B

 Inventory system

 P66279

 V1.0

 Prathima Authur

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1. Document Revisions

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1. Approvals

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| User Experience Lead  | Prasanna A |   |   |   |
| Quality Lead | Ramesh S |   |   |   |
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1. RACI Chart

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name /Position | Project Sponsor  | Business Owner  | Project Manager | System Architect  | Development Lead | User Experience Lead  | Quality Lead | Content Lead |
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1. Introduction
	1. Business Goals

This article is intended to help assist and standardize Inventory Management system for milk products. The goal of optimizing inventory management is to deliver high-quality dairy products consistently. With real-time data and efficient processes, dairy corporations can enhance customer satisfaction

* 1. Business Objectives

A good inventory management strategy involves more than just keeping track of stock;

* it also involves ensuring that the product is fresh,
* minimizing waste,
* and meeting changing customer demand.
* also guaranteeing the quality of products in the dairy business
	1. Business Rules
* FIFO (First-in First-out) and LIFO (Last-in First-out) are inventory management techniques.
* They determine the order in which the milk batches will be used.
* FIFI: This involves using the oldest milk first to prevent spoilage and ensure that ‌consumers receive the freshest product.
* Milk and dairy products should be received at 45°F or lower and cooled to 41°F degrees or lower within 4 hours.
* Follow 80-20 rule - The 80/20 rule states that 80% of results come from 20% of efforts, customers or another unit of measurement
	1. Background

Inventory management is mainly concerned about identifying the amount and the position of the goods that a firm has in their inventory.

The inventory control system is a technology solution that manages and tracks a manufacturing plants products through the supply chain.

* 1. Project Objective
* To ensure fresh and safe milk to consumers of the state.
* Increase Rural Employment Opportunities through Entrepreneurship.
* Sustainable Development of the sector.
* Strengthening of the organized Dairy farming sector through Co-operatives.
* to ensure continuous supply, avoid overstocking and understocking,
* minimize costs, prevent wastage,
* support decision-making and ensure compliance with regulations.
	1. Project Scope

In this project, **inventory management** practices over a 5-year period, with the objectives of determining optimal inventory levels and minimizing costs. It helps track inventory movements from suppliers to customers, manage orders, and optimize stock levels. The scope includes inventory tracking, order management, stock replenishment, warehouse organization, and reporting.

* + 1. In Scope functionality
* **Inventory management** is mainly concerned about identifying the amount and the position of the **products** that a firm has in their inventory.
* It helps track inventory movements from suppliers to customers, manage orders, and optimize stock levels. The scope includes inventory tracking, order management, stock replenishment, warehouse organization, and reporting.
	+ 1. Out Scope functionality
* Products quality is not good, or purity is not maintained.
* Products might have breached expiry date.
1. Assumption
* constant purchase price.
* constant demand and constant lead-time.
* holding-cost dependent on average inventory.
* order costs independent of order quantity.
1. Constraints

It can be concluded that majority of dairy farmers had

* high construction cost,
* Feed shortage & high cost of commercial concentrate
* lack of own capital,
* non-availability of green fodder round the year,
* lack of awareness about treatment of poor quality straw to improve its nutritive value,
* lack of knowledge of balanced ration,
* repeat breeding problems in dairy animals
* Limited Access and High Cost of Dairy Heifers/cow
1. Risks

Within the FSCRM context, market risks are emphasized with price fluctuation, quality, exchange rate, accessibility, and availability of the essential products. Milk and other dairy products are the top source of saturated fat in the American diet, contributing to heart disease, type 2 diabetes, and Alzheimer's disease. Studies have also linked dairy to an increased risk of breast, ovarian, and prostate cancers

Technological Risks

* + Compatibility issues:
	+ Performance degradation
	+ Hardware or software failures
	+ Rural area network problems

Skills Risks

* + Poor communication Misalignment or unclear communication can lead to errors, delays, and misunderstandings.

To avoid this, you can:

* + Set up regular meetings and centralized communication platforms
	+ Define roles and responsibilities
	+ Align objectives
	+ Use collaboration tools

Political Risks

Global risks stem from political changes or instability in countries where a supply chain operates. It's also important to remember that even stable countries can be impacted by regional geopolitical problems. Global risks can include changes in government policies, trade restrictions, wars, or political unrest.

Business Risks

Risks of Milk Supply Chain rigorous hygiene practices and regular quality checks are essential to prevent contamination.

Spoilage can occur due to transportation delays, improper handling, or failure to maintain the cold chain.

Requirements Risks

Requirements risks can be

* Misunderstanding from the Stakeholder
* Lack of gathering complete information.
* Miscommunication

Other Risks

Other risks include:

* Integration difficulties
* Performance degradation
* Operational disruptions
* Lack of attention to detail
* Constant changes
* Poor communication
1. Business Process Overview

FIFO (First-in First-out) and LIFO (Last-in First-out) are inventory management techniques. They determine the order in which the milk batches will be used. FIFI: This involves using the oldest milk first to prevent spoilage and ensure that ‌consumers receive the freshest product.

Milk, being the primary source of nutrients, is also referred to as “nature’s most perfect food” and is considered to be a critical part of our daily diet. The journey of milk from the farm till it reaches the table involves a complex and intricate supply chain, where inventory management plays a pivotal role.

Milk has a shorter shelf life, which makes it important for dairy businesses to manage their inventory accurately so that they do not end up facing losses due to spoilage. Inventory management for a dairy business depends on its size and complexity. However, regardless of the size of the dairy business, it can benefit from an inventory management system.

Reasons for managing milk inventory efficiently

* Ensuring freshness and quality
* Meet consumer demand
* Minimising costs

**Proposed Recommendation**

* Business Continuity
* Improved Efficiency
* Compliance and Security

**Common Challenges in Data Migration**

**The most common issues in dairy product businesses are discussed below:**

* Spreadsheet utilization. ...
* No asset tracking. ...
* No maintenance on time. ...
* Asset auditing. ...
* Asset tags. ...
* Better incident management. ...
* Asset movement. ...
* Asset physical verification.
1. Business Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Priority** |
| FR001 | Demand Forecasting | Insightful Demand Forecasting. Effective inventory management begins with accurate forecasting | 10 |
| FR002 | Cost Estimate | Holding, Ordering, and Shortage Cost Estimate | 10 |
| FR003 | Product Quality | The Milk Quality area tests samples for the presence of bacteria, inhibitory substances, foreign matter and undesirable Oduors. | 8 |
| FR004 | Storage  | Almost all dairy products need to be stored in the refrigerator | 7 |
| FR005 | Product Delivery | The requirement for accepting a delivery of milk is that it must be pasteurized to ensure safety for consumption.  | 9 |
| FR006 | Resources | Software requirements are databases, UNIX, Web application, JIRA. | 9 |
| FR007 | Project Team | 1 Product Owner, 1 BA, 1 Project Manager, 3 developers, 3 Testers | 9 |

10.Appendices

 10.1. List of Acronyms

 BA – Business Analyst

 BRD – Business Requirement document

 TL – Extract, Transform, Load

 FR – Functional Requirement

 RASCI – Responsible, Accountable, Supports, Consulted, Informed

 10.2. Glossary of Terms

 Demand Forecasting

10.3. Related Document

RTM

FRD

**Process Flow Diagram**



Hi Jian,

Happy Morning,

Hope you had a lovely weekend.

I hope this letter finds you well. I am excited to introduce our latest product to you, Ticket Management System. Our team has been working tirelessly to create a product that we believe will greatly benefit you and your business.

Ticket Management System is a web application that is intended to provide complete solutions for vendors as well as customers through a single get way using the internet as the sole medium. It will enable vendors to setup an online database containing information about their theaters, cinema halls, and amphitheatres. It will enable the customer to browse through the various shows and book their tickets online without any need to be physically present at the booking place. The administration module will enable a system administrator to approve and reject requests for new shows and maintain various lists of shows category.

In closing, I would be glad and my team would put on more efforts and their knowledge to implement this project based on your call.

Please let us know your availability, so that I can schedule a call and discuss further about the requirements/needs to start working on this project.

Thanking you,

Prathima,

Business Analyst – PMO

9840879406.

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Ticketing system P66279

 V1.0

 Prathima Authur

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| Project Manager | Venkateswara Rao |   |   |   |
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| Development Lead | Anbumozhi A |   |   |   |
| User Experience Lead  | Prasanna A |   |   |   |
| Quality Lead | Ramesh S |   |   |   |
| Content Lead | Prathima A |   |   |   |

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| Ramesh S |   |   |   |   |   |   | C |   |
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1. Introduction
	1. Business Goals

This article is intended for Ticketing systems that are used for issue tracking, handle the receiving, acknowledging, classifying and processing of customer inquiries. Assessment, prioritization, and handling of incidents supported by automated processes.

* 1. Business Objectives

The purpose of a ticketing system is to process, prioritize, and manage customer issues from end to end. When a customer query is submitted, the ticketing system creates a support ticket that can be tracked until the issue is resolved by an agent

* 1. Business Rules
* Define site-specific business rules to cater to different ticket processing mechanisms across [all operational sites](https://www.manageengine.com/products/service-desk/customizations/multi-site-location-support.html) of your organization.
* Configure multiple criteria to perform custom actions on incoming tickets.
* Prioritize and categorize tickets, set urgency and impact, and [assign tickets to technicians](https://www.manageengine.com/products/service-desk/automation/assign-tickets-load-balancing.html) or support groups, based on the inbound ticket parameters.
* Execute business rules on ticket creation or ticket updates.
* Manage multiple worklflows by cascading the execution of business rules.
* [Notify technicians with custom emails](https://www.manageengine.com/products/service-desk/automation/email-notification-rules.html) and text messages when a business rule is executed.
	1. Background

A ticketing system is software that helps companies manage and process customer requests. Each request generates a unique ticket number. Tickets can be created through various channels, such as email, web forms, or through the integration of social media channels.

* 1. Project Objective

Understanding the Purpose of a Ticketing System.

It serves as a central hub where all issues are logged, categorized, prioritized, and addressed systematically. This system is indispensable for organizations aiming to provide efficient IT support, enhance customer experience, and improve operational workflows.

The purpose of a ticketing system is to process, prioritize, and manage customer issues from end to end. When a customer query is submitted, the ticketing system creates a support ticket that can be tracked until the issue is resolved by an agent.

* 1. Project Scope

The scope of the ticket determines which ticket an agent can see. If the business is small, the agent usually sees all the information. The opposite is true in large enterprises where some information is rather confidential.

Project scope is the part of project planning that involves determining and documenting a list of specific project goals, deliverables, tasks, costs and deadlines. The documentation of a project's scope is called a scope statement or terms of reference.

* + 1. In Scope functionality
* Ticketing systems centralize customer support requests from various channels into a single agent workspace.
* This allows all agents to search, reference, and respond to tickets regardless of where the conversation began.
* It includes requirements for functionality like maintaining customer profiles and booking
	+ 1. Out Scope functionality
* Software would have issues while booking.
* Transaction issues while connecting to Bank servers.
* Issues with the tickets booked.
1. Assumption
* Continuous reservations/booking.
* constant booking and constant lead-time.
* Number of bookings are huge.
* Travelers increasing reservations.
1. Constraints

The online booking Industry constantly exploring new opportunities to evolve. With the evolution of online booking engines, it becomes crucial to standardize the online booking process.

So, if you want to start an online booking business, you need to understand what challenges you can face in building a stable yet powerful online booking system.

* Single Platform Multiple Booking Types
* Slot Management: Close Bookings
* Booking Cancellation Option for Customers
* Price Per Booking: Time Slot Management
* Manage Bookings via Calendar
* Streamline Online Booking Process
* Handle Customer Complaints
1. Risks

The main risks of an online ticketing platform are high service fees, the need for an internet connection, fraud risks, difficulty in obtaining refunds, and the impact on local resellers

Technological Risks

Buying a ticket online can involve fraud risks, as buyers may encounter fraudulent sites or unauthorized ticket sellers.

However, there are several means and methods to avoid these fraud risks when buying tickets online. First, it is important to verify the reliability of the site where you are buying tickets

Skills Risks

* You need internet access. Reliable internet access is required to check reservations and add bookings that are made over the phone. ...
* You need to be ready for an influx of new customers. ...
* Not all online booking systems are created equal.

Political Risks

Political risk is a type of risk faced by investors, corporations, and governments that political decisions, events, or conditions will significantly affect the profitability of a business actor or the expected value of a given economic action.

Business Risks

* Technical glitches.
* Customer expectations.
* Legal and ethical compliance.
* Competitive pressure.
* Human factor. Be the first to add your personal experience.
* Integration challenges.

Requirements Risks

**Functional Requirements**

* User Registration and Authentication:
* Search Functionality:
* Ticket Selection:
* Booking Process:
* Payment Processing:
* Booking Confirmation:
* Cancellation and Refunds:
* User Support:

**Non-Functional Requirements**

* Performance:
* Security:
* Scalability:
* Usability:
* Availability:
* Compatibility:
* Maintainability:
* Compliance:

Other Risks

Other risks include:

* Poor communication
* You need Internet access
* You need to be ready for an influx of new customers
* Not all online booking systems are created equal.
* ‍Avoid booking systems that don't bring you new quality customers
1. Business Process Overview

 An online ticket booking system is a software that allows potential customers to book and pay for a flight ticket directly through the website. That means that all stages of booking from choosing a destination to paying for the reservation, are handled online that significantly reduces the staff workload and eliminates double-bookings.

More advanced systems like ours demonstrate the ability to book through a variety of online methods, including mobile. Not only do they greatly expand the potential for bookings for your business, but also they better leverage the power of the Internet to drive growth and revenue.

**Proposed Recommendation**

* Business Continuity
* Improved Efficiency
* Compliance and Security

**The most common issues in ticketing system businesses are discussed below:**

* Connectivity issues
* And if you want to book a flight, hotel, and rental car together, it becomes even more difficult.
* Sometimes, booking travel online can be affected by technical glitches that can cause errors, delays, or failures.
* Some booking systems may charge hidden or extra fees, such as taxes, service charges, or cancellation fees, that are not disclosed upfront
* In the realm of digital platforms, neglecting user experience can significantly impede a product's success.
* Streamline Booking Process. Don't let your buyers be confused once they visit your website to schedule appointments online.
* Problems with communication and collaboration tools; User management; Mobile phone issues; Conference room equipment; Cybersecurity
1. Business Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Priority** |
| FR001 | Passenger Details | Gather all the details about the pasenger | 10 |
| FR002 | Travel Details  | Collect the details from the passenger about his/her journey. | 10 |
| FR003 | Ticket Booking | Based on the details, initiate the booking and after confirmation complete the booking. | 8 |
| FR004 | Updating  | Confirm the booking by verifying the details and proceeding for checkout | 7 |
| FR005 | Confirmation | Share the confirmed details to the passenger through mail/sms.  | 9 |
| FR006 | Resources | Software requirements are databases, UNIX, Web application, JIRA. | 9 |
| FR007 | Project Team | 1 Product Owner, 1 BA, 1 Project Manager, 3 developers, 3 Testers | 9 |

10.Appendices

 10.1. List of Acronyms

 BA – Business Analyst

 BRD – Business Requirement document

 TL – Extract, Transform, Load

 FR – Functional Requirement

 RASCI – Responsible, Accountable, Supports, Consulted, Informed

 10.2. Glossary of Terms

 Demand Forecasting

10.3. Related Document

RTM

FRD

Solution Requirements Document

for

Online Show Booking System

Version 1.0

Prepared by –

Prathima Authur

Prabhakaran.B

20/02/2025

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Revision History

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| **Name** | **Date** | **Reason For Changes** | **Version** |
|  |  |  |  |
|  |  |  |  |

# Introduction

## Purpose

Book my Show is a web application that is intended to provide complete solutions for vendors as well as customers through a single get way using the internet as the sole medium. It will enable vendors to setup an online database containing information about their theaters, cinema halls, and amphitheatres. It will enable the customer to browse through the various shows and book their tickets online without any need to be physically present at the booking place. The administration module will enable a system administrator to approve and reject requests for new shows and maintain various lists of shows category.

This document is meant to delineate the features of OSBS, so as to serve as a guide to the developers on one hand and a software validation document for the prospective client on the other.

## Document Conventions

## Intended Audience and Reading Suggestions

## Product Scope

Initial functional requirements will be: -

* Secure registration and profile management facilities for Customers.
* Adequate searching mechanisms for easy and quick access to particular products and services.
* Regular updates to registered customers of the OSBS about new shows.
* Notifying about trending shows in their genre.
* Strategic data and graphs for Administrators and Shop owners about the shows that are popular in each category and age group.
* Maintaining database of regular customers of different needs.
* Shop employees are responsible for internal affairs like processing orders.
* Feedback mechanism, so that customers can give feedback.
* Adequate payment mechanism and gateway for all popular credit cards, cheques and other relevant payment options, as available from time to time.

For the previous paragraph, depicting the functions of the system, from the perspective of the various users of the system, the following colour codes have been used:

* RED for administrator
* BLUE for customer of the shopping mall
* GREEN for the employees.

Initial non functional requirements will be: -

* + Secure access of confidential data (user’s details). SSL can be used.
	+ 24 X 7 availability.
	+ Better component design to get better performance at peak time.
	+ Advertisement space where it will effectively catch the customer’s attention and as a source of revenue.

In addition to the above mentioned points, due to the highly evolving nature of the project, the following are planned to be delivered if deemed necessary:

* More payment gateways.
* Dynamic price model by which prices can be changed based on demand and supply.
* Dynamic Storefront: Each customer will have a web page personalized based on his or her recent purchases. This is the equivalent of having a unique storefront for each customer in hopes of drawing in as many return customers as possible.

## References

1.www.wikipedia.org

2.www.google.co.in

3.www.IEEE.com

4.www.bookmyshow.com

# Overall Description

## Product perspective

OSBS is aimed towards the vendors who want to reach out to the maximum cross-section of customer and common people who can be potential customer. This project envisages bridging the gap between the seller, the retailer and the customer. OSBS should be user-friendly, ‘quick to learn’ and reliable software for the above purpose. OSBS is intended to be a stand-alone product and should not depend on the availability of other software. It should run on multiple platforms smoothly like Windows, Android, iOS, etc.

## Product functions

User: Administrator

Functions: The Administrator is the super user and has complete control over all the activities that can be performed. The application notifies the administrator of all show requests, and the administrator can then approve or reject them. The administrator also manages the list of available show categories. The administrator can also view and delete entries in the guestbook.

User: Show Facilitator

Functions: An employee can submit a show creation request through the application. When the request is approved by the Administrator, the requester is notified, and from there on is given the role of Show Facilitator. The Show Facilitator is responsible for setting up the shows and maintaining all the related data. This job involves managing the show locations and timings. The Show Facilitator can also decide to remove the show from the OSBS.

User: Customer/Guests

Functions: A Customer can browse through the various show categories. Therein he can select a specific show and view the different locations where it is available with timings. To proceed with the booking, the customer is prompted to login. Also, the customer can modify personal profile information (such as phone number and e-mail address) stored by the application. The customer can also view the status of any previous bookings, and cancel any show that has not commenced yet.

Via Web Browser

Computer

ONLINE SHOW BOOKING SYSTEM

 CORE FUCTIONALITIES

Database

## System Product Functions

Mobile Billing will be providing the below mentioned main functions.

The followings are the summarized version of the significant functions of the system. A finer

description about those functions are further given below

**Billing**

Specifications of billing mechanisms will be found here. The pending bill payment will be done using this function.

## Advanced Features of the System. User Classes and Characteristics

* e-bill : Payment of bill will be done on a single click.
* Duplicate bill: A duplicate copy of the bill can be downloaded using this function.
* Pay w/o login: Payment can be done without logging on to any account, it can be done simply with a mobile number.

## Operating Environment

Hardware Platform : Smartphones, PCs, Tablets, etc.

Software Components : Windows XP or more, Android 2.3 or more, iOS 4.0 or more, Firefox 21.0 or more, etc.

## Design and Implementation Constraints

One user can login within a system at a time.

## User Documentation

The documentation will include a user manual that will guide the user to understand and use the functionality of the system.

## Assumptions and Dependencies

The customer should know how to use the GUI.

The employee should provide timely information regarding current shows.

Customer should enable E-Banking facilities or should have Credit / Debit Cards.

# External Interface Requirements

## User Interfaces

The following prototypes will show the web interfaces relevant to our functional requirements.

* Home Page.
* Forgot Password interface.
* Valid login should redirect to the Profile page.
* Bill Payment.
* Search Feature Interface.
* Show Booking Interface.

## Hardware Interfaces

System will consist of mainly two major components, a back-end platform and a front-end

application. Customized applications can be built on top of the backend platform to cater

different user requirements.

Back-end platform will be deployed in one of the network operator’s servers. Front-end

application may also be deployed in the same server or another remote server. Users will be able access the front-end application through web using desktop machines and through WAP using mobiles, PDAs or any other WAP enabled device. Not only that, any mobile device having the STK application capabilities should be able to use the product.

## Software Interfaces

For database connectivity, MySQL 5.x software interface will be used and standard SQL

statements will be used when communicating with MySQL.

In the system development some of the utility components developed/used by the network

operator will be used.

J2SDK 1.5 native libraries will be used during development.

## Communications Interfaces

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| Source | Destination | Protocol |
| Mobile Application | Mobile | SMS MMS IVR |
| Application | Mobile | WAP |
| Application | Desktop | PC HTTP |

# System Features

Key features for an online show booking system include: real-time availability, mobile-friendly interface, multiple payment options, user-friendly calendar view, detailed show information, seat selection, secure payment gateways, customer reviews, easy cancellation and refund options, language and currency flexibility, and robust analytics reporting to track booking trends.

## System Feature 1

4.1.1 Description and Priority

Show Search and Browsing, Seat Selection , User Account Management , Secure Payment Gateway, Booking Confirmation, Cancellation and Refund Policy, Venue Management

Priority is very high for implementing this project.

4.1.2 Stimulus/Response Sequences

A Stimulus/Response sequence for an online show booking system would look like this: "User selects a show date and time on the calendar -> System displays available seats and prices for that show time, allowing the user to choose their desired seats and proceed to checkout

4.1.3 Functional Requirements

key functional requirements include: user registration and login, show search and filtering, seat selection, booking confirmation, payment processing, ticket management (viewing, downloading, re-selling), account management, show details display, calendar view for date selection, notification system for booking updates, and integration with third-party payment gateways

# Nonfunctional Requirements

## Performance Requirements

* Our system work on real time data.
* User may number from few hundred to ten of thousand.

## Safety Requirements

* Not applicable

## Software Quality Attributes

* Database should be portable & dynamic.
* User data need to be processed & reliable result should be generated.

# Other Requirements

Other Requirements/additional features include detailed seating charts, promotional code management, customer account management, integration with ticketing systems, mobile responsiveness, detailed analytics, flexible pricing options, loyalty programs, email/SMS notifications, language support, and robust security measures to ensure a smooth user experience and efficient operations.

Appendix A: Glossary

An online show booking system glossary includes terms like: "ticket," "seat selection," "showtime," "venue," "booking confirmation," "payment gateway," "availability calendar," "customer account," "cancellation policy," "waitlist," "promo code," "event category," "session," "ticketing system," and "booking manager

Appendix B: Analysis Models

When analyzing an online show booking system, key models to consider include: User Model, Show/Event Model, Seat/Inventory Model, Payment Model, Booking Management Model, and Administrative Model; each focusing on different aspects of the system, from user interactions to managing show details, seat availability, payments, and overall booking processes

Appendix C: To Be Determined List

A "To Be Determined" (TBD) list for an online show booking system would include aspects of the system design, features, and functionality that still need to be finalized, such as specific payment gateways, detailed seating arrangements, promotional strategies, customer support channels, and the exact integration with existing ticketing systems, depending on the project's requirements



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| **User Story No. 1** | **Tasks**: Search for products | **Priority**: 2 |
| **Value Statement:** AS a customerI want to be able to search for products by category or keywordSo I can easily find and purchase the items I am interested in. |
| **BV:** 200 **CP**: 2 |
| **Acceptance Criteria:** customer should be able to search for products by category or keyword and easily find and purchase the items |
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| **User Story No. 2** | **Tasks**: add products to my shopping cart | **Priority**: 2 |
| Value Statement: AS a customer I want to be able to add products to my shopping cart, view the contents of my cart, and proceed to checkout, so I can complete my purchase quickly and easily |
| **BV**: 200 **CP**: 2 |
| **Acceptance Criteria** should be able to add products to my shopping cart, view the contents of my cart, and proceed to checkout. |
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| **User Story No. 3** | Tasks: create an account | **Priority**: 1 |
| **Value Statement:** AS a customer I want to be able to create an account, save my payment information, and view my order history.so I can have a personalized shopping experience and easily track my purchases. |
| **BV**: 500 **CP**: 3 |
| **Acceptance Criteria:** create an account, save my payment information, and view my order history. |
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| **User Story No. 4** | **Tasks**: view real-time dashboards | **Priority**: 3 |
| **Value Statement:** As a marketing managerI want to view real-time dashboards of customer behavior and engagementso I can optimize marketing campaigns and improve customer retention |
| **BV**: 200 **CP**: 5 |
| **Acceptance Criteria**: should be able to add real-time dashboards of customer behavior and engagement should be viewed |
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| **User Story No. 5** | **Tasks** access detailed reports on customer interactions | **Priority**: 3 |
| **Value Statement:** As a sales representativeI want to access detailed reports on customer interactions and sales performanceso I can identify sales trends and opportunities to improve performance |
| **BV**: 200 **CP**: 5 |
| **Acceptance Criteria:** Should Able to access detailed reports on customer interactions and sales performance |
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| **User Story No. 6** | **Tasks**: monitor key performance indicators for operational efficiency, such as cycle time, throughput, and inventory levels | **Priority**: 2 |
| **Value Statement:** As an operations managerI want to monitor key performance indicators for operational efficiency, such as cycle time, throughput, and inventory levelsso I can identify opportunities to improve operational performance. |
| **BV**: 200 **CP**: 3 |
| **Acceptance Criteria**: able to monitor key performance indicators for operational efficiency, such as cycle time, throughput, and inventory levels |
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| **User Story No. 7** | **Tasks**: view product details, including images, descriptions, prices, and customer reviews | **Priority**: 2 |
| **Value Statement:** As a customerI want to be able to view product details, including images, descriptions, prices, and customer reviews so I can make informed purchasing decisions. |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** view product details, including images, descriptions, prices, and customer reviews |
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| **User Story No. 8** | **Tasks**: apply discount codes, promotions, and gift cards to my purchase | **Priority**: 1 |
| **Value Statement:** As a customerI want to be able to apply discount codes, promotions, and gift cards to my purchase so I can take advantage of special offers and discounts |
| BV: 500 CP: 2 |
| Acceptance Criteria: discount codes, promotions, and gift cards to my purchase should be applied |
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| **User Story No. 9** | **Tasks** to receive email notifications about my order status, including order confirmation, shipping updates, and delivery notifications | **Priority**: 2 |
| **Value Statement:** As a customerI want to receive email notifications about my order status, including order confirmation, shipping updates, and delivery notificationsso I can stay informed about my purchases |
| **BV**: 200 **CP**: 3 |
| **Acceptance Criteria:** should be able to receive email notifications about my order status, including order confirmation, shipping updates, and delivery notifications |
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| **User Story No. 10** | **Tasks**: track customer feedback and sentiment data | **Priority**: 2 |
| **Value Statement:** AS a product managerI want to track customer feedback and sentiment dataso I can identify customer needs and preferences and make data-driven decisions about product development and marketing |
| **BV**: 200 **CP**: 3 |
| **Acceptance Criteria:** should be able to track customer feedback and sentiment data |
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| **User Story No. 11** | **Tasks**: generate ad-hoc reports on financial metrics and KPIs | **Priority**: 2 |
| **Value Statement:** As a finance analystI want to generate ad-hoc reports on financial metrics and KPIsso I can analyze financial performance and identify areas for cost reduction and optimization |
| **BV**: 200 **CP**: 5 |
| **Acceptance Criteria:** able to generate ad-hoc reports on financial metrics and KPIs |
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| **User Story No. 12** | **Tasks**: provide feedback and reviews on products | **Priority**: 2 |
| **Value Statement:** As a customerI want to be able to provide feedback and reviews on productsso I can share my experiences and help other customers make informed purchasing decisions |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to provide feedback and reviews on products |
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| **User Story No. 13** | **Tasks**: search for products by category and keyword | **Priority**: 1 |
| **Value Statement:** As a customerI want to be able to search for products by category and keywordso I can quickly find the items I am interested in. |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to search for products by category and keyword |
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| **User Story No. 14** | **Tasks**: Post Updates and Share Content | **Priority**: 1 |
| **Value Statement:** As a userI want to post updates, share photos and videos, and tag friendsso I can share my experiences and stay connected with my network |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to post updates, share photos and videos, and tag friends |
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| **User Story No. 15** | **Tasks**: Online Banking Portal | **Priority**: 1 |
| **Value Statement:** As a bank customerI want to view my account statements onlineso I can keep track of my transactions and account balance |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to view my account statements online |
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| **User Story No. 16** | **Tasks**: create and manage advertising campaigns, including setting campaign budgets, targeting criteria, and ad creatives | **Priority**: 1 |
| **Value Statement:** As a media buyerI want to be able to create and manage advertising campaigns, including setting campaign budgets, targeting criteria, and ad creativesso I can effectively reach my target audience and achieve my marketing goals |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to create and manage advertising campaigns, including setting campaign budgets, targeting criteria, and ad creatives |
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| **User Story No. 17** | **Tasks**: track and analyze the performance of my advertising campaigns | **Priority**: 1 |
| **Value Statement:** As a marketing managerI want to be able to track and analyze the performance of my advertising campaigns in real-time, including impressions, clicks, conversions, and return on investment (ROI) so I can optimize my ad spend and make data-driven decisions to improve campaign performance |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to view my account statements onlin |
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| **User Story No. 18** | **Tasks**: upload and manage ad creatives | **Priority**: 1 |
| **Value Statement:** As a creative designerI want to be able to upload and manage ad creatives, including images, videos, and ad copy, in various formats and sizesso I can easily create and update ads for different platforms and placements |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to upload and manage ad creatives, including images, videos, and ad copy, in various formats and sizes |
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| **User Story No. 19** | **Tasks**: monetize my website or app | **Priority**: 1 |
| **Value Statement:** AS a publisherI want to be able to monetize my website or app by displaying ads from different advertisers, and to have control over the types of ads that are displayed, the frequency, and the placementso I can generate revenue and provide a positive user experience |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria**: able to monetize my website or app by displaying ads from different advertisers, and to have control over the types of ads that are displayed, the frequency, and the placement |
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| **User Story No. 20** | **Tasks**: access and analyze ad performance data | **Priority**: 1 |
| **Value Statement:** AS a data analystI want to be able to access and analyze ad performance data, including impressions, clicks, conversions, and audience demographics, in a visual and customizable wayso I can generate insights and reports to inform marketing strategies and optimizations |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to access and analyze ad performance data, including impressions, clicks, conversions, and audience demographics, in a visual and customizable way |
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| **User Story No. 21** | **Tasks**: manage multiple client accounts within the ad tech tool | **Priority**: 1 |
| **Value Statement:** AS a account managerI want to be able to manage multiple client accounts within the ad tech tool, including creating and managing campaigns, setting budgets, and providing performance reportsso I can effectively serve my clients and track their advertising performance. |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria**: able to manage multiple client accounts within the ad tech tool, including creating and managing campaigns, setting budgets, and providing performance reports |
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| **User Story No. 22** | **Tasks**: define and manage custom audiences | **Priority**: 2 |
| **Value Statement:** AS a advertiserI want to be able to define and manage custom audiences, including demographic, geographic, and behavioral criteriaso I can target my ads to the most relevant audience and maximize my ad effectiveness |
| **BV**: 200 **CP**: 2 |
| **Acceptance Criteria:** able to define and manage custom audiences, including demographic, geographic, and behavioral criteria |
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| **User Story No. 23** | **Tasks**: use [machine learning algorithms and predictive analytics](https://savioglobal.com/blog/how-tos/learning-machine-learning-an-easy-to-begin-comprehensive-guide/) | **Priority**: 1 |
| **Value Statement**: AS a campaign optimizerI want to be able to use [machine learning algorithms and predictive analytics](https://savioglobal.com/blog/how-tos/learning-machine-learning-an-easy-to-begin-comprehensive-guide/) to automatically optimize my advertising campaigns based on performance dataso I can improve campaign efficiency and achieve better results over time. |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to use [machine learning algorithms and predictive analytics](https://savioglobal.com/blog/how-tos/learning-machine-learning-an-easy-to-begin-comprehensive-guide/) to automatically optimize my advertising campaigns based on performance data. |
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| **User Story No. 24** | **Tasks**: track my leads, opportunities, and deals | **Priority**: 1 |
| **Value Statement**: AS a sales representativeI want to be able to track my leads, opportunities, and deals in a centralized CRM systemso I can easily manage my sales pipeline, prioritize my tasks, and close deals effectively.. |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to track my leads, opportunities, and deals in a centralized CRM system |
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| **User Story No. 25** | **Tasks**: monitor the performance of my sales team | **Priority**: 1 |
| **Value Statement**: As a sales managerI want to be able to monitor the performance of my sales team, including their sales activities, deal progress, and revenue targetsso I can provide coaching, feedback, and support to improve their performance and achieve team goals. |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to monitor the performance of my sales team, including their sales activities, deal progress, and revenue targets  |
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| **User Story No. 26** | **Tasks**: customer information and interaction history | **Priority**: 2 |
| **Value Statement:** AS a customer service representativeI want to be able to access customer information and interaction history in the CRM systemso I can provide personalized and efficient support, resolve issues, and deliver a positive customer experience |
| **BV**: 200 **CP**: 2 |
| **Acceptance Criteria**: should be able to access customer information and interaction history in the CRM system |
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| **User Story No. 27** | **Tasks**: segment and target my customers | **Priority**: 1 |
| **Value Statement:** AS marketing managerI want to be able to segment and target my customers and prospects in the CRM system, based on criteria such as demographics, behaviors, and engagement levels, so I can deliver relevant and personalized marketing campaigns to drive customer engagement and retention. |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to segment and target my customers and prospects in the CRM system, based on criteria such as demographics, behaviors, and engagement levels, |
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| **User Story No. 28** | **Tasks**: access high-level dashboards and reports in the CRM system | **Priority**: 2 |
| **Value Statement:** AS an executive I want to be able to access high-level dashboards and reports in the CRM systemso I can monitor overall sales performance, customer acquisition, retention, and lifetime value, and make data-driven decisions to drive business growth |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to access high-level dashboards and reports in the CRM system |
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| **User Story No. 29** | **Tasks**: gather and analyze customer feedback and product usage data | **Priority**: 2 |
| Value Statement: AS product managerI want to be able to gather and analyze customer feedback and product usage data in the CRM systemso I can identify customer needs, preferences, and pain points, and incorporate them into product development and improvement strategies |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria**: able to gather and analyze customer feedback and product usage data in the CRM system |
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| **User Story No**. 30 | **Tasks**: configure and customize the CRM system to match our organization’s sales | **Priority**: 2 |
| **Value Statement:** AS a system administratorI want to be able to configure and customize the CRM system to match our organization’s sales, marketing, and customer service processesso I can ensure that the CRM tool is aligned with our specific business requirements and workflows |
| **BV**: 200 **CP**: 3 |
| **Acceptance Criteria**: able to configure and customize the CRM system to match our organization’s sales, marketing, and customer service processes |
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| **User Story No. 31** | **Tasks**: access and update customer and prospect information | **Priority**: 1 |
| **Value Statement:** AS a mobile salespersonI want to be able to access and update customer and prospect information in the CRM system on my mobile deviceso I can manage my sales activities and update customer interactions on the go |
| **BV**: 500 **CP**: 5 |
| **Acceptance Criteria:** able to access and update customer and prospect information in the CRM system on my mobile device |
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| **User Story No. 32** | **Tasks**: create and manage production schedules in the ERP system | **Priority**: 3 |
| **Value Statement:** AS a production plannerI want to be able to create and manage production schedules in the ERP system, including defining production orders, allocating resources, and tracking progress so I can optimize production capacity and meet customer demand |
| **BV**: 200 **CP**: 2 |
| **Acceptance Criteria**: able to create and manage production schedules in the ERP system, including defining production orders, allocating resources, and tracking progress |
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| **User Story No. 33** | **Tasks**: create and manage purchase orders in the ERP system | **Priority**: 1 |
| **Value Statement**: AS a procurement managerI want to be able to create and manage purchase orders in the ERP system, including selecting vendors, defining quantities, and tracking order statusso I can effectively manage the procurement process and ensure timely delivery of goods and services. |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to create and manage purchase orders in the ERP system, including selecting vendors, defining quantities, and tracking order status |
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| **User Story No. 34** | **Tasks**: manage financial transactions and records in the ERP system | **Priority**: 3 |
| **Value Statement:** AS a finance managerI want to be able to manage financial transactions and records in the ERP system, including recording invoices, payments, and expenses, reconciling accounts, and generating financial reportsso I can accurately track and report on the financial health of the organization |
| **BV**: 200 **CP**: 2 |
| **Acceptance Criteria**: able to manage financial transactions and records in the ERP system, including recording invoices, payments, and expenses, reconciling accounts, and generating financial reports |
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| **User Story No. 35** | **Tasks**: create and manage sales orders, track customer orders | **Priority**: 2 |
| **Value Statement:** AS a salespersonI want to be able to create and manage sales orders, track customer orders, and view inventory availability in the ERP systemso I can efficiently process customer orders, manage order fulfillment, and provide accurate order status updates |
| **BV**: 500 **CP**: 5 |
| **Acceptance Criteria**: able to create and manage sales orders, track customer orders, and view inventory availability in the ERP system |
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| **User Story No. 36** | **Tasks**: manage employee information, including hiring, onboarding | **Priority**: 2 |
| **Value Statement:** AS a human resources managerI want to be able to manage employee information, including hiring, onboarding, performance evaluations, and benefits administration, in the ERP systemso I can effectively manage the workforce and ensure compliance with company policies and regulations |
| **BV**: 500 **CP**: 5 |
| **Acceptance Criteria**: able to manage employee information, including hiring, onboarding, performance evaluations, and benefits administration, in ERP system |
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| **User Story No. 37** | **Tasks**: manage inventory levels, including receiving, stocking, and picking inventory items | **Priority**: 2 |
| **Value Statement**: AS a warehouse managerI want to be able to manage inventory levels, including receiving, stocking, and picking inventory items, in the ERP systemso I can maintain accurate inventory records, optimize warehouse space, and ensure timely order fulfillment |
| **BV**: 500 **CP**: 5 |
| **Acceptance Criteria**: able to manage inventory levels, including receiving, stocking, and picking inventory items, in the ERP system |
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| **User Story No. 38** | **Tasks**: access and analyze data from various modules | **Priority**: 1 |
| **Value Statement:** AS a business analystI want to be able to access and analyze data from various modules in the ERP system, including sales, inventory, procurement, and financeso I can generate insights, trends, and reports to inform decision-making and strategic planning |
| **BV**: 500 **CP**: 2 |
| **Acceptance Criteria:** able to access and analyze data from various modules in the ERP system, including sales, inventory, procurement, and finance |
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| **User Story No. 39** | **Tasks**: post updates, share photos and videos | **Priority**: 2 |
| **Value Statement:** AS a userI want to post updates, share photos and videos, and tag friendsso I can share my experiences and stay connected with my network. |
| **BV**: 500 **CP**: 5 |
| **Acceptance Criteria**: should be able to post updates, share photos and videos, and tag friends |
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| **User Story No. 40** | **Tasks**: configure and customize the ERP system | **Priority**: 2 |
| **Value Statement:** AS a IT administratorI want to be able to configure and customize the ERP system, including setting up user permissions, defining workflows, and integrating with other systemsso I can ensure that the ERP tool is aligned with our organization’s business processes and requirements |
| **BV**: 500 **CP**: 5 |
| **Acceptance Criteria**: able to configure and customize the ERP system, including setting up user permissions, defining workflows, and integrating with other systems |
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