IDMS

Project #: Inventory and Delivery Management System for Ice Cream and Milk Products Manufacturing

Business Requirements Document (BRD)

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Prepared for:
Date Submitted: 04/02/25

Project Sponsor:
Client Acceptor:
Project Manager:

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Table of Contents

1. Introduction

1.1. Document Purpose

This document outlines the business requirements for developing an Inventory and Delivery Management System for a company that manufactures and distributes ice cream and milk products. The system will enable effective inventory management and ensure the quickest delivery to customers.

1.2. Intended Audience

- Business owners and stakeholders
- Project sponsors
- Developers, data architects, and application architects
- End users and logistics managers

of the system should be able to comprehend the requirements fairly easily from this document.

1.3. Project Background

The company operates multiple manufacturing plants and warehouses across the country, facing challenges in managing stock levels and optimizing delivery routes. The new system will streamline inventory control and facilitate efficient customer order fulfillment.

1.4. Purpose of the Business Requirements

This section describes the purpose of the Business Requirements.

☐ Business requirements for new application development.

1.5. Business Goals/Objectives to be achieved

- Optimize inventory management at manufacturing plants and warehouses.
- Automate stock tracking and reduce wastage.
- Implement a real-time order processing system.
- Ensure the quickest delivery to customers through route optimization.
- Improve customer satisfaction through timely deliveries.
- Enhance reporting and analytics capabilities.

1.6. Benefits/Rationale

- **Tangible Benefits:** Reduced storage costs, lower wastage, increased delivery efficiency.
- **Intangible Benefits:** Improved customer satisfaction, better decision-making through real-time data, streamlined logistics operations.

1.7. Stakeholders

- Business Owners
- Logistics Managers
- Warehouse Managers
- IT Development Team
- Delivery Personnel
- Customers
- Suppliers

1.8. Dependencies on existing systems

- Integration with existing ERP systems
- API support for third-party logistics partners
- Compatibility with current order management tools

1.9. References

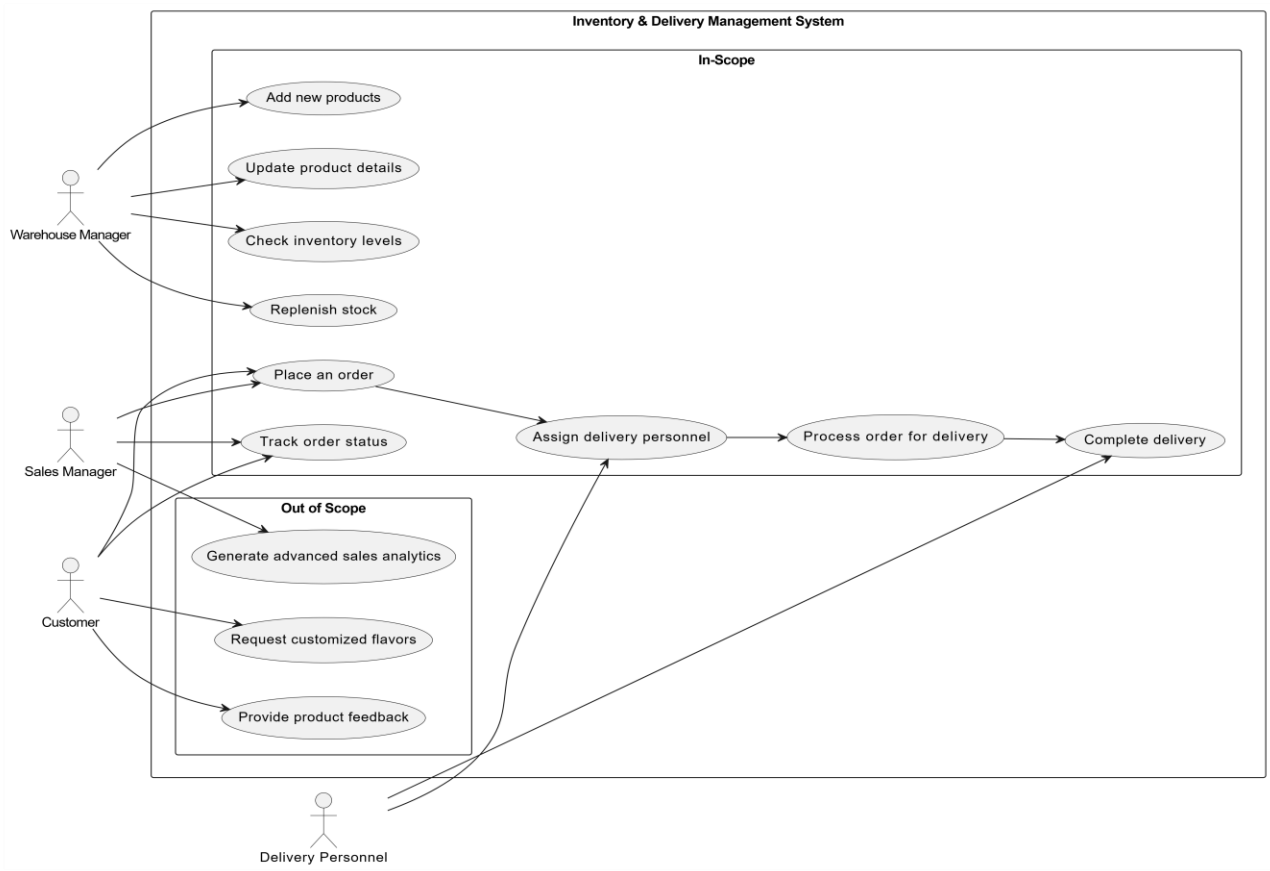
- Client's existing supply chain reports
- Current logistics and inventory management best practices
- Industry standards for inventory and logistics management

1.10. Assumptions

- The company will provide access to current inventory and delivery data.
- Internet connectivity will be available at all locations.
- Adequate infrastructure will be available for system implementation.

2. Requirements Scope

This section shows what business functionality is in scope and out of scope for Implementation. In Use case approach, the out of scope Use cases are indicated in a separate boundary box.



2.1. In Scope

- *Warehouse and manufacturing plant inventory tracking*
- *Automated order processing and stock updates*
- *Delivery route optimization*
- *Customer order tracking portal*
- *Integration with third-party logistics providers*
- *Reporting and analytics dashboard*

2.2. Out of Scope

- *Direct financial transactions or payment processing*
- *In-house fleet management (third-party logistics is used)*
- *HR and payroll management*

3. Functional Requirements

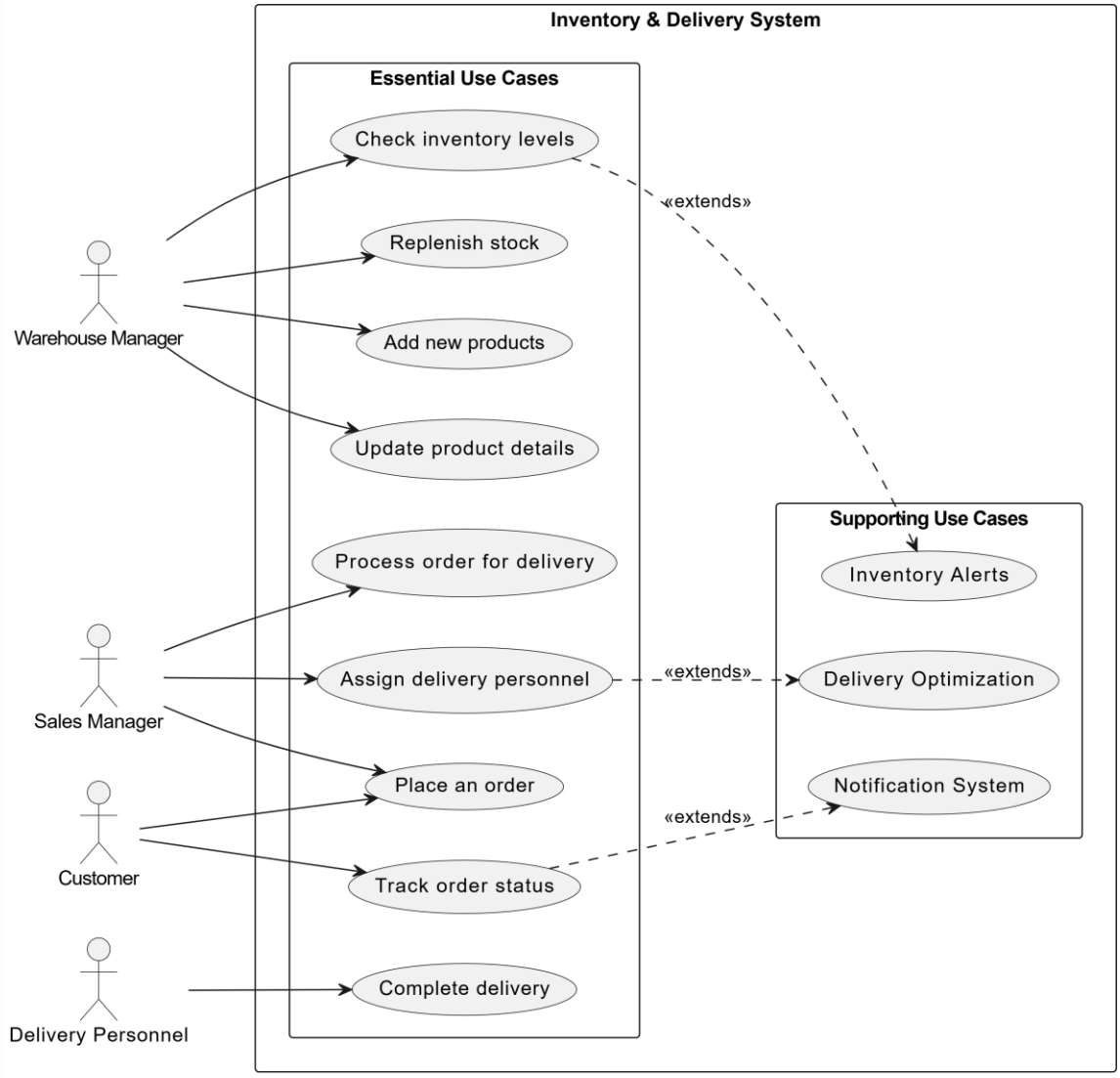
This section describes the *Functional requirements* part of the Business Requirements. In Use case approach, the *Functional Requirements* comprises of Actor Profile Specification, Essential Use case diagram and Essential Use case specification in narrative text form. In Oracle Designer approach the *Functional Requirements* comprises of Business Unit Definition Report, Function Hierarchy Diagram and Function Definition Report.

3.1. Actor Profiles Specification

- **Warehouse Manager:** Monitors and updates inventory.
- **Logistics Manager:** Assigns delivery routes and tracks shipments.
- **Customer:** Places and tracks orders.
- **Admin:** Manages user roles and permissions.
- **Supplier:** Updates stock availability and manages procurement.

3.2. Essential Use Case Diagram

This section depicts the Business Requirements in the form of Essential Use case diagram. In the Use case approach, the Functional Requirements are decomposed into a number of Essential Use cases. Essential use cases are of primary importance early in a project's requirements/analysis phase. Their purpose is to document the business process that the Application must support without bias to technology and implementation.



3.3. Essential Use Case Specifications

This section describes each Essential Use case in narrative text form. A use case typically has one basic course of action and one or more alternate courses of actions. The basic course of action is the main start-to-finish path that the use case will follow, where as the alternate courses represent the infrequently used paths and exceptions, error conditions etc. The complete business logic of a use case such as basic course of action, alternate course of action, pre-condition, post-condition etc is not depicted in the Use case diagram. Rather they are documented in narrative style in use case specifications.

Here is a detailed use case specification table for the Inventory & Delivery Management System, following your requested format.

Use Case Specifications Table

Use Case Name	Description
Manage Inventory	Allows the warehouse manager to add, update, and track inventory to ensure stock availability.
Order Processing	Handles order placement, assignment to delivery personnel, and processing for fulfillment.
Order Tracking	Enables customers and sales managers to track the status of orders.
Notification System	Sends automated updates about order status to customers.
Delivery Optimization	Suggests the best delivery routes for assigned orders.
Inventory Alerts	Notifies the warehouse manager when stock levels are low.

Detailed Use Case Specifications

1. Manage Inventory

Field	Details
Actors	Warehouse Manager
Business Rules	BR-101: Inventory data must be updated in real-time. BR-102: Alerts should trigger when stock is below a threshold.
Basic Flow	1. Warehouse Manager logs in. 2. Adds or updates inventory details. 3. System updates the inventory records. 4. If stock is low, an alert is triggered.
Alternate Flows	- If product details are incorrect, the system prompts an error message.
Non-Functional Requirements	System should update inventory within **2 seconds** after an action.
Pre-Conditions	User must be authenticated as a Warehouse Manager.
Post-Conditions	Inventory is updated, and alerts (if applicable) are generated.
Extension Points	**Extension Condition:** Low stock alert **Extending Use Case:** Inventory Alerts
List of <> use cases	-
List of <> use cases	Inventory Alerts
List of “inherited from (parent)” use cases	-

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2. Order Processing

Field	Details
Actors	Sales Manager, Delivery Personnel
Business Rules	BR-201: Orders must be assigned within 5 minutes. BR-202: Only available inventory can be allocated to an order.
Basic Flow	1. Customer places an order. 2. Sales Manager assigns a delivery personnel. 3. Order is processed for delivery.
Alternate Flows	- If stock is unavailable, system notifies the Sales Manager. - If no delivery personnel is available, order is queued.
Non-Functional Requirements	Orders should be assigned within **5 minutes** after placement.
Pre-Conditions	Valid customer order exists.
Post-Conditions	Order is assigned and ready for delivery.
Extension Points	**Extension Condition:** Delivery optimization required **Extending Use Case:** Delivery Optimization
List of <> use cases	-
List of <> use cases	Delivery Optimization
List of "inherited from (parent)" use cases	-

3. Order Tracking

Field	Details
Actors	Customer, Sales Manager
Business Rules	BR-301: Customers should receive status updates in real-time.
Basic Flow	1. Customer logs in and checks order status. 2. System retrieves real-time order status.
Alternate Flows	- If order is delayed, system notifies the customer.
Non-Functional Requirements	Status updates must be displayed within **3 seconds** of a request.
Pre-Conditions	A valid order exists in the system.
Post-Conditions	Order status is displayed and updated in real-time.
Extension Points	**Extension Condition:** Notify customer of order status **Extending Use Case:** Notification System
List of <> use cases	-
List of <> use cases	Notification System

Field	Details
List of “inherited from (parent)” use cases	-

4. Notification System

Field	Details
Actors	System, Customer
Business Rules	BR-401: Notifications must be sent within 10 seconds of an order update.
Basic Flow	1. System detects an order status change. 2. Sends a notification to the customer.
Alternate Flows	- If customer opts out, notifications are disabled.
Non-Functional Requirements	Notifications should be sent within **10 seconds** of a status change.
Pre-Conditions	Order exists, and the customer has notifications enabled.
Post-Conditions	Customer is notified about order status.
Extension Points	-
List of <> use cases	-
List of <> use cases	-
List of “inherited from (parent)” use cases	-

5. Delivery Optimization

Field	Details
Actors	System, Delivery Personnel
Business Rules	BR-501: Routes should be optimized based on delivery time and traffic.
Basic Flow	1. System calculates the best delivery route. 2. Suggests route to Delivery Personnel.
Alternate Flows	- If route is congested, system recalculates the path.
Non-Functional Requirements	Route calculation must be completed within **5 seconds**.
Pre-Conditions	A delivery task is assigned.
Post-Conditions	Optimized delivery route is displayed.
Extension Points	-
List of <> use cases	-
List of <> use cases	-

Field	Details
List of “inherited from (parent)” use cases	-

6. Inventory Alerts

Field	Details
Actors	Warehouse Manager
Business Rules	BR-601: Alerts must be triggered if stock is below a threshold.
Basic Flow	1. System detects low stock. 2. Sends an alert to the Warehouse Manager.
Alternate Flows	- If alert is ignored, system re-sends after 1 hour.
Non-Functional Requirements	Alerts should be triggered **immediately** when stock is low.
Pre-Conditions	Stock level is below the defined threshold.
Post-Conditions	Warehouse Manager is notified.
Extension Points	-
List of <> use cases	-
List of <> use cases	-
List of “inherited from (parent)” use cases	-

3.4. Business Rules

- Orders must be processed within 5 minutes of placement.
- Expiring products should be prioritized for delivery.
- Low-stock alerts should be triggered when inventory falls below a threshold.

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4. Data Requirements

This section describes the Data requirements part of the Business Requirements.

4.1. Data Architecture

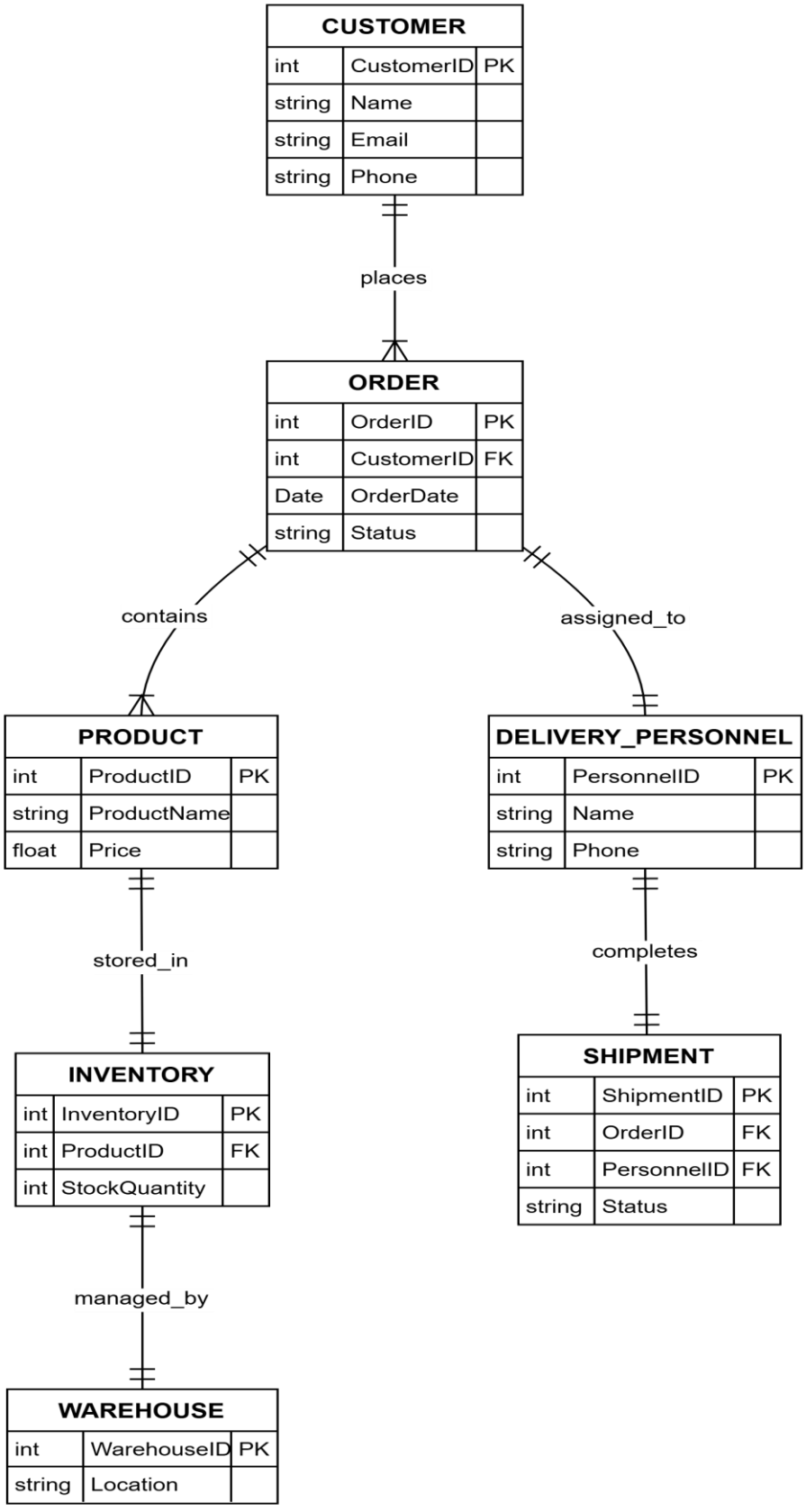
- Entity-relationship diagram to define product, stock, and order entities.
- Data flow diagrams for inventory updates and order processing.

4.1.1. Domain Class Diagram

This section is applicable only to Use case approach. This section depicts the Data Architecture in the form of Domain Class Diagram. In the Use case approach, the conceptual data architecture (structural aspects) for the Business Requirements is modeled using Domain Class Diagram. The Domain Class Diagram is used to model the conceptual classes, its attributes (fields) and operations (methods) and also the interrelationships (association, composition, aggregation and generalization) between the classes. Domain model is a representation of real world conceptual classes, not of software components.

4.1.2. Entity Relationship Diagram

This section is applicable only to Oracle Designer approach. This section depicts the Data Architecture in the form of Entity Relationship Diagram (ERD). In the Oracle Designer approach, the conceptual data architecture (structural aspects) for the Business Requirements is modeled using Entity Relationship Diagram (ERD).


CUSTOMER
int CustomerID PK
string Name
string Email
string Phone
places
ORDER
int OrderID PK
int CustomerID FK
Date OrderDate
string Status
contains
assigned_to
PRODUCT
int ProductID PK
string ProductName
float Price
DELIVERY_PERSONNEL
int PersonnelID PK
string Name
string Phone
stored_in
completes
INVENTORY
int InventoryID PK
int ProductID FK
int StockQuantity
SHIPMENT
int ShipmentID PK
int OrderID FK
int PersonnelID FK
string Status
managed_by
WAREHOUSE
int WarehouseID PK
string Location

4.2. Data Volumes

- ***Initial Stock Records:*** *100,000+ entries.*
- ***Order Processing:*** *5,000+ daily transactions.*
- ***Warehouse Transactions:*** *10,000+ daily updates.*
- ***Supplier Transactions:*** *3,000+ daily updates.*
- ***Customer Orders:*** *8,000+ orders per day.*

4.3. Data Conversion

- **Data Sources:** Existing inventory and logistics databases.
- **Data Migration Strategy:**
    - Extract data from legacy systems.
    - Transform data to meet new system requirements.
    - Load cleaned and structured data into the new system.
- **Data Validation:** Ensure consistency, accuracy, and completeness during migration.
- **Compliance Considerations:** Follow industry standards for data security and integrity.

4.4. Data Retention and Archiving

- *Transaction data retained for 5 years.*
- *Archived data must be accessible for audits.*

4.5. FOI/Privacy Implications

- Compliance with data protection regulations such as GDPR.
- Ensuring secure storage and restricted access to sensitive customer and supplier information.
- Implementing encryption for confidential data to prevent unauthorized access.
- Defining data retention policies in accordance with legal and business requirements.

4.6. Data Definition Reports

- **Domain Class Definition Report:**
  - Listing of all entity attributes with descriptions and data types.
  - Identification of primary and foreign keys for database relationships.
- **Entity Definition Report:**
  - Detailed explanation of entity relationships and constraints.
  - Summary of indexing strategies to optimize database performance.

5. Non-Functional requirements

This section describes the non-functional requirements part of the Business Requirements. A non-functional requirement is typically a special requirement that is not easily or naturally specified in the text of the use case's or function's event flow. Examples of non-functional requirements include legal and regulatory requirements, application standards, and quality attributes of the system to be built including usability, reliability, performance or supportability requirements.

5.1. Security Requirements

- **Authentication:** Role-based access for different users.
- **Authorization:** Secure API for external access.
- **Encryption:** Secure transmission of sensitive data..

5.2. Availability Requirements

- **System must be available 24/7.**
- **Downtime should not exceed 2 hours per month.**

5.3. Usability Requirements

- Intuitive web and mobile interface for easy access.
- Multi-language support for diverse users.

5.4. System Help Requirements

- Online knowledge base.
- Chat support for troubleshooting.

5.5. Performance Requirements

- System response time should be under 2 seconds for inventory queries.
- Order processing should be completed within 10 seconds.

5.6. Scalability Requirements

5.6.1 User Scalability

- The system must support a growing user base, starting from 500 users and scaling up to 10,000 users over the next five years.
- The system should accommodate simultaneous access by at least 2,000 concurrent users during peak hours.
- Load balancing mechanisms should be implemented to distribute traffic efficiently.
- The system should allow role-based access management to handle an increasing number of warehouse managers, logistics personnel, and customers.

5.6.2 Application Scalability

- The architecture should be modular, allowing for future enhancements without major system overhauls.
- Cloud-based deployment should be considered for flexibility and ease of scaling resources as demand increases.
- The database should be optimized to handle up to 10 million records efficiently, with indexing and partitioning strategies in place.
- API endpoints should be designed to manage high request volumes from external logistics providers and customer applications.
- The system should support seamless integration with additional third-party tools such as new ERP modules, analytics platforms, and customer engagement systems.

5.6.3 Data Scalability

- The system should be capable of handling increasing data volumes, from 1TB of initial storage to 50TB over the next five years.
- Data archiving mechanisms should be in place to manage historical records without impacting real-time performance.
- The database should support automatic scaling, ensuring efficient query execution as transaction volumes grow.
- The system should support batch and real-time data processing to ensure timely inventory updates and analytics insights.

6. Interface Requirements

This section describes User and System Interface requirements for the proposed system.

6.1. User Interface Requirements

- The system should have an intuitive and responsive web-based dashboard for warehouse managers, logistics personnel, and administrators.
- A dedicated mobile application should be provided for delivery tracking and inventory monitoring.
- User interfaces should be accessible on desktop, tablet, and mobile devices.
- Multi-language support should be available for users in different regions.
- The UI should include features such as dark mode and customizable dashboard widgets.

6.2. System Interface Requirements

- *The system must integrate with external logistics providers via secure API connections.*
- *It should support real-time data synchronization with ERP and CRM systems.*
- *API endpoints should be available for third-party applications to retrieve and update order statuses.*
- *The system should have an export functionality to generate reports in CSV, Excel, and PDF formats.*
- *It should support automated email and SMS notifications for order updates and stock alerts.*

7. Business Glossary

- ***Inventory Management:*** *Tracking and controlling stock levels across multiple warehouses and manufacturing plants.*
- ***Route Optimization:*** *The process of determining the most efficient delivery routes to minimize time and cost.*
- ***ERP (Enterprise Resource Planning):*** *A business management software that integrates various operational processes.*
- ***Order Processing:*** *The complete workflow from order creation to fulfillment and delivery.*
- ***Third-Party Logistics (3PL):*** *External service providers that manage storage, transportation, and distribution of goods.*
- ***Real-Time Tracking:*** *A feature that allows monitoring of inventory and deliveries in real-time.*
- ***Scalability:*** *The ability of the system to handle increasing data, users, and transaction volumes.*

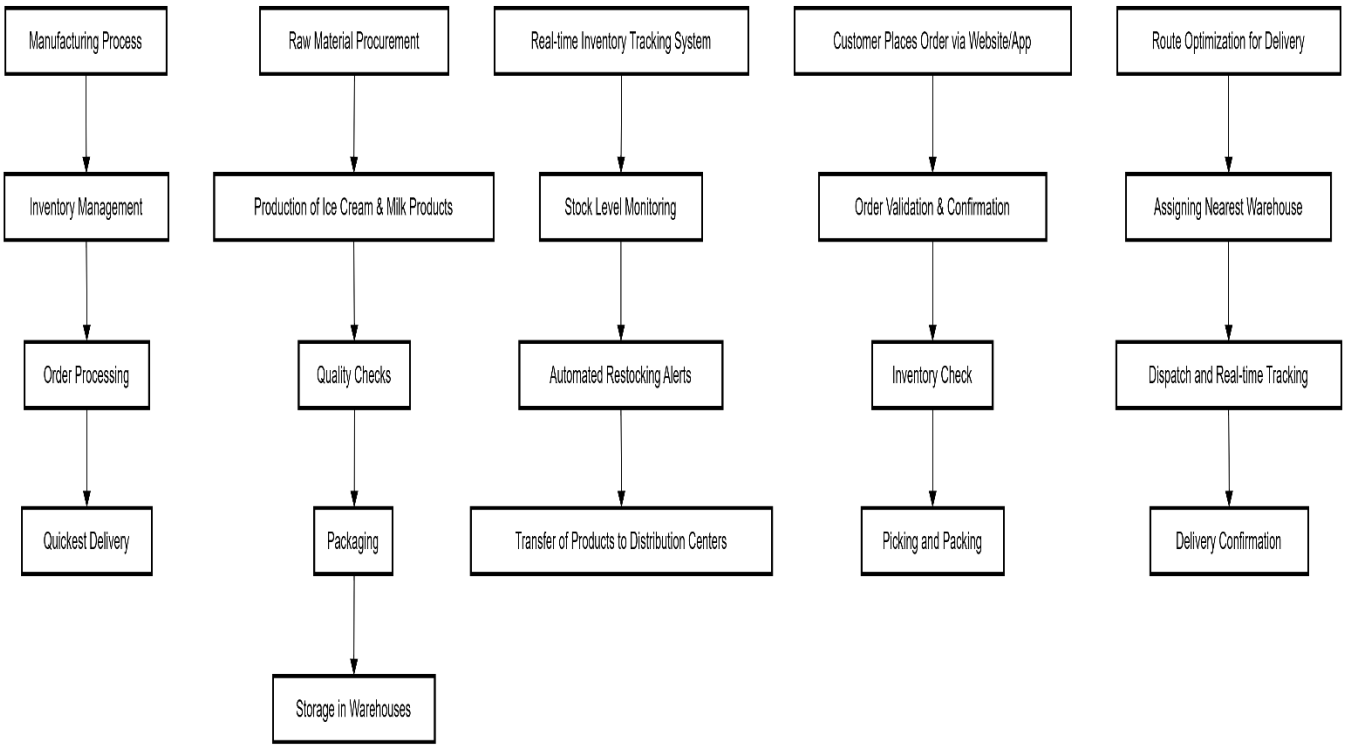
Approval

This document has been reviewed and approved as the official Business Requirements Document for the **Inventory and Delivery Management System for Ice Cream and Milk Products Manufacturing** project.

Following approval of this document, changes will be governed by the project's change management process, including impact analysis, appropriate reviews, and approvals, under the general control of the Master Project Plan and according to Project Support Office policy.

Prepared by	***Signature***	***Date***
Author's Name [Title] [Organization]		
Approved by	***Signature***	***Date***
[Client Acceptor's Name] [Title] [Organization]		

Assignment 1.2: Process Flow Diagram



Assignment 2

Business Analyst Introduction Letter

Introduction Letter to the Client

This section provides a formal introduction of the Business Analyst (BA) to the client. The letter highlights the BA's role in requirement gathering and collaboration with the client to ensure a smooth project implementation.

Nikhil Sharma
Business Analyst
7222949115
04/02/2025

To: [Client Name]
[Client Company Name]

Subject: Introduction as Business Analyst for Project Initiation

Dear Sir/Mam,

I hope this letter finds you well. My name is Nikhil, and I am pleased to introduce myself as the Business Analyst assigned to your project. My primary role is to work closely with you and your team to gather requirements, understand your business objectives, and translate them into actionable solutions.

I look forward to collaborating with you to ensure a seamless and efficient implementa
let me know a convenient time to discuss your requirements in detail.

Best regards,
Nikhil Sharma
Business Analyst

Online Store

Project ID

Version: 1.0 Author

Business Requirements Document (BRD)

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1. Document Revisions

Date	Version	Document Changes
06/02/2025	0.1	Initial Draft

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2. Approvals

Role	Name	Title	Signature	Date
Project Sponsor	[Name]	Sponsor	[Signature]	[Approval Date]
Business Owner	[Name]	Owner	[Signature]	[Approval Date]
Project Manager	[Name]	Manager	[Signature]	[Approval Date]
System Architect	[Name]	Architect	[Signature]	[Approval Date]
Development Lead	[Name]	Lead Developer	[Signature]	[Approval Date]
User Experience Lead	[Name]	UX Lead	[Signature]	[Approval Date]
Quality Lead	[Name]	QA Lead	[Signature]	[Approval Date]

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3. RACI Chart for This Document

Codes Used in RACI Chart

- **A (Authorize)**: Ultimate signing authority for changes to this document.
- **R (Responsible)**: Responsible for creating this document.
- **A (Accountable)**: Accountable for accuracy of this document.
- **S (Supports)**: Provides supporting services for the production of this document.
- **C (Consulted)**: Provides input, such as through interviews or reviews.
- **I (Informed)**: Must be informed of any changes.

Name	Position	R	A	S	C	I
Business Analyst	BA	X			X	
Project Manager	PM		X	X		X
Development Team	Dev Team			X	X	
QA Team	QA			X		X

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4. Introduction

The **Introduction** section provides a foundational understanding of the project, including its context, objectives, and scope.

4.1 Business Goals

The **Business Goals** describe the overall mission and strategic aims of the **Online project** in the long term. These goals are the foundation for developing the application and establishing its impact on the business landscape.

1. **Enable Digital Transformation of Local Kirana Stores**:
   The primary goal of Farmiso is to **digitally empower local grocery stores (Kirana stores)** and make them competitive with larger e-commerce platforms like Amazon and Flipkart. By providing these small stores access to advanced technology (via the app), Farmiso will help them optimize their inventory management, sales tracking, and customer engagement.
2. **Enhance Community Empowerment and Revenue Generation**:
   Another critical goal is to enable **community leaders**—local entrepreneurs who manage the app's operations—to create sustainable businesses. Through the app, community leaders can serve as intermediaries for inventory management, order fulfillment, and logistics, thus fostering **local entrepreneurship**.
3. **Create a Scalable Supply Chain Model**:
   Farmiso aims to streamline the **supply chain** by integrating local sourcing, hyper-local delivery, and vendor partnerships. The goal is to reduce **delivery times**, **improve stock availability**, and offer **competitive prices** to consumers in underserved areas.
4. **Customer Convenience and Accessibility**:
   The goal is to offer customers a **user-friendly mobile platform** that allows them to easily place orders, track deliveries, and make payments, enhancing convenience and saving time for consumers in Tier II and III cities.

4.2 Business Objectives

The **Business Objectives** section provides a concrete outline of measurable goals that the online platform must achieve to fulfill its business vision. These objectives directly align with the broader business goals mentioned earlier.

1. **Develop an Easy-to-Use Mobile Platform**:
   The mobile app will provide a seamless experience for **customers** to browse product catalogs, make

payments, and place orders, as well as for **community leaders** to manage inventory and deliveries efficiently.

2. **Optimize Product Availability**:
   The system must ensure **real-time stock updates** so that customers only see products that are available, minimizing out-of-stock issues and improving the shopping experience.

3. **Reduce Delivery Time and Improve Service**:
   By leveraging **hyper-local delivery networks** and **community leaders**, Farmiso aims to deliver products within **24-48 hours**, reducing delivery time compared to traditional e-commerce platforms and traditional kirana stores.

4. **Expand Market Reach**:
   Farmiso will target **Tier II and III cities**, where e-commerce penetration is still low but demand for efficient, local shopping platforms is growing.

5. **Maximize Vendor Relationships and Cost Efficiency**:
   The platform should allow vendors to increase their reach while maintaining low overheads, offering both **cost-effective pricing** and better procurement strategies.

4.3 Business Rules

Business Rules are the operational policies and regulations that govern the development, management, and execution of business activities within the platform.

1. **Order Fulfillment Rules**:
   Orders should be fulfilled within **48 hours** of being placed. If delays occur, automatic notifications should inform the customer. If delivery fails, compensation (e.g., discounts) will be offered to retain customer loyalty.

2. **Product Pricing**:
   The platform should ensure **competitive pricing** while considering local supplier pricing models. **Dynamic pricing** based on demand, stock levels, and competitor pricing may be implemented.

3. **Payment Security**:
   All payments should comply with **PCI DSS standards** for secure handling of customer payment information. Customers will have multiple payment options, including **mobile wallets**, **credit cards**, and **cash on delivery (COD)**.

4. **Data Privacy and User Consent**:
   Data related to customer profiles and transactions must be **stored securely** and only shared with authorized parties. Farmiso must adhere to **GDPR** and **Indian data protection regulations**, ensuring **user consent** for data collection and use.

4.4 Background

The **Background** section provides a detailed narrative of the context behind the project's initiation, the problems it seeks to solve, and the opportunity it aims to capitalize on.

1. **Identifying the Problem**:
   Many local kirana stores struggle with **inefficient inventory management**, **limited reach**, and **higher operational costs**. Customers, especially in smaller cities, face challenges like **long delivery times**, limited product selection, and **poor customer service** in traditional retail setups.

2. **Technology Gaps**:
   Small retail stores often lack access to digital tools or knowledge to manage and track inventory efficiently. Many kirana owners also lack an understanding of how to leverage **e-commerce platforms** to boost sales.

3. **Online store's Strategic Position**:
   Farmiso aims to **digitize** the grocery supply chain by offering a **local e-commerce platform** that connects customers with small businesses. By tapping into a growing mobile and internet user base in India, Farmiso can meet consumer demand for faster deliveries and better stock availability while providing a **scalable solution** for local entrepreneurs.

4. **Expected Benefits**:
   - **Customers** will benefit from **faster deliveries**, a wider selection of products, and **competitive prices**.
   - **Kirana Stores** can expand their customer base, **reduce operational inefficiencies**, and increase revenue through the app's tools.
   - **Farmiso** benefits by establishing a strong presence in the **untapped Tier II and III cities**.

4.5 Project Objective

The **Project Objective** describes what the online platform is designed to achieve in terms of product functionality, business alignment, and customer impact.

1. **Platform Development**:
   To develop a **cross-platform mobile app** (iOS/Android) that integrates **product catalogs**, **order management**, **payment processing**, and **delivery logistics** for local grocery stores.

2. **Business Integration**:
   The objective is to link local suppliers and customers via a **hyper-local delivery network**, providing timely order fulfillment while maintaining stock levels and pricing efficiency.

3. **Customer-Focused Features**:
   The goal is to create a user-friendly, responsive platform where customers can browse products, track orders, and interact with customer support. Real-time inventory synchronization should prevent **out-of-stock issues**.

4. **Community Empowerment**:
   Equip **community leaders** with the tools to manage local supply chains, ensuring **timely deliveries**, **accurate stock management**, and **positive customer experiences**.

4.6 Project Scope

The **Project Scope** defines what is included and excluded in the online store to prevent misunderstandings and scope creep.

4.6.1 In-Scope Functionality

1. **User Authentication & Account Management**:
    - Registration and login through mobile numbers and email.
    - Multi-factor authentication for secure access.
2. **Product Catalog**:
    - Browse products by category with **real-time stock updates**.
3. **Order Management System**:
    - Place orders, review and modify cart items, and select payment options.
4. **Payment Gateway Integration**:
    - Multiple payment options including **mobile wallets**, **credit cards**, and **COD**.
5. **Delivery Management**:
    - Assign orders to community leaders and local delivery agents for efficient fulfillment.
6. **Customer Support Interface**:
    - Chat interface and issue resolution support.

4.6.2 Out of Scope Functionality

1. **International Expansion**:
    - The app will initially focus on **Indian Tier II and III cities**.
2. **Advanced AI for Recommendations**:
    - Complex AI/ML-based recommendations or predictive analytics are not included in the initial scope.
3. **Loyalty Programs**:
    - Farmiso's initial phase will not incorporate loyalty programs or gamification elements.

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5. Assumptions

Assumptions refer to external or internal factors that are presumed to be true for the success of the project.

1. **Market Demand**:
   It is assumed that there will be **continued demand** for **local grocery delivery services** in Tier II and III cities.
2. **Technology Access**:
   It is assumed that **local community leaders** have access to smartphones and basic technological infrastructure to manage the app's functionality.

3. **Stable Supply Chain**:
   It is assumed that there will be **reliable vendors** and **local suppliers** to ensure continuous product availability.

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6. Constraints

Constraints are limitations or restrictions that could impact the project's progress or performance.

1. **Limited Internet Access**:
   While internet penetration is growing, there may be **patchy connectivity** in some rural areas that could affect app performance.
2. **Financial Constraints**:
   Budget limitations might affect the extent to which advanced features (e.g., AI, predictive analytics) can be developed initially.

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7. Risks

In any project, identifying and managing risks is crucial to ensuring successful delivery. The **online store** will encounter various risks throughout its lifecycle. These risks can arise from technological challenges, skill gaps, political dynamics, business factors, and the clarity or completeness of the project requirements. Below is an in-depth explanation of these categories.

7.1 Technological Risks

Technological risks are related to the development, deployment, and maintenance of the digital platform. These are risks that can significantly impact the project's functionality, performance, and the overall user experience.

1. **System Integration Issues**:
   online store will integrate various systems like inventory management, payment gateways, and logistics platforms. Challenges could arise when attempting to ensure smooth communication between these systems, leading to delays or errors in transactions or deliveries. The risk includes problems in ensuring **real-time stock updates**, **secure payment processing**, and **order fulfillment tracking** across multiple platforms.
2. **Scalability Challenges**:
   As the platform grows and more users join, it could face **performance bottlenecks**. This includes issues like slow load times, server crashes, or **downtime** during peak hours. For example, if the platform isn't scalable, it could crash when the number of users spikes, especially during high-demand periods like festive seasons or promotions.
3. **Cybersecurity Threats**:
   With the handling of sensitive user data (payment information, personal details), there is a significant risk of data breaches, **hacking attacks**, or **fraudulent activities**. This could damage customer trust and lead to regulatory penalties. Farmiso must ensure strong encryption, comply with **data protection regulations** (such as **GDPR**), and have measures in place for **fraud prevention**.
4. **Mobile Application Bugs and Compatibility Issues**:
   Bugs or errors within the app could lead to poor user experiences, including features not working as

expected, app crashes, or data loss. Additionally, issues related to **device compatibility** across various smartphones could limit the app's accessibility for some users.

7.2 Skills Risks

Skills risks arise from gaps in knowledge, expertise, or capacity to perform necessary tasks within the project.

1. **Lack of Technical Expertise**:
   The development of a complex digital platform like online store requires specialized skills in areas such as **mobile app development**, **data analytics**, **cloud computing**, and **system integration**. If there is a lack of skilled developers or IT professionals with experience in these areas, the project could face delays, technical issues, or suboptimal performance.

2. **Training and Skill Gaps Among Local Entrepreneurs**:
   Community leaders, who are integral to managing local hubs for deliveries and customer service, will need training in handling the digital platform and its functionalities. If there's a lack of sufficient training programs, it could lead to mistakes in order processing, delays in delivery, or poor customer experiences.

3. **Dependency on Key Personnel**:
   The success of the project could be at risk if the team is heavily reliant on certain individuals with specialized knowledge or skills. A **key person dependency** can be problematic if those individuals leave the project or the company, leading to delays in progress or loss of critical expertise.

7.3 Political Risks

Political risks are associated with changes in governmental policies, regulations, or the broader political environment that could affect the project.

1. **Regulatory Changes**:
   Changes in government policies, particularly regarding **e-commerce** or **data protection**, could introduce new compliance challenges. For example, stricter regulations on **online retail** or the **handling of consumer data** could require significant adjustments to the platform's operations, potentially increasing costs or slowing down the project's progress.

2. **Uncertain Economic Environment**:
   Political instability or economic downturns in the country could impact customer spending behavior and supplier relationships. **Tax reforms** or **economic policy changes** could also affect the financial viability of the project or the overall cost structure.

3. **Government Relations and Permissions**:
   Obtaining the necessary permissions, especially when dealing with different states or local governments, could delay the implementation. Government support in terms of **subsidies** or incentives for local businesses can also be uncertain.

7.4 Business Risks

Business risks pertain to the internal and external factors that affect the company's ability to meet project goals and achieve business objectives.

1. **Competition from Larger E-commerce Platforms**:
   Farmiso faces competition from well-established e-commerce platforms such as **Amazon**, **Flipkart**, and **Bigbasket**, which may have better infrastructure, a broader product range, and deeper customer loyalty.

These competitors could outpace Farmiso in terms of delivery speed, product variety, or customer service, which may reduce the platform's appeal.

2. **Revenue Model Sustainability**:
   Farmiso needs to ensure that its **business model is financially sustainable**. If the app cannot scale, retain users, or attract enough customers, the platform might struggle to generate adequate revenue. The balance between **competitive pricing** and maintaining profitability is a delicate one.

3. **Vendor Relationships and Supply Chain Reliability**:
   Farmiso depends on **local suppliers** for inventory and reliable vendors for delivery logistics. Any disruption in the supply chain or issues with vendor reliability (e.g., failure to meet demand, inconsistent product quality) could affect customer satisfaction and hurt Farmiso's reputation.

4. **Customer Retention and Acquisition**:
   While acquiring customers initially may not be an issue, retaining them long-term is another challenge. If the platform doesn't consistently meet user expectations, offer competitive prices, or provide excellent customer service, it risks losing customers to other platforms.

7.5 Requirements Risks

Requirements risks arise when there is ambiguity or changes in project requirements, leading to misalignment between stakeholders and the development team.

1. **Changing Requirements**:
   Throughout the development process, stakeholders may have evolving needs or expectations that weren't initially captured. This can lead to **scope creep**, where the project's goals, functionality, and timelines shift. It can also result in **budget overruns** and delays.

2. **Incomplete or Misunderstood Requirements**:
   If the **business requirements** aren't well-defined from the start, there's a high risk of misunderstanding between developers, business owners, and other stakeholders. This can lead to significant **rework** during development, impacting the schedule, cost, and quality of the platform.

3. **Conflicting Priorities Among Stakeholders**:
   Different stakeholders may have conflicting ideas about features, functionalities, or project goals. For instance, community leaders may prioritize **user-friendly interfaces**, while business owners might prioritize **cost-effective solutions**. Balancing these needs can lead to delays and inefficiencies.

7.6 Other Risks

Other potential risks may not fit into the categories above but can still affect the project's success.

1. **Market Adoption**:
   A key risk for the online platform is whether customers will embrace the new platform, especially given the strong presence of traditional retail stores and large e-commerce players. **Consumer trust**, **brand recognition**, and **awareness** will be crucial in overcoming these barriers.

2. **Cultural and Regional Factors**:
   Since online store plans to operate in multiple regions, understanding local consumer behavior, preferences, and challenges will be essential. Any **cultural misalignment** in product offerings or marketing strategies could hinder market penetration, particularly in Tier II and III cities.

3. **Dependency on External Partners**:
   online store's success depends on third-party vendors for **logistics**, **payment gateways**, and **product supply**. Any issues with these partners, such as service disruptions or lack of capacity, could negatively affect the platform's operations.

In conclusion, while the **online store** presents exciting opportunities, these risks must be carefully managed. Implementing **risk mitigation strategies** like regular monitoring, contingency planning, and flexibility in the development process will be key to navigating these challenges successfully.

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8. Business Process Overview

8.1. Legacy System (AS-IS)

The legacy system for grocery operations in Tier II and Tier III cities was entirely manual and fragmented. Customers relied on physical visits to kirana stores for their grocery needs, which involved:

1. **Lack of Visibility**: Customers had no way of knowing product availability beforehand.
2. **No Centralized Inventory Management**: Inventory records were often maintained in ledgers, prone to errors and delays.
3. **Logistics Challenges**: Delivery services were either absent or inefficient, leading to inconsistent delivery timelines.
4. **High Cost of Procurement**: Small-scale kirana stores could not leverage bulk buying, resulting in higher costs passed on to customers.

Key Challenges:

- Limited product variety and inconsistent stock availability.
- Manual processes resulting in inefficiencies and increased operational costs.
- No system for engaging a broader customer base or expanding beyond immediate localities.

8.2. Proposed Recommendations (TO-BE)

The proposed system, an online store, redefines the grocery business process by leveraging technology and empowering community leaders.

TO-BE Workflow:

1. **Customer Interaction**:
   - Customers log into the online store app, browse products, and place orders conveniently from their smartphones.
   - Support for local languages ensures inclusivity and ease of use for non-English-speaking customers.
2. **Centralized Inventory Management**:
   - Community leaders, acting as micro-entrepreneurs, manage inventories using the app.

- Real-time inventory updates minimize stockouts and ensure smooth order fulfillment.

3. **Procurement & Supply Chain Optimization**:
    - Products sourced in bulk are delivered to local distribution points, reducing procurement costs.
    - Transparent pricing ensures affordability for end customers.
4. **Logistics and Delivery**:
    - Orders are fulfilled using hyper-local delivery models, leveraging community leaders and small-scale logistics partners.
    - A 24-48 hour delivery timeline ensures customer satisfaction.
5. **Payment Systems**:
    - Seamless integration with multiple payment gateways ensures ease of transactions.
    - Cash-on-delivery options are available for less tech-savvy users.
6. **Performance Analytics**:
    - The app tracks order trends, stock levels, and delivery times to identify areas for improvement.
    - Community leaders can use performance dashboards to optimize operations.

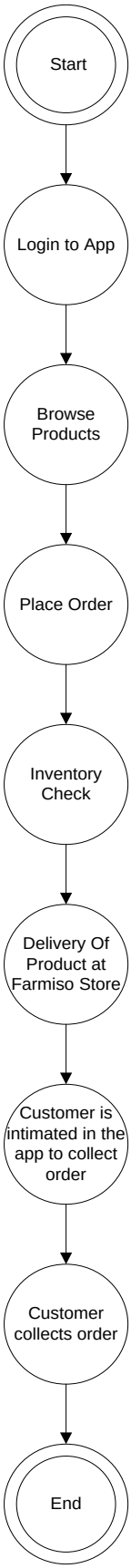
Benefits of the TO-BE Process:

1. **Customer-Centric Approach**: An app-based platform provides convenience, wider product selection, and affordability.
2. **Empowered Community Leaders**: Local representatives gain new revenue streams through inventory management and logistics.
3. **Operational Efficiency**: Automated processes replace manual systems, reducing errors and enhancing speed.
4. **Scalability**: The platform allows for quick onboarding of new regions and leaders.

Process Flow Diagrams:

AS-IS Process:

TO-BE Process:


Start
Login to App
Browse Products
Place Order
Inventory Check
Delivery Of Product at Farmiso Store
Customer is intimated in the app to collect order
Customer collects order
End

By addressing inefficiencies in the legacy system, the proposed online platform ensures a seamless experience for customers, optimized operations for stakeholders, and scalability for future growth.

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9. Business Requirements

Req ID	Requirement Name	Description	Priority
FR0001	Login	Secure user authentication via phone number and OTP.	High
FR0002	Product Browsing	Customers should search and filter grocery items based on categories, price, and ratings.	High
FR0003	Order Placement	Provide multiple payment options (credit/debit cards, wallets) and order confirmation notifications.	High
FR0004	Inventory Management	Community leaders and local store owners manage stock availability and receive low-stock alerts.	High
FR0005	Order Tracking and Notifications	Customers should be able to track orders in real time, with updates for each stage of delivery.	Medium
FR0006	Customer Support	AI-powered chatbot for basic queries, with manual ticketing for complex issues.	Medium
FR0007	Admin Dashboard	A comprehensive admin dashboard for tracking sales, inventory, and customer behavior.	High
FR0008	Product Ratings and Feedback	Customers should be able to rate products and provide written feedback.	Medium
FR0009	Store Owner Dashboard	A dashboard for local store owners to track orders, sales, and inventory.	Medium
FR0010	Multi-language Support	The platform should support multiple regional languages for wider adoption.	Low

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10. Appendices

10.1. List of Acronyms

- OTP: One-Time Password
- UX: User Experience
- ROI: Return on Investment

10.2. Glossary of Terms

- **Community Leaders**: Local representatives managing orders and logistics.
- **Kirana Stores**: Small neighborhood grocery shops.

10.3. Related Documents

- Functional Specification Document
- Requirement Traceability Matrix

<Client Name>

Online Store

Software Requirement Specification

(February 06, 2025)

Acceptance:
Client Authorized Representative:
_____
Date: _____

Record of Revisions

Version	Date of Release / Revision	Prepared / Revised By	Reviewed By		Approved By		Reasons for revisions
			Name	Date	Name	Date	
1.0							

Table of Contents

Introduction

1.1 Overview

This document outlines the software requirements for the Online Store project. The system will allow users to browse, select, and purchase products online securely.

1.2 Acronyms and definitions

Term	Description
SSL	Secure Socket Layer
UI	User Interface
DBMS	Database Management System

1.3 Operational Requirements

1.3.1 Software Requirements

- Operating System: Windows/Linux/MacOS
- Web Browser: Chrome, Firefox, Edge
- Database: MySQL / PostgreSQL

1.3.2 Hardware Requirements

- Minimum 8GB RAM
- 100GB Storage

1.4 References

- BRD Document
- User Manual

1.5 Design and Implementation Constraints

- Secure payment transactions with SSL encryption
- Compliance with GDPR and other data protection regulations

1.6 Assumed Factors That Could Affect the Requirements Stated In the SRS

- User internet availability
- Compliance with third-party payment gateways

System Overview

2.1 Current System

Users currently rely on physical stores or third-party e-commerce platforms.

2.2 Proposed System

A centralized online store that allows secure online purchasing and order tracking.

2.2 Benefits of the Proposed System

- Convenient online shopping
- Secure transactions
- Efficient order management

UI Requirements

3.1 Project contents

- User Registration & Login
- Product Listing
- Shopping Cart
- Checkout and Payment

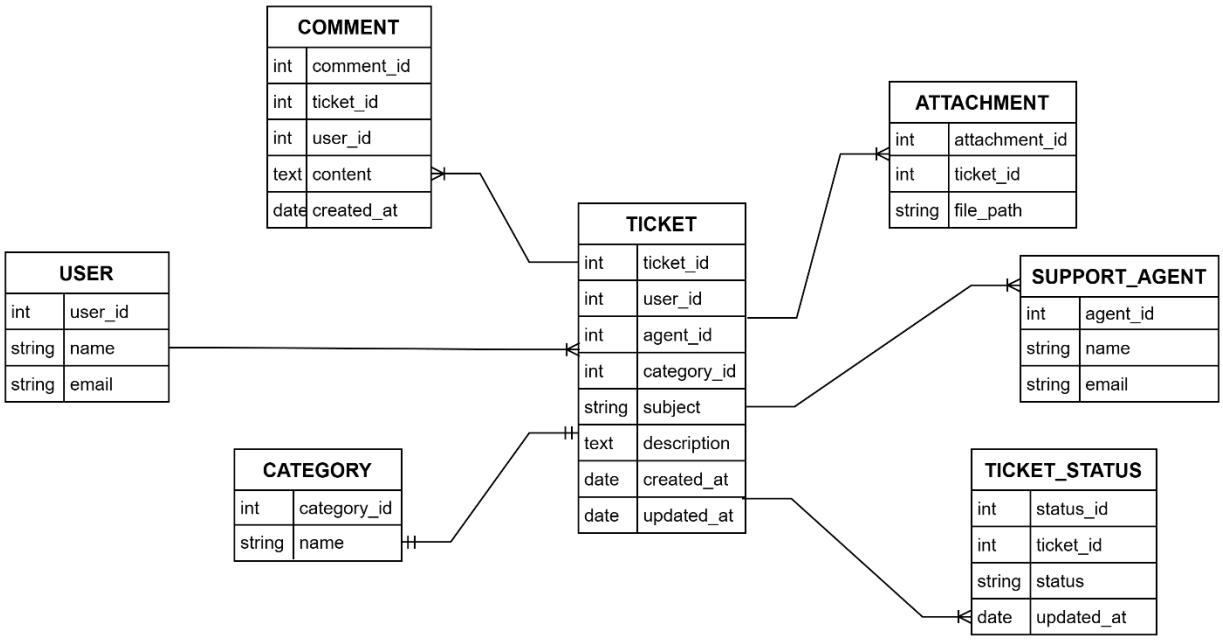
Other Parameters

4.1 Acceptance

The system will be accepted upon the successful completion of:

- Functional Testing
- Security Compliance Checks
- Performance Benchmarking

ERD of creating a support ticket



USER STORIES

User story No: 1	**Tasks: Implement product search functionality**	**Priority: High**
Value statement:	**As a user...** I want to search for products by name or category so that I can find what I need quickly.	
BV: 8	**CP:** 5	
Acceptance criteria: - The search bar should allow users to type in product names. - Search results should display relevant products within 2 seconds. - Search should allow filtering by categories.		

User story No: 2	**Tasks: Develop user account creation**	**Priority: High**
Value statement:	**As a user...** I want to create an account so that I can save my preferences and track my orders.	
BV: 9	**CP:** 4	
Acceptance criteria: - Users should be able to register using their email and password. - Confirmation email sent post-registration. - Users should see a welcome screen after signing up.		

User story No: 3	**Tasks: Build product detail page**	**Priority: High**
Value statement:	**As a user...** I want to view detailed information about a product so that I can make an informed purchase decision.	
BV: 8	**CP:** 5	

User story No: 3	Tasks: Build product detail page	Priority: High
Acceptance criteria: - Product page displays images, price, description, and reviews. - Users can zoom into product images. - Add-to-cart button is prominently displayed.		

User story No: 4	Tasks: Create shopping cart functionality	Priority: High
Value statement:	**As a user...** I want to add products to a shopping cart so that I can purchase them later.	
BV: 10	**CP:** 6	
Acceptance criteria: - Users can add items to the cart. - The cart displays total cost and itemized products. - Users can remove or edit quantities of items in the cart.		

User story No: 5	Tasks: Implement checkout process	Priority: High
Value statement:	**As a user...** I want to complete my purchase securely so that I can receive my products.	
BV: 10	**CP:** 8	
Acceptance criteria: - Checkout process supports multiple payment methods. - Users receive a confirmation email after purchase. - Checkout page shows a summary of the order before confirming.		

User story No: 6	Tasks: Enable product reviews and ratings	Priority: Medium
Value statement:	**As a user...** I want to read and leave reviews for products so that I can	

User story No: 6	**Tasks: Enable product reviews and ratings**	**Priority: Medium**
	share my experiences and learn from others.	
BV: 7	**CP:** 5	
Acceptance criteria: - Users can leave a rating and review for purchased products. - Reviews are displayed on the product page. - Reviews can be sorted by date or rating.		

User story No: 7	**Tasks: Implement wishlist functionality**	**Priority: Medium**
Value statement:	**As a user...** I want to save products to a wishlist so that I can purchase them later.	
BV: 7	**CP:** 4	
Acceptance criteria: - Users can add products to a wishlist. - Wishlist items can be moved to the cart. - Wishlist persists across user sessions.		

User story No: 8	**Tasks: Create a "Recommended Products" section**	**Priority: Medium**
Value statement:	**As a user...** I want to see product recommendations so that I can discover relevant items.	
BV: 8	**CP:** 6	
Acceptance criteria: - Recommended products are shown based on user browsing history. - Recommendations are updated dynamically. - Section is prominently displayed on the homepage.		

User story No: 9	Tasks: Design mobile-friendly UI	Priority: High
Value statement:	**As a user...** I want to browse and shop easily on my phone so that I can shop on the go.	
BV: 9	**CP:** 8	
Acceptance criteria: - Website is fully responsive on mobile devices. - Navigation and buttons are optimized for touch. - Loading times are under 2 seconds on mobile.		

User story No: 10	Tasks: Add advanced product filtering options	Priority: Medium
Value statement:	**As a user...** I want to filter products by price, rating, and availability so that I can narrow down my options.	
BV: 8	**CP:** 5	
Acceptance criteria: - Filters for price range, ratings, and availability are available. - Filters are easy to apply and reset. - Filtered results update dynamically without page reload.		

User Story 11

User story No: 11	Tasks: Implement order tracking functionality	Priority: High
Value statement:	**As a user...** I want to track my order status so that I can know when to expect delivery.	
BV: 9	**CP:** 7	
Acceptance criteria: - Users can view order status, tracking number, and delivery date. - Users receive notifications about shipping updates.		

User Story 12

User story No: 12	**Tasks: Add multi-language support**	**Priority: Medium**
Value statement:	**As a user...** I want to view the website in my preferred language so that I can better understand the content.	
BV: 7	**CP:** 5	
Acceptance criteria: - Users can select a language from a dropdown menu. - All website content, including product descriptions and UI elements, changes based on selected language.		

User Story 13

User story No: 13	**Tasks: Enable social media login options**	**Priority: Medium**
Value statement:	**As a user...** I want to log in using my social media account so that I can save time during registration.	
BV: 8	**CP:** 6	
Acceptance criteria: - Users can log in using Facebook, Google, or Twitter. - After login, users should be redirected to the homepage.		

User Story 14

User story No: 14	**Tasks: Implement a gift card system**	**Priority: Low**
Value statement:	**As a user...** I want to purchase gift cards so that I can gift them to others.	
BV: 6	**CP:** 4	

User story No: 14	Tasks: Implement a gift card system	Priority: Low
Acceptance criteria: - Users can buy gift cards in various denominations. - Gift cards can be redeemed during checkout.		

User Story 15

User story No: 15	Tasks: Create an order confirmation page	Priority: High
Value statement:	**As a user...** I want to see a summary of my order after purchase so that I can confirm everything is correct.	
BV: 9	**CP:** 7	
Acceptance criteria: - Order summary page shows items, quantity, price, and shipping details. - Confirmation message displayed.		

User Story 16

User story No: 16	Tasks: Integrate promotional codes functionality	Priority: Medium
Value statement:	**As a user...** I want to apply promotional codes during checkout so that I can save money.	
BV: 7	**CP:** 5	
Acceptance criteria: - Users can enter promo codes in the checkout process. - Discounts are applied automatically.		

User Story 17

User story No: 17	**Tasks: Create product return process**	**Priority: Medium**
Value statement:	**As a user...** I want to easily return products that I'm not satisfied with so that I can shop confidently.	
BV: 8	**CP:** 6	
Acceptance criteria: - Users can initiate a return request from their order history page. - Return instructions are provided after request.		

User Story 18

User story No: 18	**Tasks: Add a customer support chat feature**	**Priority: High**
Value statement:	**As a user...** I want to chat with customer support so that I can get help quickly.	
BV: 9	**CP:** 7	
Acceptance criteria: - Chat widget is available on every page. - Users can initiate a conversation with a support representative.		

User Story 19

User story No: 19	**Tasks: Integrate payment gateway for global transactions**	**Priority: High**
Value statement:	**As a user...** I want to pay with multiple payment methods, including international ones, so that I can shop from anywhere.	
BV: 9	**CP:** 8	
Acceptance criteria: - Support for credit cards, PayPal, and international payment methods like Apple Pay or Stripe.		

User Story 20

User story No: 20	**Tasks: Implement a loyalty program**	**Priority: Low**
Value statement:	**As a user...** I want to earn loyalty points for every purchase so that I can redeem them for discounts or products.	
BV: 6	**CP:** 5	
Acceptance criteria: - Users earn loyalty points with each purchase. - Points can be redeemed for discounts or products.		

User Story 21

User story No: 21	**Tasks: Implement a subscription model**	**Priority: Medium**
Value statement:	**As a user...** I want to subscribe to receive regular deliveries of my favorite products.	
BV: 8	**CP:** 6	
Acceptance criteria: - Users can select subscription frequency (weekly, monthly, etc.). - Users can manage subscription preferences in account settings.		

User Story 22

User story No: 22	**Tasks: Add size guide to product pages**	**Priority: Medium**
Value statement:	**As a user...** I want to view a size guide to ensure I choose the correct size for clothing or shoes.	
BV: 7	**CP:** 4	

User story No: 22	Tasks: Add size guide to product pages	Priority: Medium
Acceptance criteria: - A link to a size guide is displayed on relevant product pages. - The size guide includes measurements for each size.		

User Story 23

User story No: 23	Tasks: Allow product comparison functionality	Priority: Medium
Value statement:	**As a user...** I want to compare products side by side so that I can make a more informed decision.	
BV: 8	**CP:** 5	
Acceptance criteria: - Users can select multiple products to compare. - Comparison table displays key product details like price, features, and ratings.		

User Story 24

User story No: 24	Tasks: Implement a product availability notification system	Priority: Low
Value statement:	**As a user...** I want to be notified when a product is back in stock so that I can purchase it.	
BV: 7	**CP:** 4	
Acceptance criteria: - Users can opt-in to receive notifications for out-of-stock items. - Notifications are sent via email or SMS.		

User Story 25

User story No: 25	Tasks: Allow users to add custom notes to orders	Priority: Low
Value statement:	**As a user...** I want to add special instructions to my orders (e.g., gift wrapping) so that I can personalize my purchase.	
BV: 6	**CP:** 4	
Acceptance criteria: - Users can add notes during checkout. - Notes are displayed in the order confirmation and shipping details.		

User Story 26

User story No: 26	Tasks: Develop an easy reorder functionality	Priority: Medium
Value statement:	**As a user...** I want to reorder past purchases with a single click so that I can save time.	
BV: 8	**CP:** 6	
Acceptance criteria: - Users can view past orders and select "Reorder" to repeat the same purchase. - Reordered items are automatically added to the cart.		

User Story 27

User story No: 27	Tasks: Implement a "Recently Viewed Products" section	Priority: Medium
Value statement:	**As a user...** I want to view products I have recently looked at so that I can quickly revisit them.	
BV: 7	**CP:** 5	
Acceptance criteria: - A "Recently Viewed" section is shown on the homepage and product pages. - Users can easily click on products to revisit them.		

User Story 28

User story No: 28	**Tasks: Implement a product search history feature**	**Priority: Low**
Value statement:	**As a user...** I want to see my recent search history so that I can quickly find products I looked up before.	
BV: 6	**CP:** 4	
Acceptance criteria: - Search history is stored for each user. - Users can click on past searches to perform the same search again.		

User Story 29

User story No: 29	**Tasks: Integrate a "Back to Top" button for ease of navigation**	**Priority: Low**
Value statement:	**As a user...** I want a button that allows me to quickly scroll back to the top of the page so that I can easily navigate.	
BV: 6	**CP:** 4	
Acceptance criteria: - A "Back to Top" button is visible on long pages. - Button works smoothly, bringing users to the top of the page.		

User Story 30

User story No: 30	**Tasks: Enable a quick preview of products from the search results**	**Priority: Medium**
Value statement:	**As a user...** I want to see a quick preview of a product's details directly in the search results so that I can quickly decide if I want to view the full details.	
BV: 8	**CP:** 5	

User story No: 30	Tasks: Enable a quick preview of products from the search results	Priority: Medium
Acceptance criteria: - Hovering over a product in search results shows a preview of its details (price, brief description, and images). - Users can click to view the full product page.		

User Story 31

User story No: 31	Tasks: Add product recommendations based on browsing history	Priority: Medium
Value statement:	**As a user...** I want product recommendations based on my browsing history so that I can discover items relevant to my interests.	
BV: 8	**CP:** 6	
Acceptance criteria: - Recommended products are displayed based on browsing history. - Recommendations are updated dynamically as users continue browsing.		

User Story 32

User story No: 32	Tasks: Enable a "Save for Later" feature for cart items	Priority: Low
Value statement:	**As a user...** I want to save items for later in my cart so that I can return to them when I'm ready to buy.	
BV: 6	**CP:** 4	
Acceptance criteria: - Users can move items to a "Save for Later" section in their cart. - Saved items are retained when users return to their cart later.		

User Story 33

User story No: 33	Tasks: Allow product reviews to include images and videos	Priority: Medium
Value statement:	**As a user...** I want to include images and videos in my product reviews so that I can provide more helpful feedback.	
BV: 7	**CP:** 5	
Acceptance criteria: - Users can upload images and videos along with text reviews. - Reviews with media are displayed in the product review section.		

User Story 34

User story No: 34	Tasks: Add an "Ask a Question" feature for products	Priority: Low
Value statement:	**As a user...** I want to ask questions about a product so that I can make a better-informed purchasing decision.	
BV: 6	**CP:** 4	
Acceptance criteria: - A "Ask a Question" section is available on each product page. - Users can post questions and receive responses from either the store or other customers.		

User Story 35

User story No: 35	Tasks: Implement a "Sort by" option in product listings	Priority: Medium
Value statement:	**As a user...** I want to sort products by price, rating, and other attributes so that I can find what I want quickly.	
BV: 8	**CP:** 5	

User story No: 35	Tasks: Implement a "Sort by" option in product listings	Priority: Medium
Acceptance criteria: - Sorting options (price, rating, newest, etc.) are available in product listings. - Users can easily apply sorting options.		

User Story 36

User story No: 36	Tasks: Add a "Gift Wrapping" option during checkout	Priority: Low
Value statement:	**As a user...** I want to add gift wrapping to my order so that I can send a gift directly to the recipient.	
BV: 6	**CP:** 4	
Acceptance criteria: - Gift wrapping option is available during checkout. - Users can select wrapping styles and add a gift note.		

User Story 37

User story No: 37	Tasks: Add an "Available in Stores" feature	Priority: Low
Value statement:	**As a user...** I want to know if a product is available in a nearby physical store so that I can choose to pick it up.	
BV: 6	**CP:** 5	
Acceptance criteria: - Availability information is displayed for products that can be picked up in physical stores. - Users can view nearby store locations.		

User Story 38

User story No: 38	**Tasks: Add product-specific delivery options (e.g., expedited shipping)**	**Priority: High**
Value statement:	**As a user...** I want to choose different delivery options for each product so that I can receive items faster when needed.	
BV: 9	**CP:** 7	
Acceptance criteria: - Users can select different delivery speeds (e.g., standard, expedited) for different items in the cart.		

User Story 39

User story No: 39	**Tasks: Implement a "Notify Me" feature for out-of-stock products**	**Priority: Medium**
Value statement:	**As a user...** I want to be notified when a product is back in stock so that I can purchase it when available.	
BV: 8	**CP:** 6	
Acceptance criteria: - Users can opt-in to receive notifications for out-of-stock products. - Notifications are sent via email or SMS when items are restocked.		

User Story 40

User story No: 40	**Tasks: Add a "Product Availability" indicator for international users**	**Priority: Medium**
Value statement:	**As a user...** I want to see if a product can be shipped to my country so that I can avoid disappointment.	
BV: 7	**CP:** 5	
Acceptance criteria: - Products should indicate whether they are available for shipping to the user's country. - The system detects user location and shows availability accordingly.		