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

1. **Document Revisions**

|  |  |  |
| --- | --- | --- |
| Date Version  | Number | Document Changes |
| 1/6/2024 | 0.2 |  |

1. **Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Name  | Title  | Signature  | Date |
| Project Sponsor  | Kalyani | Senior Executive  | Kalyani | 1/6/2024 |
| Business Owner | Praful | Head of Loan Division | Praful | 11/6/2024 |
| System Architect | Jovial |

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| Project Manager |

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 | Jovial | 13/6/2024 |
| Development Lead | Snehal |

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 | Snehal | 14/6/2024 |
| Lead User  | Sanchita |

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 | Sanchita | 16/6/2024 |
| User Experience Lead  | Punam | UX Designer  | Punam | 17/6/2024 |
| Quality Lead  | Satish | QA Manager  | Satish | 18/6/2024 |
| Content Lead | Vaishali | Content Specialist  | Vaishali | 19/6/2024 |

1. **3. RACI Chart for This Document**

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| --- | --- | --- | --- | --- | --- |
| Name | Position | R | A | C | I |
| Kalyani |

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| Project Sponsor |

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| Praful |

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| Business Owner |

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| Jovial |

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| Project Manager |

 | ✓ |  | ✓ | ✓ |
| Snehal | System Architect | ✓ |  | ✓ | ✓ |
| Sanchita |

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| Development Lead |

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| Punam |

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| UX/UI Lead |

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| Satish | QQA | ✓ |  | ✓ |  |
| Vaishali |

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| IT  |

Integration team

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| Suresh | Marketing Team |  |  | ✓ | ✓ |
| Ramesh | Support Team |  |  | ✓ | ✓ |

**4. Introduction**

 **4.1. Business Goals**

* **Efficient Inventory Management:** Ensure real-time stock tracking across multiple manufacturing plants and warehouses.
* **Optimized Delivery System:** Minimize delivery time and maximize order fulfillment efficiency.

**4.2. Business Objectives**

* Enhance customer satisfaction by offering delivery and improved service Automate inventory tracking and reduce stock discrepancies.
* Enable seamless communication between manufacturing plants, warehouses, and delivery teams.
* Implement AI-driven delivery route optimization for quicker customer deliveries.
* Provide real-time reporting and analytics for inventory and logistics management.

**4.3. Business Rules**

#### **Organization Policies and Procedures`**

* Orders must be processed within **30 min** of placement.
* Warehouse stock updates must occur in **real-time**.
* Delivery must occur within **24 hours** for local orders and **48 hours** for national orders.
* Inventory levels should trigger automated restocking when reaching the **minimum threshold.**

####  **Rules & Regulations**

* Compliance with **FSSAI (Food Safety and Standards Authority of India)** for food storage & transportation.
* Follow **temperature-controlled** storage regulations for dairy and ice-cream products.
* Adherence to **taxation and billing laws** based on region.

 **4.4. Background**

The company operates multiple **manufacturing plants and warehouses** across the country and supplies **ice cream and milk products** to customers. Current operations involve **manual inventory tracking and delivery management**, leading to inefficiencies. A new software solution is required to streamline operations and improve efficiency.

 **4.5. Project Objective**

To develop an **automated inventory and delivery management system** that integrates with warehouses and delivery channels to reduce errors, optimize stock levels, and improve order fulfillment speed.

 **4.6. Project Scope**

**4.6.1. In Scope Functionality**

* Inventory tracking and automated stock updates.
* AI-driven delivery route optimization.
* Order management system with real-time status updates.
* Customer notifications via email/SMS for order tracking.
* Analytics dashboard for inventory and delivery performance.

**4.6.2. Out Scope Functionality**

* Payment gateway integration.
* Integration with external **third-party logistics providers.**
* Mobile app development (limited to web-based system for Phase 1).

**5. Assumptions**

* The company will provide all existing inventory and logistics data for migration.
* Internet connectivity will be available at all warehouses and manufacturing plants.
* Users will be trained to use the new system effectively.
1. **Constraints**
* **Budget Limitation:** The project must be developed within the allocated budget.
* **Timeframe:** The system must be operational within X months.
* **Regulatory Compliance:** The system must comply with food safety and transport regulations.
1. **Risks**
* **Data Migration Challenges:** Risk of errors while transferring existing inventory records.
* **User Adoption Issues:** Resistance from employees to new technology.
* **System Downtime:** Any failure in the software could disrupt order processing.
* **Scalability Issues:** Future expansion may require additional infrastructure.

**8 Business Process Overview**

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

* **Manual** inventory tracking leads to stock discrepancies.
* Orders are processed via **phone and emails**, causing delays.
* Delivery routes are **not optimized**, resulting in higher fuel costs and longer delivery times.



 **8.2. Proposed Recommendations (to be)**

* **Automated inventory tracking** to reduce stock mismatches.
* **Centralized order processing system** for faster handling.
* **AI-based delivery route optimization** to reduce delivery time.
* **Automated customer notifications** for better order tracking.

 **9. Business Requirements**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Requirement ID |

|  |
| --- |
| **Requirement****Description** |

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| --- |
| **System Functionality** |

|  |
| --- |
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 | Priority |
| FR1 | Track inventory |

|  |
| --- |
| The system must track real-time inventory at all manufacturing plants and warehouses. |

|  |
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 | High |
| FR2 | Restock alert |

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| --- |
|  |
| The system must generate low-stock alerts and reorder recommendations. |

|  |
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|  |

 | High |
| FR3 | Track Orders | The system must track product expiration dates and suggest stock rotation | High |
| FR4 | Online delivery | The system must enable customers to place online orders. | Medium |
| FR5 | Allocate stock | The system must allocate orders to the nearest warehouse with available stock. | High |
| FR6 | Third party logistics | The system must integrate with third-party logistics for seamless order dispatch. | Medium |
| FR7 | Reports on stock | The system must generate reports on stock movement, sales, and demand trends. | Highe |
| FR8 | Optimize delivery rout | The system must optimize delivery routes based on real-time traffic data. | Medium |
| FR9 | Customer track order | The system must allow customers to track their order status and estimated delivery time. | High |

**10. Appendices**

**10.1. List of Acronyms**

* **AI** – Artificial Intelligence
* **ERP** – Enterprise Resource Planning
* **FSSAI** – Food Safety and Standards Authority of India

 **10.3 Glossary of Terms**

* **Inventory Management:** Tracking and maintaining stock levels across multiple locations.
* **Route Optimization:** AI-driven process to find the fastest delivery path.
* **Stock Replenishment:** Automated system to order more stock when inventory is low.

**10.3. Related Documents**

* Process Flow Diagram
* System Architecture Diagram
* Use Case Documentation

**Que 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 as Business Analyst for Project Collaboration

Dear Pradeep,

I hope this email finds you well. My name is Kalyani Shelke, and I am pleased to introduce myself as the **Business Analyst** assigned to collaborate with you and your team on this exciting project. I look forward to working closely with you to ensure a thorough understanding of your business needs and objectives.

Our primary goal at this stage is to establish a clear **business understanding,** identify key requirements, and define a roadmap that aligns with vision. Through structured discussions, requirement-gathering sessions, and process analysis, I aim to help bridge the gap between business needs and technical implementation, ensuring a smooth and efficient development process.

To get started, I would love to schedule an **initial discussion** at your convenience to discuss your expectations, challenges, and desired outcomes for the project. Please let me know a time that works best for you.

I look forward to collaborating with you and contributing to the success of this initiative. Feel free to reach out if you have any immediate questions.

Best Regards,
kalyani shelke
Business Analyst
7448795678
Jocayta

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

**Online store**

**1 Document Revisions**

|  |  |  |
| --- | --- | --- |
| Date Version  | Number | Document Changes |
| 1/6/2024 | 0.2 |  |

**2 Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Name  | Title  | Signature  | Date |
| Project Sponsor  | Kalyani | Senior Executive  | Kalyani | 1/6/2024 |
| Business Owner | Praful | Head of Loan Division | Praful | 11/6/2024 |
| System Architect | Jovial |

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 | Jovial | 13/6/2024 |
| Development Lead | Snehal |

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 | Sanchita | 16/6/2024 |
| User Experience Lead  | Punam | UX Designer  | Punam | 17/6/2024 |
| Quality Lead  | Satish | QA Manager  | Satish | 18/6/2024 |
| Content Lead | Vaishali | Content Specialist  | Vaishali | 19/6/2024 |

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| Name | Position | R | A | C | I |
| Kalyani |

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| Project Sponsor |

 |  | ✓ | ✓ | ✓ |
| Praful |

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| --- |
| Business Owner |

 |  | ✓ | ✓ | ✓ |
| Jovial |

|  |
| --- |
| Project Manager |

 | ✓ |  | ✓ | ✓ |
| Snehal | System Architect | ✓ |  | ✓ | ✓ |
| Sanchita |

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| Development Lead |

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| Punam |

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| UX/UI Lead |

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| Satish | QQA | ✓ |  | ✓ |  |
| Vaishali |

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| IT  |

Integration team

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 | ✓ |  | ✓ | ✓ |
| Suresh | Marketing Team |  |  | ✓ | ✓ |
| Ramesh | Support Team |  |  | ✓ | ✓ |

**4. Introduction**

 **4.1. Business Goals**

* Develop an online platform for seamless product browsing and purchasing.
* Ensure secure and efficient payment processing.
* Optimize inventory and order management.
* Enhance customer experience with fast delivery and support services.

**4.2. Business Objectives**

* Integrate a secure and user-friendly payment gateway.
* Implement real-time inventory tracking.
* Provide a robust order management system with tracking and notifications.
* Offer customer support through chat and call assistance.

**4.3. Business Rules**

#### **Organization Policies and Procedures**

* Customers must register to place orders.
* Payments should be processed securely via the integrated payment gateway.
* Orders can be canceled within a stipulated time before shipment.
* Inventory updates should be real-time to prevent stockout issues.
* Delivery times should be based on location and product availability.

####  **Rules & Regulations**

* Compliance with e-commerce laws and consumer protection policies.
* Secure handling of user data in accordance with GDPR and data privacy laws.
* Compliance with agricultural product regulations and chemical safety standards.
* Adherence to taxation laws based on the region of operation

 **4.4. Background**

The current market lacks a **dedicated online platform** for customer. The business aims to bridge this gap by providing an **easy-to-use e-commerce platform** with efficient logistics and order fulfillment.

 **4.5. Project Objective**

To build an **end-to-end online store** that enables customers to browse, purchase, and receive products efficiently while ensuring seamless inventory and order management.

 **4.6. Project Scope**

**4.6.1. In Scope Functionality**

* User registration and authentication.
* Product catalog with detailed descriptions and pricing
* Secure online payment integration.
* Order tracking and notifications.
* Admin dashboard for inventory and order management.
* Customer support system.
* Reports and analytics for business insights.

**4.6.2. Out Scope Functionality**

* Integration with third-party logistics providers (Phase 2 feature).
* International shipping (Limited to domestic operations in Phase 1).
* Mobile app development (Web-based system for initial release).

**5. Assumptions**

* The company will provide product data, pricing, and supplier details.
* Internet access is available for all users.
* Payment gateway integration will comply with financial regulations.
* Sufficient storage and server capacity for peak traffic handling.
1. **Constraints**
* Budget Limitations: Development must be completed within allocated funds.
* Time Constraints: The project must be delivered within X months.
* Regulatory Compliance: Must adhere to taxation and data protection laws.
* Technical Limitations: Initial version will be web-based only.
1. **Risks**
* Cybersecurity Threats: Risk of data breaches and fraud.
* Operational Challenges: Difficulty in integrating real-time inventory updates.
* **Scalability Issues:** Increased demand may require server upgrades.
* Logistics Dependencies: Delivery delays due to transportation challenges.
* User Adoption Issues: Farmers may face difficulties in transitioning to online purchasing.

**8 Business Process Overview**

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

* customer rely on physical stores for purchases.
* Orders are manually managed through phone calls and paperwork.
* Payments are typically cash-based, leading to accounting inefficiencies.
* Delivery is unstructured, relying on local distributors.

 **8.2. Proposed Recommendations (to be)**

* Fully automated e-commerce platform with online product selection and ordering.
* Secure online payment system with multiple payment options.
* Integrated order tracking and customer notifications.
* AI-driven inventory management to prevent stockouts.
* Data analytics for demand forecasting and business growth insights.

 **9. Business Requirements**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Requirement ID |

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| --- |
| **Requirement Description** |

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| --- |
| **System Functionality** |

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 | Priority |
| FR1 |

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| --- |
| Easy login |

 |

|  |
| --- |
| The system shall support secure user registration and authentication. |

 | High |
| FR2 | Browse product |

|  |
| --- |
|  |
| The platform shall allow customers to browse and search for products. |

|  |
| --- |
|  |

 | High |
| FR3 | Available product | The system shall provide real-time stock availability updates. | High |
| FR4 | Easy paymentmode | The payment gateway shall support multiple modes (Credit/Debit Cards, UPI, Net Banking). | Medium |
| FR5 | Order tracking | The system shall enable order tracking and delivery status updates | High |

**10. Appendices**

**10.1. List of Acronyms**

* **ERP** – Enterprise Resource Planning
* **UPI** – Unified Payments Interface
* **GDPR** – General Data Protection Regulation

 **10.3 Glossary of Terms**

* Inventory Management: Tracking and maintaining stock levels efficiently.
* Order Fulfillment: The process of receiving, processing, and delivering customer orders.
* Payment Gateway: A service that processes online payments securely.
* User Authentication: Verifying the identity of users accessing the system.

**10.3. Related Documents**

* System Architecture Diagram
* Use Case Documentation
* Process Flow Diagrams

## **SRS for a projection online store.**

## **1. Introduction**

### **1.1 Purpose**

The purpose of this document is to define the software requirements for an online store facilitating the purchase of agricultural products. This document serves as a foundation for system development, testing, and deployment.

### **1.2 Scope**

The online store will enable users to browse, select, and purchase agricultural products. The system will support secure payments, real-time inventory management, order tracking, and customer support features.

### **1.4 Assumptions and Dependencies**

* Users will have internet access to access the platform.
* A payment gateway will be integrated for online transactions.
* Inventory data will be managed via an internal system or ERP.

## **3. Functional Requirements**

### **3.1 User Registration and Authentication**

* Users must register with valid credentials (email/phone verification).
* Passwords should be securely stored and encrypted.

### **3.2 Product Catalog and Search**

* Users should be able to search and filter products.
* Product descriptions, pricing, and availability should be displayed.

### **3.3 Shopping Cart and Checkout**

* Users can add/remove products from the cart.
* Checkout process should support multiple payment options.

### **3.4 Order Management**

* Users should receive order confirmation and tracking details.
* Admins should be able to update order status.

### **3.5 Inventory Management**

* System should auto-update stock levels after purchases.
* Admin should receive alerts for low stock items.

## **4. Non-Functional Requirements**

### **4.1 Performance Requirements**

* The system should handle 500 transactions per minute.
* Response time should not exceed 2 seconds.

### **4.2 Security Requirements**

* Data encryption for user-sensitive information.
* Role-based access control for different user types.

### **4.3 Availability Requirements**

* System uptime should be 99.9%.
* Daily backups should be maintained.

Use case diagram


Use case specifiaction

|  |  |
| --- | --- |
| USE Case ID | DC 001 |
| Use case name | User Registration |
| Created By | suman | Last update Date | 11-11-2024 |
| Date created | 1-11-2024 | Last Revision Date | 11-10-2024 |
| Actor | Customer, System |
| Description | This use case describes the process by which a **new customer registers** on the online store by providing their personal details and creating an account. |
| Pre-Condition | The online store website/application must be live and accessible.The user must have a valid email ID and/or mobile number for verification. |
| Post Condition | The user account is successfully created, and the user receives a confirmation message via email or SMS.The user can log in and start using the online store. |
| Normal flow of event | * The user accesses the registration page on the online store.
* The system displays a registration form requiring details such as name, email, phone number, password, and address.
* The user fills in the details and submits the registration form.
* The system validates the input (e.g., checks for missing fields, incorrect formats, or weak passwords).
* If the input is valid, the system stores user details in the database.
* The system sends a confirmation email or SMS with a verification link/code.
* The user verifies their account by clicking the link or entering the code.
* The system confirms registration and redirects the user to the login page.
 |
| Alternate Flow | * Invalid Input: If the user submits incomplete or incorrect details, the system highlights the errors and prompts the user to correct them.
* Duplicate Email/Phone Number: If the email or phone number is already registered, the system notifies the user and suggests using a different one.
* Verification Not Completed: If the user does not verify the account, they cannot log in.
* Resend Verification Link: The user can request a new verification link or code if they did not receive the first one.
 |
| Expectation | * If the server is down, the system should display an error message and allow the user to try again later.
* If the email/SMS service fails, the system should provide an option to resend the verification link.
 |
| Frequency of use | High |
| Assumption |  Users have a stable internet connection to access the platform. The system has email/SMS integration for sending verification links or codes. Users will provide accurate details during the registration process. |

|  |  |
| --- | --- |
| USE Case ID | DC 002 |
| Use case name | Order Management |
| Created By | suman | Last update Date | 11-11-2024 |
| Date created | 1-11-2024 | Last Revision Date | 11-10-2024 |
| Actor | Customer,System |
| Description | This use case describes the process of order placement, processing, and tracking in the online store. It ensures that a customer can successfully place an order, the system processes it, and the delivery partner fulfills it. |
| Pre-Condition | * The customer must be registered and logged in to place an order.
* The product must be available in stock.
* **The payment gateway must be functional for successful transactions**
 |
| Post Condition | * The order is successfully placed and confirmed.
* The customer receives an order confirmation email/SMS.
* The order status updates as it moves through processing, shipping, and delivery.
 |
| Normal flow of event |  The customer selects products and adds them to the shopping cart. The customer proceeds to checkout and provides shipping details. The system displays available payment methods. The customer selects a payment method and completes the transaction. The system verifies the payment and confirms the order. The order details are stored in the database, and an order ID is generated. The system notifies the admin and updates inventory. The order is assigned to a delivery partner for fulfillment. The system updates the order status as it progresses (Processing → Shipped → Out for Delivery → Delivered). The customer receives real-time updates via email/SMS. |
| Alternate Flow |  Product Out of Stock: If an item is unavailable, the system notifies the user and suggests alternatives. Payment Failure: If the payment fails, the user is prompted to retry with a different method. Address Issues: If the shipping address is invalid, the system requests the user to update it. Order Cancellation: The customer can cancel the order before it is shipped. |
| Expectation | * If the payment gateway is down, the system alerts the customer and provides an option to pay later.
* If the order processing system crashes, it should retry or notify the admin.
* If the delivery is delayed, the customer is notified with an estimated time.
 |
| Frequency of use | Very High |
| Assumption | 1. Customers have a valid payment method available.
2. The inventory management system is updated in real-time.
3. A delivery partner is available to fulfill the order.
 |

|  |  |
| --- | --- |
| USE Case ID | DC 003 |
| Use case name | Inventory Management |
| Created By | suman | Last update Date | 11-11-2024 |
| Date created | 1-11-2024 | Last Revision Date | 11-10-2024 |
| Actor | System, customer |
| Description | This use case describes the process of managing product inventory in the online store. It includes updating stock levels, handling low stock alerts, and ensuring product availability for customer orders. |
| Pre-Condition | * The admin or supplier must be logged in to update inventory.
* The inventory database must be accessible and synchronized with the system.
* The system must have real-time stock tracking enabled.
 |
| Post Condition | * The inventory database is updated with the latest stock levels.
* The system sends alerts if stock levels are low or out of stock.
* The updated inventory is visible on the online store for customers.
 |
| Normal flow of event | 1. The **admin/supplier logs into the system** and accesses the inventory module.
2. The **system displays current stock levels** of all products.
3. The **admin adds, updates, or removes products** from inventory.
4. The **system records and updates inventory changes** in the database.
5. If stock reaches a predefined **low threshold**, the system **sends a restocking alert.**
6. If a product goes **out of stock**, the system automatically marks it as "Out of Stock" in the online store.
7. The **admin can generate reports** to analyze stock levels and trends.
8. The system **synchronizes inventory data** across all warehouses and online listings.
 |
| Alternate Flow | 1. Incorrect Inventory Update: If an admin enters incorrect stock details, the system prompts for re-entry.
2. Sync Failure: If the inventory database fails to update, the system retries or alerts the admin.
3. Auto-Restock Feature: If enabled, the system places an order to suppliers when stock reaches the threshold.
4. Product Discontinuation: If a product is no longer available, the system removes it from the listing.
 |
| Expectation |  If the inventory database is unavailable, the system alerts the admin and logs the issue. If a restocking order is delayed, the system adjusts expected delivery times and notifies stakeholders. If a product is mistakenly listed as available, the system notifies affected customers and provides alternatives. |
| Frequency of use | High |
| Assumption | 1. **The system has real-time inventory tracking integrated.**
2. **The admin and suppliers have valid login credentials.**
3. **Stock updates reflect accurately across warehouses and the online store.**
4. **The system is capable of generating inventory reports for analysis.**
 |

|  |  |
| --- | --- |
| USE Case ID | DC 004 |
| Use case name | Add to Cart and Checkout |
| Created By | suman | Last update Date | 11-11-2024 |
| Date created | 1-11-2024 | Last Revision Date | 11-10-2024 |
| Actor | Customer, System |
| Description | This use case describes the process of adding products to the cart and completing the checkout process, including payment and order confirmation. |
| Pre-Condition | * The customer must be logged in (optional for guest checkout).
* The product must be available in stock.
* The payment system must be operational.
 |
| Post Condition | * The order is successfully placed, and an order confirmation is generated.
* The customer receives an order confirmation via email/SMS.
* The inventory is updated to reflect the purchase.
 |
| Normal flow of event |  The customer browses products and selects an item. The customer clicks "Add to Cart", and the system updates the cart. The customer can review, update quantity, or remove items from the cart. The customer proceeds to checkout. The system prompts the customer to enter shipping details. The system displays available payment options. The customer selects a payment method and completes the transaction. The system processes the payment through a secure gateway. Upon successful payment, the system confirms the order. The customer receives an order confirmation with tracking details. |
| Alternate Flow |  Product Out of Stock: If an item is unavailable, the system notifies the customer. Payment Failure: If payment is unsuccessful, the system allows retrying with a different method. Address Issues: If the shipping address is invalid, the system prompts for correction. Cart Abandonment: If the customer does not complete checkout, the system may send reminders. |
| Expectation |  If the payment gateway is down, the system notifies the user and allows order placement with a "Pay Later" option. If the system crashes during checkout, it saves cart data so the user can resume later. If inventory updates fail, the system prevents overselling by restricting checkout. |
| Frequency of use | High |
| Assumption | 1. Customers have a valid payment method.
2. The inventory system updates in real-time.
3. The system has email and SMS integration for order confirmations.
 |

|  |  |
| --- | --- |
| USE Case ID | DC 005 |
| Use case name | Product Search and View |
| Created By | suman | Last update Date | 11-11-2024 |
| Date created | 1-11-2024 | Last Revision Date | 11-10-2024 |
| Actor | Customer, System |
| Description | This use case describes the process by which a customer searches for products in the online store and views product details. |
| Pre-Condition |  The customer must have access to the online store (via website or mobile app). The system must have a functional product catalog with searchable attributes. |
| Post Condition | * The customer successfully finds the desired product.
* The system displays relevant search results with product details.
* The customer can proceed to add the product to the cart or wishlist.

. |
| Normal flow of event |   **The customer accesses the store's search bar or product categories.**** The customer enters keywords or selects filters (e.g., price, brand, category).**** The system retrieves matching products from the database.** **The system displays relevant product listings** with images, prices, and short descriptions. The customer clicks on a product to view details. The system displays the product page with full description, specifications, reviews, and stock availability. The customer can choose to add the product to the cart, wishlist, or compare it with others. |
| Alternate Flow |  No Search Results: If no products match the query, the system suggests similar products. Slow Search Response: If the system experiences delays, a loading indicator is shown. Invalid Search Query: If the search input is invalid (e.g., special characters), the system prompts for correction. |
| Expectation |  If the database is down, the system displays an error message and asks the customer to try later. If product images or details fail to load, the system provides a placeholder image and basic information. If a product is out of stock, the system notifies the customer and suggests alternatives. |
| Frequency of use | High |
| Assumption | 1. The product database is updated regularly.
2. Customers can refine their searches using filters.
3. The system provides real-time product availability information.
 |

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

**Ticketing life cycle.**

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| --- |
| **Ticket** |
| Ticket ID int |
| User ID varchar |
| Issue des varchar |
| Status varchar |
| Created date int |
| Priority Varchar |

|  |
| --- |
| **customer** |
| Customer ID varchar |
| Name varchar |
| Email varchar  |
| Phone varchar |

|  |
| --- |
| **Ticket Assignment** |
| Assignment ID int |
| Ticket ID int |
| Agent ID int |
| Assigned Date int |

|  |
| --- |
| **Support Agent** |
| Agent ID int |
| Name int |
| Email int |
| Phone varchar |

|  |
| --- |
| **Resolution** |
| Resolution ID int |
| Ticket ID int |
| Reso Details int |
| Resolution Date int |