**Business Requirement Document**

**Document Revisions**

|  |  |  |
| --- | --- | --- |
| **Date** | **Version number** | **Document Changes** |
| 5/FEB/2025 | 1.0 | Initial draft of BRD |
| 8/FEB/2025 | 1.1 | Added risk management section |
| 12/FEB/2025 | 1.2 | Updated project scope and timeline |
| 17/FEB/2025 | 1.3 | Final Version |

**Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| **Project sponsor** | Rahul | Project sponsor | Rahul | 5/FEB/2025 |
| **Business Analyst** | Venkata A | Business Analyst | Venkata | 9/FEB/2025 |
| **IT Lead** | Sumith R | Sumith | Sumith | 13/FEB/2025 |
| **Product manager** | Sahel S | Sahel | Sahel | 17/FEB/2025 |

A RACI (Responsible, Accountable, Consulted, Informed) chart is a matrix used to define roles and responsibilities in a project. Below is the **RACI chart** for this project:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Task / Activity** | **Project Manager** | **Business Analyst** | **IT Lead** | **QA Engineer** | **Warehouse Manager** | **Delivery Manager** | **Customer** |
| Requirement Gathering | A | R | C | I | I | I | I |
| System Design | C | A | R | I | I | I | I |
| Backend Development | I | C | R | I | I | I | I |
| Frontend Development | I | C | R | I | I | I | I |
| Database Setup | I | C | R | I | I | I | I |
| Testing & QA | I | C | C | R | I | I | I |
| Training & Documentation | A | R | C | I | I | I | I |
| Deployment & Go-Live | A | C | R | I | I | I | I |
| Delivery Route Optimization | I | I | C | I | R | A | I |
| Customer Order Tracking | I | I | I | I | I | R | A |

**RACI Code Key:**

* **R (Responsible)**: The person(s) who performs the work.
* **A (Accountable)**: The person who ensures the task is completed.
* **C (Consulted)**: The person(s) to be consulted for input.
* **I (Informed)**: The person(s) who need to be informed about the progress

**Business Goal**

**Goal 1**: To improve operational efficiency by managing inventory across multiple locations (warehouses, manufacturing plants) to prevent stock outs and excess inventory.

**Goal 2**: To enhance customer satisfaction by ensuring the quickest and most efficient delivery routes based on real-time data.

### ****Business Objective****

**Objective 1**: Implement a real-time inventory tracking system to help the company respond quickly to customer demand.

**Objective 2**: Integrate an automated delivery optimization system to ensure fast delivery times, improving customer experience.

**Objective 3**: Improve forecasting and demand planning to reduce costs and ensure product availability.

### ****Business Rules****

1. **Inventory Levels**: The minimum stock threshold for each product will be set by the warehouse manager and automatically trigger low-stock alerts.
2. **Stock Transfers**: Stock can only be moved between warehouses or manufacturing plants after approval from the Warehouse Manager.
3. **Delivery Priority**: Deliveries should be prioritized based on customer proximity, inventory levels, and delivery time requirements.
4. **Expiration Management**: Perishable goods must be rotated based on expiry date to minimize waste.

### ****Background****

The company operates manufacturing plants and warehouses in various regions, and it faces challenges with real-time inventory management, efficient product distribution, and optimizing delivery routes. Existing systems do not integrate the full supply chain, which leads to inefficiencies and delays in responding to customer orders.

### ****Project Scope****

**In-Scope**:

Implementation of a cloud-based inventory management system that tracks stock levels across all manufacturing plants and warehouses.

Delivery route optimization system for timely and cost-effective deliveries.

User management system with different roles (Admin, Warehouse Managers, Delivery Managers, Customers).

Real-time alerts for low stock levels and product expiration dates.

**Out-of-Scope**:

Managing supplier inventories or raw material stock.

Non-perishable product categories outside of ice cream and milk-based products.

Integration with third-party suppliers for stock management.

### ****In-Scope Functionality****

**Inventory Management**:

Track product quantities in multiple warehouses.

Automated alerts for low stock and expiry dates.

**Delivery Management**:

Route optimization for fast deliveries.

Real-time tracking of delivery status for customers.

**Forecasting**:

Automated demand forecasting based on historical sales data.

**User Access Control**:

Role-based access for different users (Admin, Managers, Customers).

### ****Out-of-Scope Functionality****

**External Supplier Integration**: The system will not handle integration with suppliers or raw material tracking.

**Non-ice-cream Products**: Products outside the ice cream and milk category will not be included in this system.

### ****Assumptions****

The company has existing infrastructure (network, devices, etc.) that can support the proposed software solution.

All stakeholders (warehouse managers, delivery personnel, etc.) will be trained on the new system.

Third-party APIs (Google Maps, for example) will be available for route optimization.

### ****Constraints****

Budget limitations may impact the integration of additional features such as advanced AI for route optimization.

Timeline constraints may affect the scope of the system's initial release.

External API limits and potential costs may affect scalability.

### ****Risks****

**Integration Delays**: Third-party integrations (e.g., Google Maps API) may cause delays.

**Mitigation**: Establish early communication with API vendors and manage expectations with the client.

**User Adoption**: Employees may resist adopting the new system.

**Mitigation**: Provide thorough training and offer post-implementation support.

**Scalability Issues**: As the company grows, the system may face performance issues.

**Mitigation**: Plan for scalability by using cloud services and optimizing database queries.

### ****Business Process Overview****

**AS-IS**:

Currently, inventory is tracked manually or via outdated systems, leading to errors in stock levels and delivery delays.

Delivery routes are determined manually, causing inefficiencies and delays in product deliveries.

**TO-BE**:

A cloud-based inventory management system will track products in real-time across warehouses and manufacturing plants.

Delivery routes will be optimized using AI, ensuring the fastest delivery times and reducing costs.

Automated notifications for low stock and expiration dates will be provided to warehouse managers.

**Business Requirements**

### ****1. Inventory Management Requirements****

1. **Real-Time Inventory Tracking**:

The system must provide real-time visibility of product stock levels across all manufacturing plants and warehouses.

Inventory data must be automatically updated as products are produced, moved, or sold.

The system should allow warehouse managers to manually update inventory levels in cases of stock discrepancies.

1. **Low-Stock Alerts**:

The system must notify warehouse managers and admins when inventory for any product falls below a predefined threshold.

Notifications should include product details, current stock levels, and suggested actions (e.g., reorder, transfer stock from another warehouse).

1. **Expiration Management for Perishable Products**:

The system must track the expiration dates of perishable goods (e.g., ice cream and milk) to minimize waste.

Alerts should be triggered when products are nearing their expiration dates.

The system should recommend or automate actions like moving near-expiry products to locations with higher demand or discontinuing them from future production.

1. **Stock Movement Tracking**:

The system must track and log all stock transfers between warehouses and manufacturing plants.

Transfers must be approved by the warehouse manager, with the ability to track both incoming and outgoing movements.

The movement log should include relevant details such as transfer date, quantities, and the reason for the transfer.

1. **Demand Forecasting**:

The system should integrate historical sales data to forecast demand for each product in various regions.

Forecasting should be done monthly, weekly, and daily, depending on the product's demand pattern.

The system should generate automated reports that can assist in decision-making regarding production, stock levels, and inventory replenishment.

### ****2. Delivery Management Requirements****

1. **Delivery Route Optimization**:

The system must automatically optimize delivery routes based on customer locations, warehouse proximity, and product availability.

It should consider factors like road conditions, traffic, and delivery deadlines to ensure timely deliveries.

The system must be able to update routes in real-time, factoring in any unforeseen circumstances like traffic delays.

1. **Real-Time Delivery Tracking**:

Customers should be able to track the status of their orders in real-time through the system or mobile app.

Delivery managers should have access to live tracking information to monitor driver locations and estimated delivery times.

1. **Delivery Time Estimation**:

The system must provide accurate delivery time estimates to customers based on current conditions (e.g., traffic, distance, weather).

Estimated times should be continuously updated, particularly if there are delays or unexpected events.

1. **Automated Notifications for Customers**:

The system must automatically notify customers of important delivery updates, such as dispatch times, estimated delivery windows, and delays.

Customers should also be alerted when their order is delivered or if any issues occur (e.g., delivery reschedule).

1. **Integration with Third-Party Logistics Providers**:

The system should support integration with third-party logistics services (e.g., courier companies, freight providers) for orders that require external delivery partners.

Integration should include real-time tracking data from third-party services for seamless order tracking.

### ****3. User Management and Roles****

1. **Role-Based Access Control**:

The system must allow different roles with varying access levels (Admin, Warehouse Manager, Delivery Manager, Customer).

Admins must have full access to the system’s configuration and settings, including user management and reporting.

Warehouse Managers should have access to inventory-related features, including adding or removing stock and managing low-stock alerts.

Delivery Managers should have access to delivery optimization, route management, and order tracking features.

Customers should only have access to order tracking and delivery-related features.

1. **User Account Management**:

The system must provide account creation and management for all users, including password recovery and profile updates.

Admins should be able to assign and modify roles and permissions for different users.

### ****4. Reporting and Analytics Requirements****

1. **Inventory Reports**:

The system should generate reports on inventory levels, stock movements, and product expirations, customizable by time periods (daily, weekly, monthly).

Reports should be downloadable and exportable (e.g., CSV, PDF).

1. **Sales and Demand Reports**:

The system should provide automated sales reports that can show the product demand per region, time period, and customer segment.

The system must also allow warehouse managers to analyze demand forecasts and plan inventory accordingly.

1. **Delivery Performance Reports**:

The system must track delivery performance metrics, such as average delivery time, delivery delays, and on-time delivery rates.

Reports should help identify bottlenecks and inefficiencies in the delivery process.

1. **Customer Satisfaction Reports**:

The system should track customer feedback on delivery and product quality and generate reports based on customer ratings or surveys.

### ****5. Integration Requirements****

1. **Third-Party APIs for Delivery Optimization**:

The system must integrate with third-party route optimization services like **Google Maps API** or similar to ensure the fastest delivery routes.

It should also be capable of integrating with external logistics providers for real-time delivery tracking.

1. **Accounting System Integration**:

The system should integrate with an existing accounting system (if applicable) for seamless invoicing and tracking of sales and revenue.

1. **ERP Integration (if applicable)**:

If the company uses an ERP system for other business processes, the inventory system should integrate with the ERP for synchronized data exchange across all systems.

### ****6. Security Requirements****

1. **Data Security and Encryption**:

All sensitive customer and business data must be encrypted in transit and at rest.

User credentials and payment information must be protected by multi-factor authentication (MFA) and secure password policies.

1. **Access Control**:

Role-based access control (RBAC) should be implemented to ensure users only have access to the features necessary for their job.

Admins should have the ability to revoke or modify access rights based on organizational changes or policy updates.

### ****7. Usability Requirements****

1. **User Interface**:

The system must have an intuitive and user-friendly interface for all users (Warehouse Managers, Delivery Managers, Customers).

Mobile support (responsive design) should be considered for customers to track orders and for delivery teams to manage routes on the go.

1. **Customer Support**:

The system should provide an integrated helpdesk or support ticketing system to address customer inquiries regarding inventory or delivery issues.

1. **Training and Documentation**:

Comprehensive training materials and user manuals should be provided to all users.

The system should include built-in tooltips or walkthroughs for new users to get up to speed quickly.

**Appendices**

**List of Acronyms**

|  |  |  |
| --- | --- | --- |
| **Acronym** | **Full Form** | **Description** |
| **BRD** | Business Requirements Document | A document that outlines the business requirements of a project. |
| **API** | Application Programming Interface | A set of protocols that allows different software components to communicate. |
| **ERP** | Enterprise Resource Planning | An integrated system used by organizations to manage business processes. |
| **MFA** | Multi-Factor Authentication | A security process that requires two or more verification factors. |
| **RACI** | Responsible, Accountable, Consulted, Informed | A matrix used to define roles and responsibilities in a project. |
| **DFD** | Data Flow Diagram | A graphical representation of data flow within a system. |
| **ERD** | Entity Relationship Diagram | A diagram that shows the relationships between entities in a database. |

### ****Glossary****

* **Inventory Management**: The process of ordering, storing, and using inventory, including raw materials and finished products.
* **Delivery Route Optimization**: The process of planning the most efficient delivery routes for products, reducing delivery times and costs.
* **Demand Forecasting**: Predicting future customer demand based on historical data, which helps businesses plan for future inventory needs.
* **Role-Based Access Control (RBAC)**: A system of restricting access to resources based on the roles of individual users within an organization.
* **Perishable Products**: Goods that have a limited shelf life, such as ice cream and milk, and require special handling and management to prevent spoilage.
* **Low-Stock Alerts**: Notifications that are automatically triggered when inventory for a product falls below a predefined minimum level.
* **Route Optimization Algorithm**: A mathematical model or software that calculates the best delivery route based on variables such as distance, traffic, and delivery time.

### ****Related Documents****

1. **System Design Document**:

This document provides a detailed design of the software architecture, database schemas, APIs, and other technical components required for the solution.

1. **Project Charter**:

A formal document that authorizes the project and outlines its objectives, scope, and stakeholders.

1. **Business Case Document**:

A document that justifies the investment in the new inventory and delivery management system, including a cost-benefit analysis.

1. **Risk Management Plan**:

A document detailing the potential risks to the project, their impact, and mitigation strategies.

1. **User Training Manual**:

Documentation for end-users detailing how to use the inventory management and delivery system. This includes step-by-step guides and best practices.

1. **Test Plan**:

This document outlines the testing strategy, including unit tests, integration tests, system tests, and user acceptance tests (UAT) to ensure the system meets business requirements.

1. **Deployment Plan**:

A document that outlines the steps and procedures for deploying the system into production, including pre-deployment checks and post-deployment monitoring.

### ****Development Plan****

**Requirement Gathering & Analysis**:

Duration: 2 weeks

Activities:

* + - Finalize requirements with the client.
		- Conduct stakeholder interviews.
		- Create detailed use cases.

**System Design**:

Duration: 3 weeks

Activities:

* + - Design system architecture and database schema.
		- Create wireframes/UI mockups for the user interface.
		- Define API endpoints for third-party integrations.

**Development**:

Duration: 8 weeks

Activities:

* + - Backend and frontend development.
		- Inventory management and delivery optimization features implementation.
		- Integration with external APIs (e.g., Google Maps).

**Testing**:

Duration: 3 weeks

Activities:

* + - Unit testing and integration testing.
		- User acceptance testing (UAT) with client team.

**Deployment & Training**:

Duration: 2 weeks

Activities:

* + - Deploy the system to production.
		- Train end-users on how to use the system.
		- Provide documentation for support teams.

**Resource Plan**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Resource Type** | **Qty** | **Duration** | **Responsibilities** |
| Project Manager | Full-time | 1 | 12 weeks | Oversee the project, manage timelines, and coordinate tasks. |
| Business Analyst | Full-time | 1 | 6 weeks | Gather requirements, analyze business needs, and create BRD. |
| Backend Developer | Full-time | 2 | 8 weeks | Develop the backend APIs and integrate with third-party services. |
| Frontend Developer | Full-time | 2 | 8 weeks | Design and implement the user interface and UX. |
| Database Administrator | Part-time | 1 | 8 weeks | Design the database schema and optimize for performance. |
| QA Engineer | Full-time | 2 | 3 weeks | Perform system testing and fix bugs. |
| Trainer | Part-time | 1 | 2 weeks | Train internal team and client users on the system. |
| DevOps Engineer | Part-time | 1 | 2 weeks | Manage deployment and production environment. |

**Process Flow Diagram**



**Assignment 2**

**Subject:** Introduction as Your Business Analyst

Dear DEF Enterprises

I hope this email finds you well. My name is Venkata jayaraju, and I am excited to introduce myself as the Business Analyst assigned to work with you and your team. I will be your primary point of contact as we begin the business understanding process, ensuring that we gather the right insights to align our solutions with your goals.

My role is to collaborate closely with you to analyze your business needs, identify opportunities, and ensure that our strategies are tailored to drive efficiency and success. To achieve this, I look forward to engaging in discussions with you and your team to gain a comprehensive understanding of your objectives, challenges, and requirements.

I would appreciate the opportunity to schedule an initial meeting to discuss your expectations and the next steps. Please let me know a convenient time that works for you.

Looking forward to working together.

Best regards,
Venkata Jayaraju
Business Analyst
ABC Technologies
9912000000

**BRD For Horroscope Application**

 **1. Document Revisions**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Description** | **Author** |
| 1 | 15-Mar-25 | Initial Draft | Venkata |
| 1.1 | 17-Mar-25 | Updates & Revisions | Jayaraju |

1. **Approvals**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Role | Date | Signature |
| Rahul | Project Sponsor | 17-Mar-25 | Rahul |
| Venkata | Business Analyst | 17-Mar-25 | Venkata |
| Ravindra | Product Owner | 17-Mar-25 | Ravindra |

1. **RACI Chart for this document**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Task** | **Responsible** | **Accountable** | **Consulted** | **Informed** |
| **BRD Creation** | BA | PM | Sponsor | Team |
| **Approval Process** | PM | Sponsor | BA | Team |
| **Functional Requirements** | BA | Product Owner | Dev Team | QA |
| **Business Rules Definition** | BA | Sponsor | SMEs | Team |

 **4. Codes Used in RACI Chart**

* **R** – Responsible (Executes the task)
* **A** – Accountable (Final decision-maker)
* **C** – Consulted (Provides input)
* **I** – Informed (Updated on progress)

**5. Introduction**

**Business Goals:** Develop a user-friendly horoscope application that provides accurate daily, weekly, and monthly horoscopes, personalized readings, and astrological insights.

**Business Objectives:**

Offer users personalized astrological content based on their birth details.

Integrate real-time planetary position analysis.

Monetize through in-app purchases and advertisements.

**Business Rules:**

Users must provide date, time, and location of birth for personalized readings.

Free basic horoscopes, with premium content for paid users.

**Background:**

The astrology market is growing with increased digital adoption. This application aims to leverage AI and traditional astrology to provide insights.

**6. Project Scope**

**In-Scope Functionality:**

User registration & authentication

Daily, weekly, and monthly horoscopes

Compatibility analysis

Birth chart generation

Push notifications for updates

**Out of Scope Functionality:**

Live astrology consultations

Stock market astrology

Integration with third-party horoscope providers

**Assumptions:**

Users have access to the internet

Accurate birth details lead to precise predictions

**Constraints:**

Data privacy and compliance with GDPR

Limited budget for marketing

**Risks:**

User skepticism around astrology accuracy

Competitor market dominance

**7. Business Process Overview**

**As-Is:** Users rely on static web pages or generalized horoscopes.

**To-Be:** Users receive AI-enhanced, personalized daily astrology insights through a mobile app.

**8. Business Requirements**

|  |  |  |
| --- | --- | --- |
| **ID** | **Requirement Description** | **Priority** |
| BR-01 | The app must allow users to register and create profiles | High |
| BR-02 | Users must be able to enter birth details for customized predictions | High |
| BR-03 | The app should provide daily, weekly, and monthly horoscopes | High |
| BR-04 | AI should generate personalized insights | Medium |
| BR-05 | Notifications should alert users of important astrological events | Medium |
| BR-06 | Payment gateway integration for premium features | High |

**9. Appendices**

Market research reports

UI/UX wireframes

Competitive analysis

**10. List of Acronyms**

BA – Business Analyst

PM – Project Manager

SME – Subject Matter Expert

GDPR – General Data Protection Regulation

**11. Glossary of Terms**

**Horoscope:** An astrological forecast based on planetary positions.

**Birth Chart:** A map of planetary positions at the time of an individual’s birth.

**Compatibility Analysis:** An assessment of astrological compatibility between individuals.

**12. Related Documents**

Project Charter

Functional Requirements Document (FRD)

UI/UX Design Specification

### SRS Document

### 1. Introduction

#### **1.1 Purpose**

The purpose of this document is to define the functional and non-functional requirements for the Horoscope Application. This application provides daily, weekly, and monthly horoscopes based on users' zodiac signs, along with personalized astrology insights.

#### **1.2 Document Conventions**

This document follows the IEEE 830-1998 standard for Software Requirements Specification.

#### **1.3 Intended Audience and Reading Suggestions**

This document is intended for developers, testers, project managers, stakeholders, and end-users interested in the application's capabilities. Readers should first review the system overview before diving into specific requirements.

#### **1.4 Product Scope**

The Horoscope Application will provide:

* Daily, weekly, and monthly horoscopes.
* Zodiac-based personality traits and compatibility reports.
* Personalized readings using astrological data.
* Notifications and reminders for horoscope updates.
* Social media integration for sharing.

#### **1.5 References**

* IEEE 830-1998 Software Requirements Specification Standard.
* Astrology data sources and APIs.

### 2. Overall Description

#### **2.1 Product Perspective**

The application will be a standalone mobile and web-based platform utilizing third-party astrology APIs to generate horoscope predictions.

#### **2.2 Product Functions**

* User registration and profile creation.
* Horoscope generation based on zodiac signs.
* Astrology-based matchmaking and compatibility reports.
* Push notifications for daily readings.
* Content sharing via social media.

#### **2.3 User Characteristics**

Users will include astrology enthusiasts, casual users, and those seeking relationship advice. The app will be designed for ease of use with an intuitive UI.

#### **2.4 Constraints**

* Requires internet connectivity for horoscope updates.
* Must comply with data privacy regulations.
* Limited free features with premium subscription options.

#### **2.5 Assumptions and Dependencies**

* Dependence on astrology API providers for horoscope data.
* Users provide accurate birth details for personalized readings.

### 3. Specific Requirements

#### **3.1 Functional Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement ID** | **Requirement Name** | **Description** | **Priority** |
| **FR-01** | User Registration & Login | Users should be able to sign up, log in, and manage profiles. | High |
| **FR-02** | Daily Horoscope | Provide users with daily horoscope updates based on their zodiac sign. | High |
| **FR-03** | Weekly Horoscope | Provide users with weekly horoscope predictions. | Medium |
| **FR-04** | Monthly Horoscope | Provide users with monthly horoscope predictions. | Medium |
| **FR-05** | Zodiac Sign Compatibility | Display compatibility reports between different zodiac signs. | Medium |
| **FR-06** | Personalized Horoscope | Users can enter birth details to get a personalized reading. | High |
| **FR-07** | Push Notifications | Notify users about daily horoscope updates. | Medium |
| **FR-08** | Horoscope Sharing | Allow users to share their horoscope on social media. | Low |
| **FR-09** | Multilingual Support | Provide horoscope readings in multiple languages. | Low |
| **FR-10** | Admin Panel | Admins should be able to manage content and users. | High |
| **FR-11** | Subscription & Premium Features | Offer additional services for paid users. | Medium |
| **FR-12** | Past Horoscope Archive | Users should be able to view past horoscopes. | Low |
| **FR-13** | Live Astrologer Consultation | Provide an option to consult astrologers via chat or video call. | High |
| **FR-14** | Lucky Number & Color Feature | Display lucky numbers and colors for users daily. | Medium |
| **FR-15** | Personalized Predictions | Allow users to receive predictions based on planetary positions. | High |

#### **3.2 Non-Functional Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement ID** | **Requirement Name** | **Description** | **Priority** |
| **NFR-01** | Performance | The app should load horoscope updates within 2 seconds. | High |
| **NFR-02** | Security | User data should be securely stored and encrypted. | High |
| **NFR-03** | Scalability | The app should handle at least 100,000 concurrent users. | Medium |
| **NFR-04** | Availability | Ensure 99.9% uptime for horoscope updates. | High |
| **NFR-05** | Usability | The UI should be intuitive and easy to navigate. | High |
| **NFR-06** | Cross-Platform Compatibility | The app should work on both iOS and Android platforms. | High |
| **NFR-07** | Data Backup | Periodic backups should be taken to prevent data loss. | Medium |
| **NFR-08** | Compliance | The app must comply with data privacy laws like GDPR. | High |
| **NFR-09** | Localization | Support for multiple time zones and regional formats. | Medium |
| **NFR-10** | Load Balancing | The system should efficiently distribute traffic for optimal performance. | Medium |

### 4. Appendices

* Glossary of astrology-related terms.
* API documentation reference for horoscope data.

**ER Diagram for ticket booking**



**User stories of shopping from ecommerce**

### ****Title:**** Online Shopping Experience

### ****1. User Registration & Login****

**User Story Statement:**
As a **customer**, I want to **create an account and log in** so that I can **save my details and track my orders**.

### ****2. Product Browsing & Search****

**User Story Statement:**
As a **customer**, I want to **search and browse products by category** so that I can **find the items I need quickly**.

### ****3. Product Details & Reviews****

**User Story Statement:**
As a **customer**, I want to **view product details and reviews** so that I can **make an informed purchase decision**.

### ****4. Add to Cart****

**User Story Statement:**
As a **customer**, I want to **add products to my shopping cart** so that I can **review them before checkout**.

**Acceptance Criteria:**

### ****5. Checkout & Payment****

**User Story Statement:**
As a **customer**, I want to **securely complete my purchase** so that I can **receive my order without issues**.

### ****6. Order Tracking****

**User Story Statement:**
As a **customer**, I want to **track my order status** so that I can **know when to expect delivery**.

### ****7. Order Cancellation & Returns****

**User Story Statement:**
As a **customer**, I want to **cancel or return an order** so that I can **get a refund or exchange if needed**.

### ****8. Wishlist Feature****

**User Story Statement:**
As a **customer**, I want to **save products to my wishlist** so that I can **buy them later**.

### ****9. Product Reviews & Ratings****

**User Story Statement:**
As a **customer**, I want to **rate and review products I purchased** so that **other buyers can make informed decisions**.

### ****10. Customer Support & Help Center****

**User Story Statement:**
As a **customer**, I want to **contact customer support** so that I can **resolve my issues quickly**.