting dashboard for revenue tracking and analytics.

4.6.2. Out of Scope Functionality

- Third-party advertising integration.
- In-app food ordering and delivery inside theaters (Future phase consideration).

5. Assumptions

- The system will handle high traffic, especially during peak hours.
- Secure payment processing will be implemented with industry-standard encryption.
- Customers will have stable internet access for seamless booking.

6. Constraints

- Budget limitations may impact feature expansion.
- System must integrate with existing theater management software.
- Compliance with regional regulations on digital transactions and refunds.

7. Risks

Technological Risks

- System crashes due to high traffic.

Security Risks

- Payment fraud or data breaches.

Operational Risks

- Errors in seat allocation causing overbooking.

Business Risks

- Poor adoption due to lack of user-friendly design.

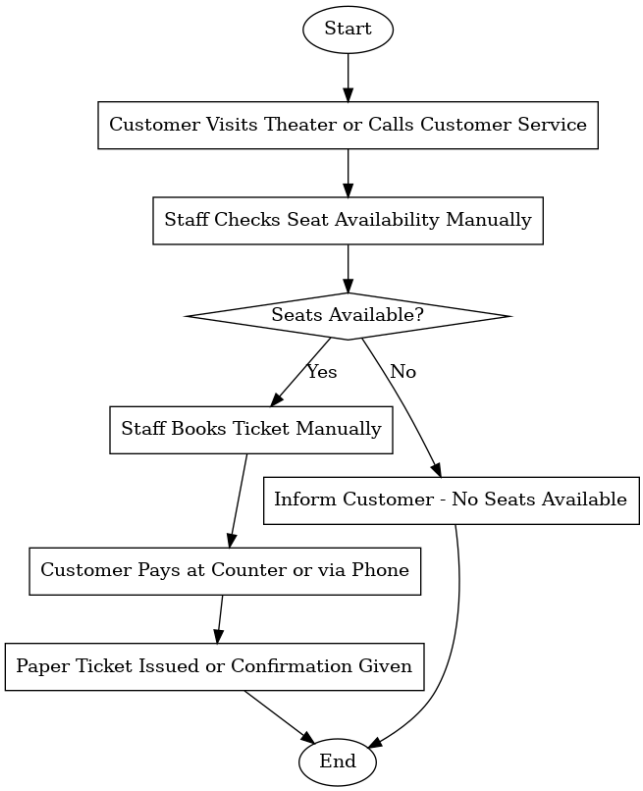
Other Risks

- None

8. Business Process Overview

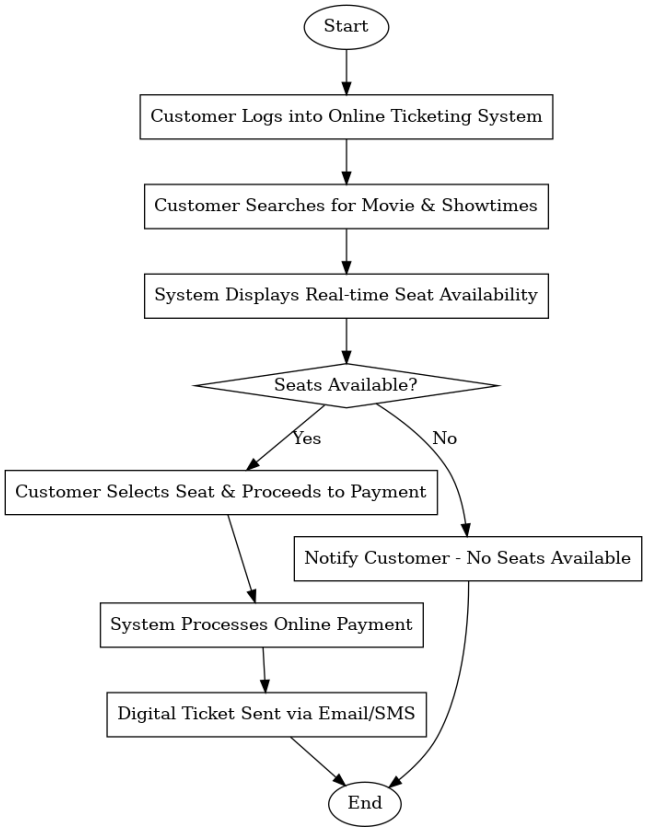
8.1. Legacy System (AS-IS)

- Customers must visit the theater or call to book tickets.
- Manual seat allocation sometimes leads to double booking.
- No centralized database for tracking customer preferences.
- Limited insights into peak booking times and sales trends.



8.2. Proposed Recommendations (TO-BE)

- Customers book tickets online with a real-time seat selection feature.
- Automated seat management ensures accurate availability.
- Theater admins can dynamically adjust pricing based on demand.
- Personalized recommendations improve customer engagement.
- Secure digital payments and instant ticket delivery via email/SMS.



9. Business Requirements –

ID	Requirement	Priority
BR1	System must allow users to browse and book tickets online.	High
BR2	Real-time seat availability updates must be shown to customers.	High
BR3	Secure payment processing with multiple options.	High
BR4	Customers must receive instant confirmation via SMS/Email.	High
BR5	Theater admins must be able to manage movie schedules.	High
BR6	Dynamic pricing based on demand must be implemented.	Medium
BR7	Customer loyalty programs must be supported.	Medium

BR8	Sales and booking analytics should be available for business insights.	Medium

Software Requirements Specification (SRS) -

Version 1.0
Author: Prathamesh

1. Introduction

The purpose of this document is to define the **Software Requirements Specification (SRS)** for the **Online Movie Ticketing System**. This system will provide a seamless and efficient way for customers to browse, book, and manage movie tickets online while ensuring smooth operations for theater administrators. The system will include web and mobile-based platforms with real-time updates on movie schedules and seat availability.

2. Business Goals

The primary goals of the **Online Movie Ticketing System** are:

1. **Enable seamless movie ticket booking** through an intuitive online platform.
2. **Automate theater management processes** such as seat allocation and schedule updates.
3. **Enhance customer engagement** with loyalty programs, personalized recommendations, and notifications.
4. **Provide data-driven insights** through sales analytics, customer behavior analysis, and performance reporting.

3. Business Objectives

- Ensure **real-time seat availability tracking** to prevent overbooking.
- Implement **secure payment gateways** for hassle-free transactions.
- Provide **multiple access platforms** (web and mobile applications).
- Offer **personalized movie recommendations** based on customer preferences.
- Automate **refund and rescheduling policies** in line with company guidelines.
- Generate **real-time reports and analytics** to help business decision-making.

4. In-Scope Functionality

- Online movie search and browsing.

- Seat selection based on availability.
- Secure online payment integration.
- Automated ticket booking confirmation via email/SMS.
- Theater schedule and seat management for admins.
- Dynamic pricing based on demand.
- Customer loyalty programs and promotional offers.
- AI-driven movie recommendations.
- Mobile app and web platform support.
- Real-time booking status tracking.

5. Out-of-Scope Functionality

- In-app food ordering and delivery inside theaters.
- Third-party advertisement integration.

6. Assumptions

- Users will have stable internet access for seamless booking.
- The system will support both Android and iOS platforms.
- Secure payment processing with encryption will be implemented.
- The system will handle peak booking periods without performance issues.
- Customers will provide valid credentials for authentication.

7. System Requirements

7.1 Functional Requirements

1. The system shall allow users to **search for movies** based on title, genre, and location.
2. The system shall display **real-time seat availability** for each show.
3. The system shall allow users to **select and book seats** from an interactive seating chart.
4. The system shall integrate with **secure payment gateways** for online transactions.
5. The system shall **generate a digital ticket** and send it via email/SMS.
6. The system shall allow **customers to cancel or reschedule tickets** based on company policy.

7. The system shall provide **dynamic pricing options** based on demand.
8. The system shall support **customer login and account management**.
9. The system shall track **customer booking history** and suggest personalized recommendations.
10. The system shall allow **theater admins to manage movie schedules and pricing**.
11. The system shall notify users via **push notifications and emails** about upcoming shows and offers.
12. The system shall allow **loyalty rewards** and discount codes for customers.
13. The system shall generate **real-time revenue reports** for theater management.
14. The system shall support **multi-device compatibility** (desktop, mobile, and tablets).
15. The system shall log all **transactions and user activities** for auditing.
16. The system shall have a **role-based access control system** for different user levels.
17. The system shall support **integration with third-party analytics tools**.
18. The system shall allow customers to **rate and review movies** after watching.
19. The system shall have a **fail-safe mechanism** for preventing duplicate bookings.
20. The system shall have **auto-scaling capabilities** to handle peak booking periods.

7.2 External Interface Requirements

- **User Interfaces:** The system shall provide an intuitive interface with structured navigation, accessible screen layouts, and clear content presentation to enhance usability.
- **Hardware Interfaces:** The system shall support various device types such as desktops, mobile phones, and tablets, ensuring compatibility with different operating systems and screen resolutions.
- **Software Interfaces:** The system shall integrate with external software components such as payment gateways, database management systems, and analytics tools.
- **Communication Interfaces:** The system shall support automated email notifications, SMS alerts, and customer support chat functions to facilitate communication between users and administrators.

7.3 Non-Functional Requirements

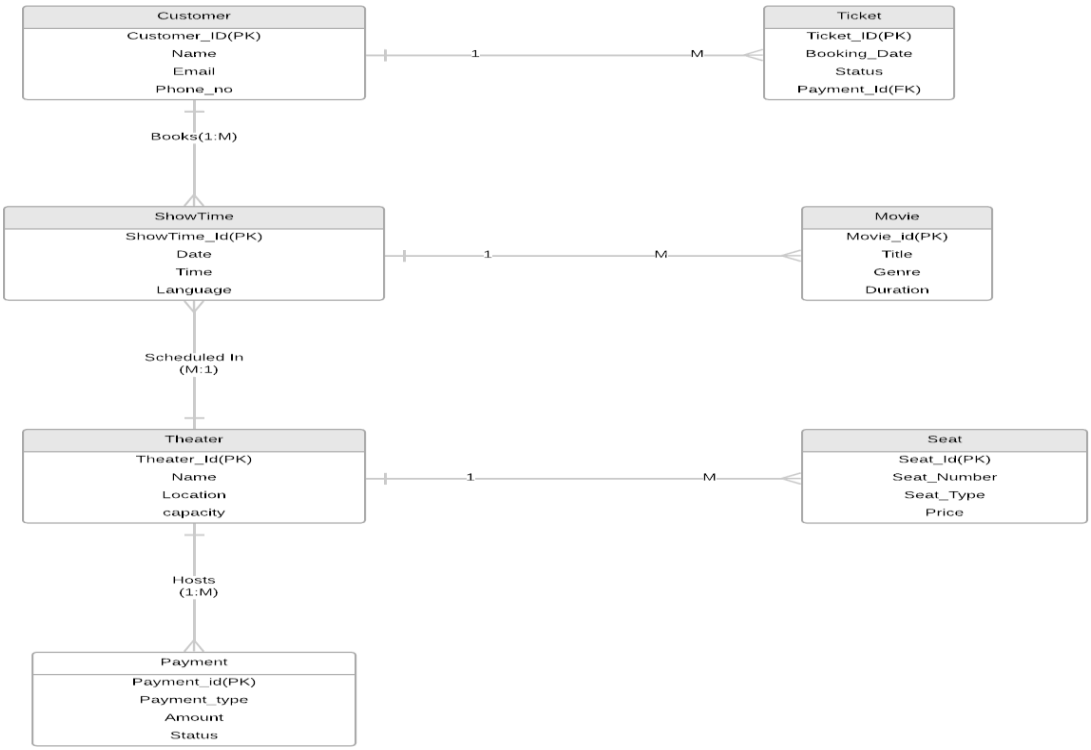
1. The system shall have **99.9% uptime** to ensure continuous availability.

2. The system shall be **scalable** to support multiple theaters across different locations.
3. The system shall have an intuitive **user interface** for a seamless experience.
4. The system shall ensure **data privacy and compliance** with security standards.
5. The system shall process at least **1000 concurrent bookings** without performance degradation.

8. Conclusion

This SRS document defines the essential business and system requirements for the **Online Movie Ticketing System**. By implementing this solution, the company aims to enhance customer convenience, optimize theater management, and improve overall business efficiency. Further refinements and detailed design specifications will be developed during the implementation phase.

3) Make an ERD of creating a Ticketing life cycle.



Use Case Diagram

Use Case Specifications –

UseCase ID	**UC001**
UseCase Name	Search Movie
Actors	Customer
Description	This use case allows a customer to search for movies based on various filters like title, genre, location, and time.
Precondition	The user must be logged into the system.
Postcondition	A list of matching movies is displayed based on search criteria.
Basic Flow	1. The user navigates to the movie search page. 2. The system prompts the user to enter search criteria (e.g., title, genre, date, location). 3. The user enters the criteria and submits the request. 4. The system retrieves and displays matching movies.
Alternative Flow	If no movies match the search criteria, the system notifies the user.
Exceptions	System downtime or API failure.
Frequency of use	High
Assumptions	Movie database is regularly updated.

UseCase ID	**UC002**
UseCase Name	Select Showtime & Seats
Actors	Customers
Description	This use case allows customers to select showtime and choose available seats for booking.
Precondition	The user must have selected a movie.
Postcondition	The selected showtime and seats are reserved for the user.
Basic Flow	1. The user selects a movie and navigates to the showtime selection page. 2. The system displays available showtimes and seats. 3. The user selects a showtime and preferred seats.

	4. The system confirms the selection and proceeds to the payment page.
Alternative Flow	If selected seats are taken, the system prompts the user to choose other seats.
Exceptions	Technical issues in seat availability updates.
Frequency of use	High
Assumptions	Real-time seat availability updates are accurate.

UseCase ID	**UC003**
UseCase Name	Receive Digital Ticket
Actors	Customer, Notification System
Description	This use case ensures the customer receives a digital ticket after successful booking.
Precondition	The user must have completed the payment process.
Postcondition	The user receives a digital ticket via email/SMS.
Basic Flow	1. The system generates a digital ticket after successful payment. 2. The system sends the ticket to the user's registered email/SMS. 3. The user receives and verifies the ticket.
Alternative Flow	If the email is incorrect, the user can request a resend.
Exceptions	Email delivery failure due to server issues.
Frequency of use	High
Assumptions	The system integrates with a reliable email/SMS provider.

UseCase ID	**UC004**
UseCase Name	Manage Movie Listings
Actors	Admin
Description	This use case allows the admin to add, update, or remove movies from the system.
Precondition	The admin must be logged into the system.

Postcondition	The movie database is updated.
Basic Flow	1. The admin navigates to the movie management page. 2. The system displays current movie listings. 3. The admin selects to add, update, or remove a movie. 4. The system processes the request and updates the database.
Alternative Flow	If movie details are incorrect, the admin is prompted to correct them.
Exceptions	Database connection failure.
Frequency of use	Medium
Assumptions	Admins have the required permissions.

UseCase ID	**UC005**
UseCase Name	Assist with Ticket Issues
Actors	Customer Support
Description	This use case allows customer support to handle ticket issues.
Precondition	The customer must have a booking reference number.
Postcondition	The issue is resolved or escalated.
Basic Flow	1. The customer contacts support with a ticket issue. 2. The support team verifies the booking and checks for solutions. 3. The support team processes refunds or reschedules the ticket if needed.
Alternative Flow	If no resolution is available, the issue is escalated.
Exceptions	Customer provides incorrect booking details.
Frequency of use	Medium
Assumptions	Support team has access to ticket data.

4) User story of shopping from ecommerce.

User Story No – 1	Task - 2	Priority- High
As a user, **I want to create an account using my email or social media account,** **so that I can access and shop on the platform.**		
BV – 500	CP - 2	
Acceptance Criteria – • User is able to register with email or social media login. • Account is created successfully, and confirmation email is sent..		

User Story No – 2	Task - 2	Priority- High
As a user… **I want to securely log in using my credentials or social media accounts** **so that I can access my personal dashboard and make purchases.**		
BV – 500	CP - 2	
Acceptance Criteria – • User can log in using email/password or social media login. • Login error message is shown in case of incorrect credentials.		

User Story No – 3	Task - 4	Priority- High
As a user… **I want to search for products across different categories** **so that I can find the exact product I am looking for quickly.**		
BV – 200	CP - 2	

Acceptance Criteria – • Search bar is present on the homepage and easily accessible. • Products are displayed according to search query.

User Story No – 4	Task - 4	Priority- Medium
As a user, **I want to filter products by category like clothing, home decor, or skincare** **so that I can quickly browse through relevant products.**		
BV – 100	CP - 2	
Acceptance Criteria – • Categories are listed clearly. • Products are filtered based on selected category.		

User Story No – 5	Task - 3	Priority- High
As a user, **I want to view detailed information for each product** **so that I can decide if it suits my needs.**		
BV – 200	CP – 3	
Acceptance Criteria – • Product page shows detailed descriptions, images, and price. • Availability status (in stock/out of stock) is shown.		

User Story No – 6	Task - 4	Priority- High

As a user, **I want to place an order for the product I've selected** **so that I can purchase and receive it at my desired address.**	
BV – 200	CP - 3
Acceptance Criteria – • Add to cart functionality is available. • Order is successfully placed with a confirmation email.	

User Story No – 7	Task - 5	Priority- High
As a user, **I want to pay using my preferred method (credit/debit, UPI, e-wallets, COD)** **so that I can complete my purchase easily.**		
BV – 500	CP - 5	
Acceptance Criteria – • Multiple payment options are available during checkout. • Transaction is successful, and order confirmation is sent.		

User Story No – 8	Task - 3	Priority- High
As a user, **I want to track my order after it's placed** **so that I can know when to expect delivery**		
BV – 200	CP -	
Acceptance Criteria – • Tracking information is updated in real-time. • User receives notifications for order status changes.		

User Story No – 9	Task - 4	Priority- High

As a user, **I want to cancel my order before it's shipped** **so that I am not charged for an order I no** **longer want**	
BV – 100	CP - 2
Acceptance Criteria – • Option to cancel the order before dispatch is available. • Confirmation email is sent once the order is canceled.	

User Story No – 10	Task - 2	Priority- Medium
As a user, **I want to give feedback and rate the** **products I bought** **so that I can share my experience and help** **other customers.**		
BV – 50	CP - 1	
Acceptance Criteria – • Option to leave feedback and rating is available on the product page. • Ratings and feedback are displayed publicly after submission.		

User Story No – 11	Task - 2	Priority- Low
As a user, **I want to log out securely from my account** **so that no one can misuse my personal** **information.**		
BV – 50	CP - 1	
Acceptance Criteria – • Logout button is easily visible and accessible. • User is logged out and redirected to the homepage.		

User Story No – 12	Task - 3	Priority- High
As a business owner… **I want to view sales, revenue, and performance metrics** **so that I can monitor and optimize my business operations.**		
BV – 200	CP - 3	
Acceptance Criteria – • Dashboard shows sales, revenue, and key metrics. • Data is updated in real-time.		

User Story No – 13	Task - 4	Priority- High
As a business owner… **I want to add, update, or delete products** **so that I can maintain an up-to-date product catalog.**		
BV – 200	CP - 3	
Acceptance Criteria – • Products can be added, updated, or deleted. • Changes are reflected in the product catalog.		

User Story No – 14	Task - 3	Priority- Medium
As a business owner… **I want to view a history of all orders placed by customers** **so that I can analyze trends and make business decisions.**		
BV – 100	CP - 3	
Acceptance Criteria – • Order history is displayed with order date, customer details, and status. • Data can be filtered by date range and customer.		

User Story No – 15	Task - 3	Priority- Medium
As a business owner… **I want to create and manage discount codes for products** **so that I can offer promotions to customers.**		
BV – 100	CP - 2	
Acceptance Criteria – • Discount codes can be created, applied, and tracked. • Discounts are applied correctly during checkout.		

User Story No – 16	Task - 3	Priority- High
As a delivery partner… **I want to see all the orders assigned to me** **so that I can track and manage deliveries efficiently.**		
BV – 200	CP -	
Acceptance Criteria – • Dashboard shows list of assigned orders. • Status of each order can be updated.		

User Story No – 17	Task - 3	Priority- High
As a delivery partner… **I want to update the status of deliveries (e.g., picked up, in transit, delivered)** **so that the customer and business owner are informed in real time.**		
BV – 200	CP - 3	
Acceptance Criteria – • Delivery status can be updated in real-time. • Customer and business owner are notified of status changes.		

User Story No – 18	Task - 3	Priority- High
As a retail manager… **I want to view product sales data** **so that I can manage inventory and** **track product performance.**		
BV – 100	CP - 2	
Acceptance Criteria – • Sales data is displayed for each product. • Data can be filtered by date and product category.		

User Story No – 19	Task - 2	Priority- High
As a retail manager… **I want to update product inventory** **levels** **so that I can manage stock and ensure** **products are available.**		
BV – 100	CP - 2	
Acceptance Criteria – • Inventory levels can be updated for each product. • Changes are reflected in the product catalog.		

User Story No – 20	Task - 5	Priority- High
As a retail manager… **I want to view and manage all** **customer orders** **so that I can ensure timely fulfillment** **and delivery.**		
BV – 200	CP - 3	
Acceptance Criteria – • Orders are listed by status (pending, in process, delivered). • Orders can be updated or canceled if needed		

User Story No – 21	Task - 4	Priority- Medium
As a retail manager… **I want to generate sales and inventory reports** **so that I can make informed decisions about stock and sales strategies.**		
BV – 200	CP - 3	
Acceptance Criteria – • Reports can be generated for sales, inventory, and customer behavior. • Reports are downloadable and shareable.		

User Story No – 22	Task - 3	Priority- High
As a user… **I want to view my past orders** **so that I can reorder items or track delivery status.**		
BV – 100	CP - 2	
Acceptance Criteria – • Order history is accessible from the user profile. • Past orders are displayed with status and details.		

User Story No – 23	Task - 2	Priority- Low
As a user… **I want to update my profile information** **so that my delivery details are accurate and up-to-date.**		
BV – 50	CP - 1	
Acceptance Criteria – • User can update name, email, phone, and address. • Changes are saved and reflected on the profile.		

User Story No – 24	Task - 3	Priority- High
As a business owner… **I want to manage users (e.g., staff, partners)** **so that I can control access to various business functionalities.**		
BV – 200	CP - 3	
Acceptance Criteria – • Users can be added, updated, or removed. • Roles and permissions are set for each user		

User Story No – 25	Task - 2	Priority- High
As a delivery partner… **I want to mark an order as delivered** **so that the system reflects the current status and the customer is notified.**		
BV – 100	CP - 2	
Acceptance Criteria – • Delivery can be marked as completed. • Customer receives notification about the delivery status.		

User Story No – 26	Task - 3	Priority- Medium
As a retail manager… **I want to view order details, including items, customer information, and delivery address** **so that I can process orders efficiently.**		
BV – 100	CP - 2	
Acceptance Criteria – • Order details include product information, customer address, and contact. • Order history is updated with statuses.		

User Story No – 27	Task - 2	Priority- Medium
As a user… **I want to request support through live chat or email** **so that I can get assistance with my issues.**		
BV – 100	CP - 1	
Acceptance Criteria – • Live chat or email support is available for customers. • A confirmation message is sent acknowledging the request		

User Story No – 28	Task - 2	Priority- High
As a user… **I want to track my order in real-time** **so that I can know the current status and estimated delivery time.**		
BV – 200	CP - 3	
Acceptance Criteria – • The order status is updated in real-time. • Tracking information includes location, time, and delivery updates.		

User Story No – 29	Task - 2	Priority- Medium
As a user… **I want to cancel my order before it is processed or delivered** **so that I am not charged for an unwanted order.**		
BV – 100	CP - 2	
Acceptance Criteria – • Cancellation option is available before the order is dispatched. • Confirmation of cancellation is sent to the user.		

User Story No – 30	Task - 2	Priority- Low
As a user… **I want to provide feedback and rate my order** **so that I can share my experience and help improve the service.**		
BV – 50	CP - 1	
Acceptance Criteria – • Users can rate products or services from 1 to 5 stars. • Feedback text is optional and submitted with ratings.		

User Story No – 31	Task - 4	Priority- Medium
As a business owner… **I want to create, update, or remove product categories** **so that the product catalog is well-organized.**		
BV – 100	CP - 2	
Acceptance Criteria – • Categories can be added, updated, or removed. • Products are categorized accordingly.		

User Story No – 32	Task - 2	Priority- High
As a business owner… **I want to analyze sales performance across different categories and time periods** **so that I can make data-driven decisions..**		
BV – 200	CP - 3	

Acceptance Criteria – • Sales analytics include total sales, category performance, and time-based reports. • Reports can be exported in CSV or PDF formats.

User Story No – 33	Task - 3	Priority- Medium
As a delivery partner… **I want to assign myself to orders** **so that I can manage my deliveries independently.**		
BV – 100	CP – 2	
Acceptance Criteria – • Available orders are listed with details. • Delivery partners can select and assign themselves to orders..		

User Story No – 34	Task - 2	Priority- High
As a delivery partner… **I want to mark an order as picked up** **so that the system reflects the current status of the order.**		
BV – 100	CP - 2	
Acceptance Criteria – • Delivery status is updated to "Picked Up." • Customer is notified of the status change.		

User Story No – 35	Task - 2	Priority- Medium
As a retail manager… **I want to view the inventory status of each product** **so that I can manage stock levels effectively.**		
BV – 100	CP - 2	

Acceptance Criteria – • Inventory levels are displayed for each product. • The status is updated in real-time.

User Story No – 36	Task - 2	Priority- Medium
As a retail manager… I want to process returns and exchanges for customers so that I can maintain customer satisfaction and manage product quality.		
BV – 100	CP - 2	
Acceptance Criteria – • Return and exchange requests can be approved or denied. • Return and exchange policies are visible to customers.		

User Story No – 37	Task - 3	Priority- Low
As a user… I want to view recommended products based on my browsing and purchase history so that I can discover new products that match my preferences.		
BV – 50	CP - 1	
Acceptance Criteria – • Product recommendations are displayed on the homepage or product page. • Recommendations are based on previous browsing and purchase behavior.		

User Story No – 38	Task - 2	Priority- Medium
As a business owner… I want to define shipping options (e.g., standard, express) so that customers have various		

delivery choices.	
BV – 100	CP - 2
Acceptance Criteria – • Shipping options can be added, updated, or removed. • Options are available for customers during checkout.	

User Story No – 39	Task - 2	Priority- Medium
As a business owner… I want to view detailed customer data (e.g., purchase history, preferences) so that I can tailor promotions and services.		
BV – 200	CP - 3	
Acceptance Criteria – • Customer data can be accessed and filtered by various criteria. • Data is secure and complies with privacy regulations.		

User Story No – 40	Task - 2	Priority- High
As a delivery partner… I want to view my delivery route and directions so that I can deliver products efficiently and on time.		
BV – 200	CP - 3	
Acceptance Criteria – • The delivery route is displayed with optimized directions. • Real-time traffic data is integrated into the route.		

User Story No – 41	Task - 2	Priority- Medium
As a retail manager… I want to track product performance metrics (e.g., sales, returns, stock-outs)		

so that I can make informed decisions about inventory and pricing.	
BV – 100	CP - 2
Acceptance Criteria – • Metrics like sales and returns are displayed for each product. • Product performance data is updated in real-time.	

User Story No – 42	Task - 2	Priority- Low
As a user… **I want to log out of the application securely** **so that my account information is protected.**		
BV – 50	CP - 1	
Acceptance Criteria – • A logout option is available in the user profile menu. • The user is securely logged out, and session data is cleared.		