**Assignment 1:**

**Business Required Document:**

1. **Document Revisions**:

A table is included to track revisions, listing the version number, date, and changes made to the document.

|  |  |  |
| --- | --- | --- |
| Date | Version Number | Document Changes |
| 20/10/2024 | 0.1 | Initial Draft |
| 21/10/2024 | 0.2 | Revised based on stakeholder feedback |
| 22/10/2024 | 0.3 | Updated with additional requirements and risk assessments |
| 23/10/2024 | 1.0 | Final version ready for sign-off |
| 24/10/2024 | 1.1 | Minor updates post-UAT feedback |

1. **Approvals**:
   * A table is created to record the names, titles, signatures, and approval dates of key stakeholders responsible for signing off the document. The roles include:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Name | Title | Signature | Date |
| Project Sponsor | Mr. Raja Shekhar | Dairy factory Operations Lead | Mr. Raja Shekhar | 25/10/2024 |
| Business Owner | Mr. Raja Reddy | Chief Operations Officer | Mr. Raja Reddy | 25/10/2024 |
| Project Manager | Mr. Nuthan | IT Department Lead | Mr. Nuthan | 25/10/2024 |
| System Architect | Mr. Pavan | Senior IT Architect | Mr. Pavan | 25/10/2024 |
| Development Lead | Mr. Vijay | Development Team Lead | Mr. Vijay | 25/10/2024 |

1. **RACI Chart**:
   * **Responsible (R)**: The individual responsible for producing the document.
   * **Accountable (A)**: The person accountable for the accuracy and completion of the document (e.g., the Project Manager).
   * **Support (S)**: The individuals or teams providing supporting services during the creation of the document.
   * **Consulted (C)**: Individuals who provide input (e.g., stakeholders, subject matter experts).
   * **Informed (I)**: Individuals who are informed of changes or updates.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **Responsible** | **Accountable** | **Support** | **Consulted** | **Informed** |
| Project  Sponsor | Dairy Parlour operations lead |  | X |  |  | X |
| Project manager | IT lead | X |  |  | X |  |
| Business analyst | Business analyst | X |  |  | X | X |
| System Architect | IT architect |  |  | X | X |  |
| Development  lead | Team Lead | X |  |  | X |  |
| User experience  lead | UI/UX |  |  | X | X |  |
| Quality lead | QA lead | X |  |  | X |  |
| Operations | Operations Department |  |  | X |  | X |
| Employees | End users |  |  |  | X |  |

**4.1 Business Goals**

1. **Streamline Inventory Management**: Implement a system that tracks stock levels in real-time to reduce delays in product availability, improving service reliability.
2. **Enhance Communication with Marketers**: Facilitate direct and timely communication with Dairy Parlour marketing professionals to ensure they have access to updated information on product availability, thus supporting more informed prescribing practices.
3. **Reduce Operational Costs**: Minimize manual tasks by automating inventory updates, order tracking, and supplier notifications, which will reduce overhead and increase process efficiency.
4. **Improve Product Availability**: Ensure that products are always in stock and available when needed, reducing the chances of stockouts that could disrupt Dairy Parlour delivery.
5. **Support Data-Driven Decision Making**: Provide insights into product demand, trends, and usage patterns to support strategic decisions and improve inventory planning.

**4.2 Business Objectives**

1. **Develop a Mobile-Friendly System**: Create a user-friendly mobile application for iOS and Android, enabling marketing professionals and staff to check inventory status and place orders anytime, anywhere.
2. **Integration with Existing Systems**: Ensure seamless integration with the existing HRMS (Human Resource Management System) for personnel management and an E-Learning Management System for training needs.
3. **Automate Notifications and Alerts**: Set up automatic alerts for low stock, expiring products, and order status updates, reducing manual follow-up.
4. **Centralize Data Management**: Consolidate inventory data in one system, improving data consistency and accessibility across departments.
5. **Enable Customizable Reporting**: Provide customizable reporting options that allow stakeholders to generate detailed reports on stock levels, usage trends, and ordering history to improve inventory forecasting.

**4.3 Business Rules**

1. **User Access Control**: Ensure that only authorized users have access to specific features, with roles defined for administrators, users, and external parties like suppliers, following data privacy policies.
2. **Compliance with Dairy Parlour Regulations**: Maintain adherence to Dairy Parlour industry standards, including data protection laws and privacy regulations, ensuring the system is secure and compliant.
3. **Inventory Threshold Alerts**: Set inventory thresholds that trigger automated alerts to notify relevant users when stock levels reach a minimum quantity.
4. **Order Approval Workflow**: Implement approval workflows for high-volume or high-cost orders, with specified levels of authorization required before processing.
5. **Data Retention Policies**: Follow data retention policies to ensure that inventory and order history data are stored securely for a defined period and deleted according to compliance requirements.

**4.4 Background**

1. **Current Inefficiencies in Manual Processes**: Describe how manual tracking has led to delays, errors, and inconsistencies in stock data, resulting in poor product availability.
2. **Need for Real-Time Information**: Highlight the demand from Dairy Parlour professionals for real-time access to inventory information to make informed decisions and avoid product shortages.
3. **Increased Operational Costs**: Explain the cost implications of manual labour involved in tracking inventory, processing orders, and updating stock information.
4. **Growing Demand for Automation**: Emphasize the rising need for automation to meet the increasing volume of orders and stock management requirements.
5. **Expected Benefits of Automation**: Outline the anticipated improvements in accuracy, efficiency, and cost savings that a software-based inventory system would bring.

**4.5 Project Objective**

1. **Deliver an Integrated Inventory Solution**: Develop and implement a centralized inventory management system that supports seamless communication with marketing professionals and suppliers.
2. **Enhance User Accessibility**: Provide a responsive, easy-to-use platform accessible from both desktop and mobile devices for on-the-go inventory management.
3. **Enable Real-Time Data Updates**: Ensure the system can update stock levels in real-time to provide accurate information to all users, including inventory staff and Dairy Parlour providers.
4. **Support Data Analytics for Better Forecasting**: Enable the system to capture data and produce analytical reports, improving inventory planning and reducing stockouts.
5. **Integrate Approval and Notification Workflows**: Include workflows for order approvals and automatic notifications, making the ordering and restocking processes more efficient.

**4.6 Project Scope**

**4.6.1 In-Scope Functionality**

1. **Real-Time Inventory Tracking**: Implement a system that allows for immediate tracking of product stock levels, avoiding the need for manual counts.
2. **Automated Notifications and Alerts**: Set up alerts for low stock, new orders, and deliveries, ensuring users are informed of critical updates.
3. **Order Management**: Enable users to place, track, and manage orders directly within the system, reducing manual intervention.
4. **Reporting and Analytics**: Provide tools to generate various reports on inventory status, product usage, and order history to support decision-making.
5. **Doctor Communication Portal**: Develop a portal within the system where marketing professionals can view available stock and submit product requests, reducing the need for phone or email interactions.

**4.6.2 Out-Scope Functionality**

1. **Advanced Data Analytics**: Exclude complex analytics functions, such as predictive analytics beyond basic forecasting.
2. **Patient Data Integration**: Avoid integration with patient management systems to maintain a focused inventory solution.
3. **Cross-Departmental Integration Beyond Inventory**: Exclude integration with non-inventory departments (e.g., finance) to keep the system streamlined.
4. **Customization for Each Doctor**: Provide a standardized interface without custom options for each doctor to simplify development and support.
5. **Complex Supplier Management Beyond Reordering**: Limit supplier management to basic reordering functionalities rather than comprehensive supplier relationship management.

**5. Assumptions**

1. **Infrastructure Availability**: Assume that the necessary IT infrastructure, including servers and network systems, will be available and meet performance standards.
2. **Data Integrity**: Assume existing data is accurate and can be migrated without major issues, ensuring a smooth transition to the new system.
3. **Staff Training**: Assume that staff will be available for training sessions to ensure they are fully prepared to use the new system.
4. **Stakeholder Engagement**: Assume continuous engagement from key stakeholders, including Dairy Parlour marketing professionals and inventory managers, for feedback and testing.
5. **Timely Vendor Support**: Assume vendors will provide timely support for technical issues during the development, testing, and deployment phases.

**6. Constraints**

1. **Budget Constraints**: Project funding is limited, which restricts additional features beyond the core requirements, focusing on essential inventory management functionalities.
2. **Time Constraints**: The project must be completed within a set timeframe, which impacts the scope of development and testing cycles.
3. **Compliance and Regulatory Requirements**: The system must adhere to Dairy Parlour data privacy regulations, which may impact design and development timelines.
4. **Limited Availability of End-Users for Testing**: Marketing professionals and staff may have limited availability for extensive testing, which could affect user acceptance testing (UAT) timelines.
5. **Dependency on Third-Party Vendors**: Reliance on third-party vendors for specific components, such as barcode scanning hardware, may impact project timelines if there are delays in procurement or integration.

**7. Risks**

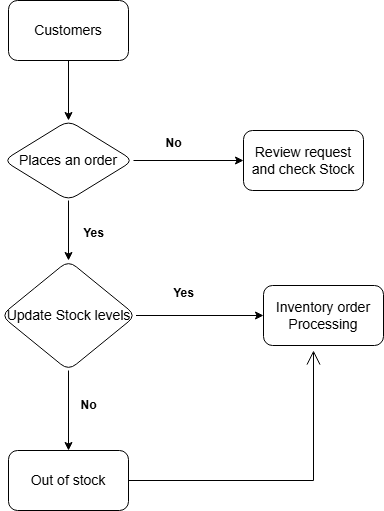
* **Technological Risks**:
  1. Compatibility issues with the existing IT infrastructure may arise during integration.
  2. Potential delays in system response time due to increased data traffic.
  3. Security risks such as data breaches or unauthorized access need to be addressed.
  4. Insufficient support for mobile compatibility might hinder doctor accessibility.
  5. Unforeseen technical issues with automation features may delay deployment.
* **Skills Risks**:
  1. Limited internal expertise for managing new technology may require additional training.
  2. Reliance on specialized developers for system customization could pose delays.
  3. Dependency on third-party support for troubleshooting may impact system stability.
  4. Insufficient knowledge of Dairy Parlour regulations might lead to compliance issues.
  5. High learning curve for users, especially for those less tech-savvy, may delay adoption.
* **Political Risks**:
  1. Resistance from staff due to changes in established workflows may reduce system adoption.
  2. Conflicts between departments regarding resource allocation for the new system.
  3. External influences from regulatory bodies affecting project scope or timelines.
  4. Resistance to process transparency due to the automated nature of tracking.
  5. Prioritization of other projects might lead to delays in this project’s timeline.
* **Business Risks**:
  1. High investment cost without immediate return might impact business perception.
  2. Risk of project delays affecting product availability for Dairy Parlour providers.
  3. Failure to meet Dairy Parlour requirements could damage business reputation.
  4. Dependence on the system’s effectiveness for stock availability might cause stockouts.
  5. Potential increase in operational costs if the system requires extensive support.
* **Requirements Risks**:
  1. Misinterpretation of end-user needs could lead to system features that don't meet expectations.
  2. Ambiguity in requirement details may cause incomplete functionality.
  3. Changing requirements during development could affect project timelines and budget.
  4. Overlooked key requirements may result in rework and increased costs.
  5. Requirement gaps may lead

**8. Business Process Overview**

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

1. **Manual Inventory Tracking**: Stock levels are updated manually through spreadsheets or paper records, leading to data inaccuracies and inefficiencies.
2. **Delayed Communication with Marketing professionals**: Marketing professionals rely on calls or emails to inquire about product availability, resulting in slow responses and delayed prescriptions.
3. **Fragmented Supplier Management**: Communication with suppliers is manual, often leading to delayed stock replenishment and product shortages.
4. **Infrequent Stock Audits**: Inventory checks are done periodically rather than continuously, increasing the chances of stockouts or overstocking.
5. **Limited Reporting**: Reporting is limited to manual data entry, making it difficult to generate timely, accurate reports on inventory levels, trends, and product movement.

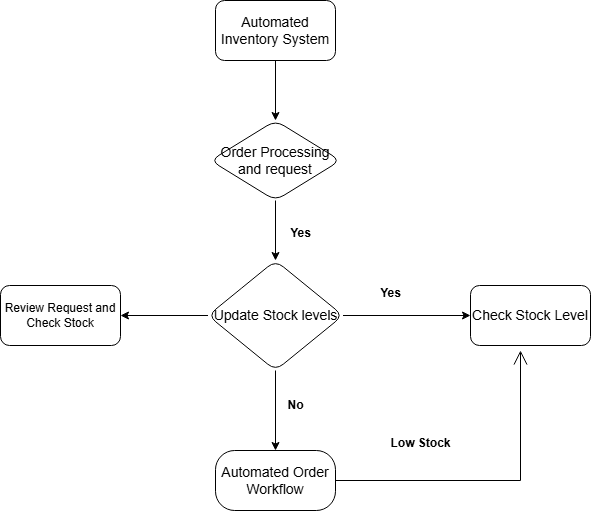
**AS IS DIAGRAM:**

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

1. **Automated Inventory Tracking**: Implement real-time tracking with automated updates to improve data accuracy and availability.
2. **Direct Communication Portal for Marketing professionals**: Introduce a portal where marketing professionals can view stock levels and place orders, reducing reliance on manual contact.
3. **Integrated Supplier Communication**: Automate supplier interactions, enabling prompt reordering and efficient stock management.
4. **Continuous Stock Audits**: Set up automated auditing features that regularly check stock levels to prevent discrepancies.
5. **Comprehensive Reporting and Analytics**: Implement automated reporting to provide timely insights on inventory trends, forecasts, and consumption patterns.

**TO BE DIAGRAM:**

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**9. Business Requirements**

* **Inventory Tracking Requirements**: The system should monitor stock levels in real-time, providing alerts for low or critical stock levels.
* **Order Management Requirements**: Enable users to place, track, and approve orders efficiently within the system.
* **User Access and Security**: Provide secure access based on user roles, ensuring data protection and compliance with Dairy Parlour regulations.
* **Supplier Management**: Automate communications with suppliers to streamline restocking processes and prevent stockouts.
* **Analytics and Reporting**: Allow the system to generate customizable reports on stock levels, order history, and inventory trends to aid decision-making.

**10. Appendices**

**10.1 List of Acronyms**

* **BRD**: Business Requirements Document
* **FRS**: Functional Requirements Specification
* **HRMS**: Human Resource Management System
* **UAT**: User Acceptance Testing
* **API**: Application Programming Interface

**10.2 Glossary of Terms**

* **Inventory Management System**: Software used to track and manage stock levels, orders, and supplier relationships.
* **Stakeholders**: Individuals or groups who have an interest in the project, such as marketing professionals, suppliers, and internal teams.
* **Real-Time Tracking**: System capability to update information instantly as changes occur.
* **Automated Notifications**: System-generated alerts sent to users for specific events like low stock or pending orders.
* **User Acceptance Testing (UAT)**: Testing phase in which end-users validate that the system meets their requirements.

**10.3 Related Documents**

* **Business Case Document**: Justification for the project, outlining the value and ROI.
* **Requirement Traceability Matrix**: Document linking requirements to testing phases and final delivery.
* **Project Plan**: Timeline and milestones for project phases, including development, testing, and deployment.
* **Stakeholder Analysis Report**: Analysis of stakeholder roles, interests, and engagement strategies.
* **Training Plan**: Outline of training sessions, user manuals, and support resources for end-users.

**11. Project Assumptions**

1. **Timely Availability of Resources**: The project assumes that necessary resources, including personnel, software, and hardware, will be available on schedule.
2. **Stakeholder Support**: Key stakeholders, such as marketing professionals and inventory managers, will be engaged throughout the project lifecycle for feedback and testing.
3. **Stable Regulatory Environment**: The project assumes no changes to Dairy Parlour regulations that would impact the system design or functionality.
4. **Data Readiness for Migration**: It is assumed that the existing inventory data is accurate and prepared for migration to the new system.
5. **Vendor Reliability**: Vendors involved in the project will deliver services, support, and integrations as scheduled.

**12. Project Constraints**

1. **Budgetary Limitations**: The project must stay within a predefined budget, restricting additional features or adjustments.
2. **Fixed Timeline**: The project has a strict timeline, and delays in any phase could affect the overall schedule.
3. **Limited User Availability for Testing**: Marketing professionals and staff may have limited availability for testing and training, which could impact user acceptance testing (UAT).
4. **Regulatory Compliance**: Adherence to data security and privacy regulations in Dairy Parlour may impact system design and development processes.
5. **Technological Limitations**: Constraints based on the existing IT infrastructure may restrict certain functionalities or require additional resources.

**13. Project Risks**

**Technological Risks**

1. Integration challenges with existing systems may delay implementation.
2. Potential issues with system scalability if inventory expands rapidly.
3. Security vulnerabilities could lead to data breaches, impacting compliance.
4. Mobile compatibility may require additional testing and support.
5. System performance could be compromised under high usage.

**Skills Risks**

1. Limited availability of skilled developers for specific functionalities.
2. High learning curve for staff unfamiliar with new technology.
3. Dependency on third-party support for troubleshooting and maintenance.
4. Need for specialized training in Dairy Parlour data regulations.
5. Potential lack of expertise for managing data migrations.

**Political Risks**

1. Resistance to adopting a new system from staff accustomed to manual processes.
2. Resource allocation conflicts with other ongoing projects.
3. Stakeholder disagreements over system functionalities and priorities.
4. External influences from Dairy Parlour bodies may affect the timeline.
5. Resistance to data transparency and automated tracking.

**Business Risks**

1. High implementation costs without immediate ROI.
2. Delays in deployment could impact product availability.
3. Compliance issues may arise, impacting business operations.
4. Potential stockouts if the system malfunctions during rollout.
5. Additional operational costs if the system requires ongoing support.

**Requirements Risks**

1. Misinterpretation of stakeholder requirements could lead to functionality gaps.
2. Requirement changes mid-project could impact timelines and budget.
3. Failure to capture specific needs could lead to system redesign.
4. Ambiguous requirements may result in misaligned features.
5. Overlooked needs could lead to rework or additional development costs.

**14. Business Process Overview**

**Legacy System (AS-IS)**

* Manual order placement and inventory checks.
* Delays in restocking due to lack of automation.
* Heavy reliance on paper records and spreadsheets.
* Inconsistent reporting due to manual updates.
* Communication delays with marketing professionals about stock availability.

**Proposed System (TO-BE)**

* Automated order and inventory tracking.
* Real-time stock updates accessible to all users.
* Automated notifications for low stock levels.
* Centralized, accurate data with instant reporting.
* Improved communication channels for marketing professionals.

**15. Business Requirements**

* **Inventory Tracking**: Real-time updates and low stock notifications.
* **Order Management**: Enable efficient, automated order processing.
* **Role-Based Access**: Ensure secure access based on user roles.
* **Supplier Communication**: Automated supplier contact for stock replenishment.
* **Customizable Reporting**: Allow generation of detailed inventory reports.

**16. Appendices**

**List of Acronyms**

* **BRD**: Business Requirements Document
* **RTM**: Requirement Traceability Matrix
* **UAT**: User Acceptance Testing
* **API**: Application Programming Interface
* **ERP**: Enterprise Resource Planning

**Glossary of Terms**

* **Inventory Management**: The process of tracking stock levels, orders, and supplier details.
* **Stakeholders**: Individuals or groups with a vested interest in the project.
* **Real-Time Tracking**: System updates reflecting inventory changes instantly.
* **Automated Notifications**: Alerts generated by the system for critical updates.
* **UAT**: Testing conducted by end-users to ensure the system meets requirements.

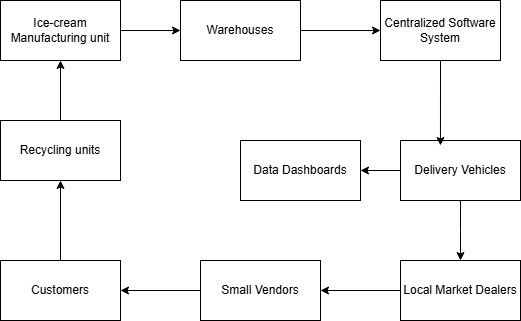
**Related Documents**

* **Business Case Document**: Outlines the project’s value, ROI, and justification.
* **RTM**: Maps requirements to development phases and testing.
* **Project Plan**: Details timelines, milestones, and resource allocation.
* **Stakeholder Analysis**: Defines stakeholder roles and engagement strategies.
* **Training Plan**: Specifies training schedules, resources, and support material for end-users.

**Conclusion:**

This analysis provides a comprehensive understanding of the project's goals, risks, scope, requirements, and the detailed documentation process as described. Each section is critical to ensure successful project execution, clear communication, and alignment with Happy Dairy Parlour’s business objectives.

1. **Process Flow Diagram**

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**Assignment 2:**

* 1. **Letter to Client and their Team**

Subject: Introduction as Your Business Analyst for the Home Service Provider Application

Respected City Craft Team,

I hope this message finds you well. My name is [Your Name], and I am excited to introduce myself as the Business Analyst assigned to collaborate with you and your team for the development of your home service provider application.

Understanding your vision and translating it into a successful application is my top priority. My role is to ensure that we thoroughly analyse your business requirements, identify your objectives, and align them with a practical and efficient solution. Throughout this journey, I will act as the bridge between your team and our technical experts to deliver a product that meets your expectations and exceeds your goals.

Over the coming weeks, I will work closely with you to understand:

* The key services you wish to offer through the application.
* The primary features and functionalities needed to enhance user experience.
* Any specific challenges or pain points you aim to address with this solution.

We will begin with a detailed business understanding process, which includes requirement-gathering sessions, stakeholder interviews, and an analysis of current workflows (if applicable). This process will enable us to create a clear roadmap for the application development and ensure alignment with your business objectives.

Please feel free to share any existing documentation, ideas, or concerns that can help us better understand your needs. I am here to listen, advise, and collaborate, ensuring a smooth and productive process.

I look forward to working with you and your team on this exciting project. Please let me know a convenient time for us to schedule our initial discussion.

Warm regards,

Akshay Vanathadupula

Business Analyst, Emporia Solutions.

**Business Requirements Document (BRD)**

**Project Name: Online Ticketing System for Movie Bookings**

**Prepared By: [Akshay Vanathadupula]**

**Date: [22-01-2025]**

**1. Executive Summary**

The purpose of this project is to develop an online ticketing system that allows users to browse, select, and book movie tickets conveniently. This system will cater to both desktop and mobile users, ensuring a seamless and user-friendly experience. The platform aims to reduce manual booking inefficiencies, improve customer satisfaction, and increase revenue.

**2. Objectives**

1. Provide a secure, fast, and intuitive platform for booking movie tickets.
2. Enhance user experience with features like seat selection, payment options, and booking history.
3. Integrate with third-party APIs for payment gateways and notifications.
4. Facilitate backend management for theatre administrators.

**3. Scope**

**In Scope:**

1. User registration and login functionality.
2. Movie listing and showtime display.
3. Seat availability and selection.
4. Online payment integration.
5. Ticket confirmation and email/SMS notifications.
6. Admin portal for managing movies, showtimes, and seat availability.

**Out of Scope:**

1. Integration with physical kiosks.
2. Dynamic pricing based on demand.

**4. Stakeholders**

1. Primary Users: General public booking tickets.
2. Administrators: Theater managers.
3. Partners: Payment gateway providers, notification services.

**5. Functional Requirements Overview**

1. User Registration/Login.
2. Movie and Showtime Browsing.
3. Seat Selection and Reservation.
4. Secure Payment Processing.
5. Ticket Confirmation.
6. Reports for Administrators.

**6. Assumptions and Constraints**

1. Internet connectivity is required.
2. The system should handle up to 10,000 concurrent users.
3. The platform must comply with PCI DSS standards for payment security.

**7. Success Metrics**

1. 99.9% uptime.
2. Average booking time < 2 minutes.
3. Positive feedback from 90% of users in post-implementation surveys.

**Software Requirements Specification (SRS)**

**Project Name: Online Ticketing System for Movie Bookings**

**1. Introduction**

**1.1 Purpose:**

To provide a detailed technical framework for developing the online ticketing system, ensuring all functional and non-functional requirements are addressed.

**1.2 Intended Audience:**

Development team, QA team, project stakeholders.

**1.3 Intended Use:**

This document will guide the development, testing, and deployment phases.

**1.4 Scope:**

An online platform for booking movie tickets, integrating user-friendly features and administrative capabilities.

**1.5 Definitions and Acronyms:**

API: Application Programming Interface

UI: User Interface

UX: User Experience

PCI DSS: Payment Card Industry Data Security Standard

**2. Functional Requirements**

**2.1 User Module:**

1. User registration/login with email or social media.
2. Profile management (update contact details, preferences).

**2.2 Movie Selection:**

1. Display movie list by theatres, date, and language.
2. Filter by genre, ratings, and available showtimes.

**2.3 Seat Booking:**

1. Interactive seat map.
2. Real-time seat availability updates.

**2.4 Payment Gateway:**

1. Support for credit/debit cards, UPI, and wallets.
2. Refunds for cancelled bookings.

**2.5 Notifications:**

1. Email/SMS confirmation of booking.
2. Alerts for upcoming shows or promotions.

**2.6 Admin Features:**

1. Add/edit/delete movies, showtimes, and pricing.
2. View booking statistics.
3. Generate daily, weekly, and monthly reports.

**3. Non-Functional Requirements**

**3.1 Performance:**

System must handle 10,000 concurrent users with < 1 second response time.

**3.2 Security:**

1. Secure login via HTTPS.
2. Encryption of payment data.

**3.3 Usability:**

Intuitive UI for both users and admins.

**3.4 Compatibility:**

Responsive design for desktops, tablets, and smartphones.

**4. System Architecture**

1. Frontend: React.js.
2. Backend: Node.js with Express.
3. Database: PostgreSQL.
4. Hosting: AWS.

**5. Data Requirements**

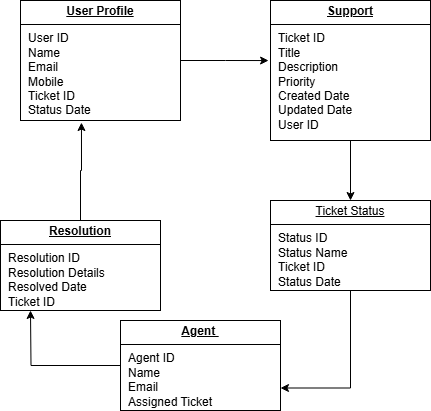
1. User data: Name, email, phone number.
2. Movie data: Title, genre, rating, duration, language.
3. Booking data: User ID, showtime, seat details, payment info.

**6. Risks**

1. Payment gateway downtime.
2. High server load during peak hours.
3. Data breaches.

**7. Appendix**

1. Sample UI wireframes.
2. Glossary of terms.
3. **Entity Relationship Diagram of Online Ticketing System:**



**10 User Stories of a E commerce website:**

Use Case 1: Register as a Farmer

Use Case ID: UC001

Use Case Name: Register as a Farmer

Primary Actor: Farmer

Stakeholders: Farmers, System Administrator

Preconditions: Farmer has the application downloaded.

Postconditions: Farmer is successfully registered.

Main Success Scenario:

• Farmer opens the application.

• Farmer navigates to the registration page.

• Farmer enters required details (e.g., name, phone number, address).

• System validates the details.

• System creates an account for the farmer.

• Farmer receives confirmation.

Use Case 2: Search Products

Use Case ID: UC002

Use Case Name: Search Products

Primary Actor: Farmer

Stakeholders: Farmers, System Administrator

Preconditions: Farmer has accessed the application.

Postconditions: Farmer views search results for products.

Main Success Scenario:

• Farmer opens the application.

• Farmer navigates to the search bar.

• Farmer enters a search query.

• System processes the search query.

• System displays the search results.

• Farmer views the search results.

Use Case 3: View Product Details

Use Case ID: UC003

Use Case Name: View Product Details

Primary Actor: Farmer

Stakeholders: Farmers, System Administrator

Preconditions: Farmer has searched for products.

Postconditions: Farmer views detailed product information.

Main Success Scenario:

• Farmer selects a product from the search results.

• System displays the product’s description, price, availability, and images.

• Farmer reviews the product details.

Use Case 4: Add Products to Cart

Use Case ID: UC004

Use Case Name: Add Products to Cart

Primary Actor: Farmer

Stakeholders: Farmers

Preconditions: Farmer has viewed product details.

Postconditions: Selected products are added to the cart.

Main Success Scenario:

• Farmer selects the “Add to Cart” option.

• System adds the product to the farmer’s cart.

• Farmer receives confirmation that the product is added.

Use Case 5: Place an Order

Use Case ID: UC005

Use Case Name: Place an Order

Primary Actor: Farmer

Stakeholders: Farmers, Delivery Personnel

Preconditions: Farmer has products in the cart.

Postconditions: Order is successfully placed.

Main Success Scenario:

• Farmer navigates to the cart.

• Farmer reviews selected products.

• Farmer confirms the order.

• System processes the order and generates an order ID.

• Farmer receives an order confirmation.

Use Case 6: Track Delivery

Use Case ID: UC006

Use Case Name: Track Delivery

Primary Actor: Farmer

Stakeholders: Farmers, Delivery Personnel

Preconditions: Farmer has placed an order.

Postconditions: Farmer views the delivery status.

Main Success Scenario:

• Farmer opens the order tracking page.

• System displays the delivery status (e.g., dispatched, in transit, delivered).

• Farmer monitors the progress.

Use Case 7: Rate and Review Products

Use Case ID: UC007

Use Case Name: Rate and Review Products

Primary Actor: Farmer

Stakeholders: Farmers, System Administrator

Preconditions: Farmer has received the product.

Postconditions: Farmer’s feedback is saved in the system.

Main Success Scenario:

• Farmer navigates to the product feedback section.

• Farmer submits a rating and review.

• System saves the feedback.

Use Case 8: Contact Support

Use Case ID: UC008

Use Case Name: Contact Support

Primary Actor: Farmer

Stakeholders: Farmers, Support Team

Preconditions: Farmer has a query or issue.

Postconditions: Farmer receives assistance.

Main Success Scenario:

• Farmer opens the support section.

• Farmer submits a query or selects a contact option.

• System forwards the query to the support team.

• Farmer receives a response or resolution.

Use Case 9: Update Profile Information

Use Case ID: UC009

Use Case Name: Update Profile Information

Primary Actor: Farmer

Stakeholders: Farmers

Preconditions: Farmer has an active account.

Postconditions: Farmer’s profile is updated.

Main Success Scenario:

• Farmer navigates to the profile section.

• Farmer edits personal information.

• System validates and saves the updates.

Use Case 10: Cancel an Order

Use Case ID: UC010

Use Case Name: Cancel an Order

Primary Actor: Farmer

Stakeholders: Farmers, System Administrator

Preconditions: Farmer has placed an order.

Postconditions: Order is successfully canceled.

Main Success Scenario:

• Farmer navigates to the order history.

• Farmer selects an order to cancel.

• System processes the cancellation request.

• Farmer receives cancellation confirmation.