**Assignment No 1.**



*Project Name: Inventory & Delivery Management System*

*Project ID: IDMS01*

*Version ID: V0001*

*Author: Viral Patel*

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# Document Revisions

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| Date | Version Number | Document Changes |
| 05/12/20xx | 0.1 | Initial Draft |
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# Approvals

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| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor | ABC  |  |  |  |
| Business Owner | XYZ |  |  |  |
| Project Manager | XYZ |  |  |  |
| System Architect | XYZ |  |  |  |
| Development Lead | XYZ |  |  |  |
| User Experience Lead | XYZ |  |  |  |
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### RACI Chart

RACI Matrix

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Task | Operations Manager | IT Team | Logistics Team | Plant Managers | Warehouse Managers | Customers | BA |
| Define System Requirements | A | C | C | I | C | I | R |
| Conduct Stakeholder Interviews | C | I | I | I | I | I | R |
| Design Software Architecture | C | R | I | I | I | I | C |
| Create User Stories and Acceptance Criteria | A | C | A | A | A | A | R |
| Implement Inventory Management System | I | R | C | A | A | I | I |
| Implement Delivery Tracking System | I | R | A | I | I | I | I |
| Perform System Testing | I | R | C | I | C | I | I |
| Deploy | I | R | I | I | I | I | C |
|  |  |  |  |  |  |  |  |

# Introduction

## Business Goals

To streamline inventory management across manufacturing plants and warehouses while ensuring efficient and timely delivery of ice cream and milk products to customers nationwide.

## Business Objectives

* To optimize inventory management across multiple manufacturing plants and warehouses.
* To minimize delivery times and maximize customer satisfaction.
* To improve overall operational efficiency and reduce costs.

## Background

The company specializes in the manufacturing and distribution of ice cream and milk products. With manufacturing plants and warehouses located in various parts of the country, the company aims to streamline its operations to maintain a competitive edge in the market. The increasing demand for their products, coupled with the need to ensure high-quality and timely delivery, has highlighted inefficiencies in the current system.

This project is initiated to address challenges in inventory management, improve the delivery process, and ensure customer satisfaction. By leveraging technology, the company seeks to optimize its supply chain and enhance operational visibility across all facilities.

## Project Objective

* Implement a centralized system to monitor stock levels in real-time at the plant and regional warehouses.
* Automate stock replenishment to avoid understocking or overstocking issues.
* Enable efficient route optimization for timely product delivery.
* Provide customers with real-time delivery tracking and notifications.
* Reduce manual errors in production and inventory processes.
* Ensure that customers receive fresh products promptly.

## Project Scope

This project will encompass all aspects of the company's supply chain, from raw material procurement to final delivery to customers.

### In Scope Functionality

* Real-time inventory management system for manufacturing plants and warehouses.
* Integration with delivery management software for route optimization.
* Monitoring and reporting tools for inventory and delivery management.
* Alerts for low inventory and delivery delays.

### Out Scope Functionality

* Development of customer-facing e-commerce platforms.
* Marketing or promotional activities.

# Assumptions & Constrains

Assumptions

* All warehouses are equipped with the necessary hardware for system integration.
* Internet connectivity is reliable across all locations.
* Availability of required GPS systems for route optimization.
* Operational delivery partners and availability of transportation vehicles.
* Availability of tech savvy manpower for operating the designed system.
* Availability of desktop and other required hardware.

Constrains

* Limited financial resources may restrict the scope of the project, including the selection of software tools, hardware, or third-party services.
* Tight deadlines may limit the time available for system testing, employee training, and phased deployment.
* Limited availability of skilled personnel to implement and maintain the new system.
* Legacy systems may not support integration with modern software solutions.
* Complex workflows in manufacturing and logistics may require extensive customization of software tools.
* Availability of reliable vendors or logistics partners in all operational regions

# Risks

##

## Technological Risks

* Difficulty in integrating the new inventory and delivery systems with existing legacy software may cause delays or disruptions.
* Errors during the migration of historical inventory and logistics data to the new system could lead to inaccurate records.
* Unexpected downtime during implementation could interrupt manufacturing or delivery operations.

## Skills Risks

## Insufficient training or lack of skilled employees to operate the new system may lead to inefficiencies.

## Financial Risks

* Implementation costs could exceed the budget due to unforeseen expenses, such as additional infrastructure or third-party tools.
* The expected ROI might take longer to realize if adoption is slow or operational challenges persist.

## Business Risks

## Poor demand forecasting may result in overproduction or underproduction, impacting inventory levels and customer satisfaction.

* Inefficient route optimization or logistical issues might result in delayed deliveries, harming customer trust.
* Delayed or incorrect updates in the inventory system could lead to stock outs or overstocking at warehouses.

Risk Mitigation Strategies

## Ensure comprehensive testing of the system before full deployment to mitigate technological risks.

* Train all employees and stakeholders to use the new system effectively and reduce resistance.
* Allocate a buffer in the budget to handle unforeseen expenses.
* Use project management tools to track implementation progress and identify risks early.
* Maintain open communication with all stakeholders to address concerns and ensure alignment.

# Business Process Overview

The inventory management system will track customer orders and allocate for delivery to the nearest warehouse with availability of the product and will also streamline inventory and delivery management to avoid stock outs or over stocking in any warehouse.

## Legacy System (AS-IS)

The AS-IS process highlights the existing inefficiencies and challenges in the company’s operations.

## Manufacturing

* Manual production scheduling based on historical data rather than real-time demand.
* Limited visibility into production metrics.
* Quality checks are performed manually, increasing the risk of errors.

## Inventory Management

## Inventory levels are tracked manually or using old systems that don't communicate with each other.

* Delayed stock updates cause overstocking or stock outs at warehouses.
* No integration between order placement systems and inventory tracking.

## Order Processing

* Customer orders are processed manually, leading to delays and potential errors.
* The expected ROI might take longer to realize if adoption is slow or operational challenges persist.
* Delivery routes are planned manually without optimization tools, resulting in higher costs and delays.
* 

##  Proposed Recommendations (TO BE)

The TO-BE process describes the optimized and efficient workflow after implementing the proposed solutions.

## Manufacturing

* Automated production scheduling based on real-time demand forecasts.
* Integration of production metrics with the inventory management system for better visibility.
* Automated quality control checks using technology to minimize errors.

## Inventory Management

## Centralized inventory tracking system providing real-time visibility across manufacturing plants and warehouses.

* Automated replenishment triggered by predefined stock thresholds.
* Better forecasting reduces overstocking and stockouts.

## Order Processing

* Integrated order management system that connects customer orders directly to inventory levels.
* Automated validation of order availability and faster order processing.
* Logistics system with route optimization tools for efficient and cost-effective delivery planning.
* Real-time order tracking and automated notifications to customers.
* Improved route optimisation for faster service.

Process Flow Diagram



# Business Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| Sr.no | Business requirement | Functionality | Priority |
| 1 | Develop a centralized inventory management system to provide real-time visibility into stock levels at manufacturing plants and warehouses. | Inventory Management | High  |
| 2 | Automate stock replenishment based on predefined thresholds to prevent stock outs or overstocking. | Inventory Management | High  |
| 3 | Enable integration of inventory data with the order management system for accurate stock allocation. | Inventory Management | High  |
| 4 | Implement an order management system that automates order fulfilment. | Order Processing | High |
| 5 | Provide a dashboard for monitoring order status, including pending, fulfilled, and cancelled orders. | Order Processing | High  |
| 6 | Ensure seamless integration between customer order platforms and backend systems. | Order Processing | High  |
| 7 | Introduce route optimization software to reduce delivery times and costs. | Delivery System | High |
| 8 | Enable real-time order tracking and notifications for customers. | Delivery System | High  |
| 9 | Automate delivery assignment based on proximity and priority. | Delivery System | High |
| 10 | Ensure quick resolution of complaints with an integrated ticketing system for issue management. | Customer Experience | High  |
| 11 | Offer automated feedback collection after order delivery to measure customer satisfaction. | Customer Experience | High |
| 12 | Generate real-time reports on inventory levels, production metrics, and delivery performance. | Reporting and Analytics | High |
| 13 | Use predictive analytics for demand forecasting and replenishment planning. | Reporting and Analytics | High |
| 14 | Provide dashboards for key stakeholders to monitor performance indicators. | Reporting and Analytics | High |

# Appendices

## List of Acronyms

## Glossary of Terms

## Related Documents

**Process Flow**

**Steps:**

1. Inventory Update: Manufacturing plant updates system with production data.
2. Warehouse Stocking: Products are transported to regional warehouses, with inventory levels automatically updated.
3. Order Placement: Orders are received from distributors or retailers.
4. Inventory Check: System checks the nearest warehouse for stock availability.
5. Delivery Scheduling: Delivery routes are optimized based on customer location and urgency.
6. Dispatch: Products are picked, packed, and dispatched.
7. Delivery Monitoring: GPS tracks the delivery vehicle's progress.
8. Customer Feedback: System records delivery time and customer feedback for performance analysis.



**Resource Plan**:

 The resource plan for the project will focus on three main categories: human resources, technology and infrastructure, and budget.

* **Human Resources**

People and their roles in the project

Project Manager - Oversee the project, manage timelines, and coordinate between teams.

Business Analyst - Gather requirements, document workflows, and liaise with stakeholders.

Software Developers – A small team of developers that develop the system, implement features for inventory and delivery management.

Database Administrator - Set up and maintain databases for inventory and delivery tracking.

Testers -Test the software for functionality, performance, and security.

* **Technology**

Hardware Requirements

Computers/Tablets and GPS Devices.

Software Requirements

Development Tools, Database, and Servers,

* **Budget**

The project will be completed in 6 months with a budget of Rs. 1,25,00,000/-

**Process Flow Diagram Description**

The process flow will be as per following steps:

* **Manufacturing Plant**:
	+ Ice cream and milk products are manufactured.
	+ Inventory is updated in the system.
* **Warehousing**:
	+ Products are distributed to warehouses based on demand forecasting.
	+ Real-time inventory updates are reflected.
* **Order Processing**:
	+ Orders are placed by retailers or distributors.
	+ The system identifies the nearest warehouse with available stock.
* **Route Optimization and Scheduling**:
	+ Delivery schedules are created using route optimization software.
* **Dispatch and Delivery**:
	+ Products are dispatched, and delivery is tracked in real time.
* **Customer Feedback**:
	+ Feedback is collected post-delivery.

**Assignment No. 2:**

**Introduction Letter**

Dear Sir,

I hope this message finds you well. My name is Viral Patel and I am pleased to introduce myself as the Business Analyst assigned to collaborate with you and your team on this project.

I will serve as your primary point of contact throughout the business understanding process. My goal is to work closely with the you and your team to ensure we gather comprehensive insights into your business needs, objectives, and challenges. This understanding will form the base for designing solutions to achieve your business goals efficiently and effectively.

Over the coming days and weeks, we will work to Identify and document your key requirements. Map current workflows and processes to uncover areas for optimization. Collaborate to align the project deliverables with your strategic objectives. Address any initial questions or concerns to ensure clarity and alignment from the start.

Please feel free to reach out to me at on my contact details with any questions or information you’d like to share in advance. I will be in touch soon to schedule our first meeting.

Warm Regards

Viral Patel

Business Analyst

Mobile No

**BRD - Ticketing System for Support or Issue Management**

*Project Name: Ticketing System for Support or Issue Management*

*Project ID: TSSIM01*

*Version ID: V0001*

*Author: Viral Patel*

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### RACI Chart

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task/Activity | Responsible | Accountable | Consulted | Informed |
| Requirements Gathering | Business Analyst | Project Sponsor | Stakeholders | IT Team |
| Design & Prototyping | UX/UI Designer | Project Manager | Business Analyst | Stakeholders |
| Development | Developers | IT Manager | Business Analyst | Project Sponsor |
| Testing | QA Team | IT Manager | Developers | Stakeholders |
| Deployment | IT Team | Project Sponsor | QA Team | All Users |
| User Training | Training Team | Project Sponsor | Business Analyst | All Users |
| Performance Monitoring | Administrators | IT Manager | Stakeholders | Project Sponsor |
|  |  |  |  |  |

# Introduction

## Business Goals

To develop a centralized Ticketing System that allows users to raise, track, and resolve support tickets efficiently, ensuring improved communication, faster resolution, and better customer satisfaction.

## Business Objectives

* To enable users to create, manage, and resolve tickets seamlessly.
* To optimize workflows and prioritize tickets to ensure timely resolutions.
* To provide better collaboration between users and support teams.
* To provide transparency and accountability through real-time updates and feedback mechanisms.
* To develop a solution that can accommodate future growth and changing business needs.

## Background

The company provided consultancy and solutions to businesses, the organizations face significant challenges in managing customer and internal support requests. Inefficient ticket handling processes often lead to delayed resolutions, miscommunications, and decreased customer satisfaction. To address these issues, this project focuses on creating a centralized Ticketing System that provides a structured, transparent, and user-friendly way to manage support requests. By streamlining workflows, automating assignments, and offering real-time updates, the system will empower support teams to deliver better service while optimizing resource utilization.

## Project Scope

This project will encompass all aspects of the company's supply chain, from raw material procurement to final delivery to customers.

### In Scope Functionality

* User-friendly interface for creating and tracking tickets.
* Role-based access for users, support staff, and administrators.
* Automated ticket assignment based on predefined criteria (e.g., category or priority).
* Notifications and alerts for ticket status updates.
* Reporting and analytics for monitoring performance and identifying bottlenecks.
* Alerts for low inventory and delivery delays.

### Out Scope Functionality

* Custom development for third-party tool integrations.
* Consulting to third party for legal or regulatory issue resolutions.

# Assumptions & Constrains

Assumptions

* All users have access to the internet.
* All user has basic technical knowledge to use the system.
* Existing data required for migration to the new system will be made available in a compatible format.
* Availability of desktop and other required hardware.

Constrains

* Limited financial resources may restrict the scope of the project, including the selection of software tools, hardware, or third-party services.
* Tight deadlines may limit the time available for system testing, employee training, and phased deployment.
* Limited availability of skilled personnel to implement and maintain the new system.
* Legacy systems may not support integration with modern software solutions.
* Availability of reliable vendors or logistics partners in all operational regions

# Risks

## Technological Risks

* Difficulty in integrating the new systems with existing legacy software may cause delays or disruptions.
* Errors during the migration of historical data to the new system could lead to inaccurate records.
* Unexpected downtime during implementation could interrupt manufacturing or delivery operations.

## Skills Risks

## Insufficient training or lack of skilled employees to operate the new system may lead to inefficiencies.

## Financial Risks

* Implementation costs could exceed the budget due to unforeseen expenses, such as additional infrastructure or third-party tools.
* The expected ROI might take longer to realize if adoption is slow or operational challenges persist.

## Business Risks

## Poor resolution implementation may result in customer dissatisfaction.

* Inefficient issue mapping might result in rework and delay in issue resolution.
* Non availability of expert staff in any vertical can lead to beyond tat pendency of the issue.

Risk Mitigation Strategies

## Ensure comprehensive testing of the system before full deployment to mitigate technological risks.

* Train all employees and stakeholders to use the new system effectively and reduce resistance.
* Allocate a buffer in the budget to handle unforeseen expenses.
* Use project management tools to track implementation progress and identify risks early.
* Maintain open communication with all stakeholders to address concerns and ensure alignment.

# Business Process Overview

The ticketing system for support and issue system management will allow users to raise tickets for any issue or support required for completing their day to day tasks and also track on the raised or closed issues, and allow business stakeholders to generate reports for performance tracking and analysis purpose.

## Legacy System (AS-IS)

The AS-IS process highlights the existing inefficiencies and challenges in the company’s operations.

* Non automation of task in raising and tracking the raised issue.
* No specific process flow or turnaround time for any raised issue.
* Manual assignment of raised tickets to available solution providing staff.
* No report generating or analytic tools for business to understand repeating issue.
* Non availability of ticket reopening or rechecking system.
* Poor quality control due to non-automated process

Process Flow Diagram



## 7.2. Proposed Recommendations (TO BE)

The TO-BE process describes the optimized and efficient workflow after implementing the proposed solutions.

* Automated ticket assignment based on priority or issue type.
* Automatic assigning to specialised team or department for better issue resolution.
* Streamlined process and specified time for issue resolution.
* Auto assignment to available staff based on available working tickets to avoid work overload on staff.
* Report generation and analysis solution to under specific department or process for tracking re-raised or multiple issues.
* Ticket reopening system for user for reopening unsatisfactory closed issue.
* Overall quality control.



# Business Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| Sr.no | Business requirement | Functionality | Priority |
| 1 | Develop a centralized platform for managing all support requests across departments.. | User Management | High  |
| 2 | Users must be able to submit tickets via multiple channels. | User Management | High  |
| 3 | The system should prioritize tickets automatically based on urgency and predefined criteria. | User Management | High  |
| 4 | Support staff should have access to a unified dashboard to manage their assigned tickets efficiently. | Resolutions Management | High |
| 5 | Administrators must be able to configure workflows, including custom ticket statuses and escalation rules. | Admin | High  |
| 6 | The system must support real-time communication between users and support teams through comments. | Resolutions Management | High  |
| 7 | Support staff should have access to a unified dashboard to manage their assigned tickets efficiently. | Resolutions Management | High |
| 8 | Historical ticket data should be stored securely for auditing and reporting purposes. | Reporting Management | High  |
| 9 | The system should generate automated reminders for pending or overdue tickets. | Resolutions Management | High |

# Appendices

## List of Acronyms

## Glossary of Terms

## Related Documents

**SRS for Support Ticketing System**

1. Introduction

1.1 Purpose: This document outlines the requirements for a software system to manage and track support tickets.

1.2 Scope:

Included: Ticket creation, assignment, status tracking, comments, user roles (customer, agent, admin).

Excluded: Complex integrations, reporting dashboards, mobile app support.

2. Overall Description

* 1. Product Perspective: A web-based system for internal or small-scale customer support.
	2. Product Functions: Ticket creation, assignment, status updates, comments, user management.
	3. User Characteristics: Support agents, customers.
	4. Operating Environment: Web browsers, standard operating systems.

3. Specific Requirements

3.1 Functional Requirements:

FR-01: Create tickets with subject, description, and priority.

FR-02: Assign tickets to agents.

FR-03: Update ticket status (e.g., Open, In Progress, Resolved, Closed).

FR-04: Add comments and attachments to tickets.

FR-05: View ticket history.

FR-06: Manage user accounts and roles.

3.2 User Interfaces: User-friendly, intuitive, clear labelling.

3.3 Software Interfaces: Database integration.

3.4 Performance Requirements: Fast loading times, quick responses.

3.5 Security Requirements: Secure authentication, data protection.

3.6 Usability Requirements: Easy navigation.

**Use Case 1: Create Ticket**

* **Actor:** Customer
* **Precondition:** Customer has an account (or can create one).
* **Trigger:** Customer encounters an issue or has a request.
* **Basic Flow:**
	1. Customer navigates to the ticket creation page.
	2. Customer enters subject, description, and priority level.
	3. Customer submits the ticket.
	4. System generates a unique ticket ID and displays a confirmation message.
	5. System assigns the ticket to the appropriate queue or agent (if automated assignment is enabled).
* **Alternate Flows:**
	1. Customer may encounter errors in form input (e.g., missing fields). System displays error messages and prompts for corrections.
* **Postcondition:** A new ticket is created and assigned in the system.

**Acceptance Criteria:**

* A new ticket can be created with a subject, description, and priority level.
* The system generates a unique identifier for each ticket.
* The ticket is automatically assigned to the appropriate queue or agent based on predefined rules (if applicable).
* The system displays a confirmation message to the customer upon successful ticket creation.
* Error messages are displayed for invalid input (e.g., missing fields).

**Use Case 2: View and Manage Tickets (Agent)**

* **Actor:** Agent
* **Precondition:** Agent is logged in to the system.
* **Trigger:** Agent needs to view or manage assigned tickets.
* **Basic Flow:**
	1. Agent logs in to the system.
	2. Agent views a list of assigned tickets.
	3. Agent selects a ticket to view details.
	4. Agent can update ticket status, add comments, and attach files.
	5. Agent can reassign the ticket to another agent.
* **Alternate Flows:**
	1. Agent may encounter no assigned tickets.
	2. Agent may encounter errors while updating ticket information.
* **Postcondition:** Ticket status, comments, and assignee are updated in the system.

**Acceptance Criteria:**

* Agents can view a list of tickets assigned to them.
* Agents can view ticket details, including subject, description, priority, status, comments, and history.
* Agents can update ticket status (e.g., Open, In Progress, Resolved, Closed).
* Agents can add comments and attachments to tickets.
* Agents can reassign tickets to other agents.
* The system displays error messages for invalid actions.

**Use Case 3: View Ticket History**

* **Actor:** Customer, Agent
* **Precondition:** A ticket exists in the system.
* **Trigger:** Customer or agent wants to view the history of a ticket.
* **Basic Flow:**
	1. Customer or agent views a ticket.
	2. Customer or agent accesses the ticket history section.
	3. System displays a chronological list of all status changes, comments, and attachments added to the ticket.
* **Alternate Flows:**
	1. No history is available for the ticket.
* **Postcondition:** Ticket history is displayed to the user.

**Acceptance Criteria:**

* The ticket history includes all status changes, comments, and attachments.
* Timestamps are associated with each event in the history.
* The history is displayed in a clear and chronological order.



ENTITY RELATIONSHIP DIAGRAM



User stories of shopping from ecommerce.

As a customer, I want to search for products by name or category so that I can quickly find what I need.

|  |  |  |
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| **User story No: 1** | **Tasks: 1** | **Priority: Medium** |
| **Value statement:** As a customer I want to search for products by category so that I can quickly find what I need  |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Search by category Button |

As a customer, I want to filter products by price, brand, or ratings so that I can refine my search.

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| **User story No: 2** | **Tasks: 2** | **Priority: Medium** |
| **Value statement:** As a customer I want to filter products by price, brand, or ratings so that I can refine my search |
| **BV:1000** | **CP:03** |
| **Acceptance criteria:**Click on “Search by” Button |

As a customer, I want to view detailed product descriptions and images so that I can make informed purchase decisions.

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| **User story No: 3** | **Tasks: 3** | **Priority: High** |
| **Value statement:** As a customer I want to view detailed product descriptions and images so that I can make informed purchase decisions |
| **BV:1000** | **CP:10** |
| **Acceptance criteria:**Click on View Product Details Button |

As a customer, I want to see related or recommended products so that I can explore similar options.

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| **User story No: 4** | **Tasks: 4** | **Priority: Medium** |
| **Value statement:** As a customer I want to see related or recommended products so that I can explore similar options |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on View Similar Search Button |

As a customer, I want to sort products by popularity or price so that I can see the best options.

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| **User story No: 5** | **Tasks: 5** | **Priority: Medium** |
| **Value statement:** As a customer I want to sort products by popularity or priceso that I can see the best options |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Sort By Button |

As a customer, I want to create an account so that I can save my preferences and order history.

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| **User story No: 6** | **Tasks: 6** | **Priority: Medium** |
| **Value statement:** As a customer I want to create an accountso that I can save my preferences and order history. |
| **BV:1000** | **CP:04** |
| **Acceptance criteria:**Click on Create Account Button |

As a customer, I want to log in securely using my email or social media so that I can access my account quickly.

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| **User story No: 7** | **Tasks: 7** | **Priority: Medium** |
| **Value statement:** As a customer I want to log in securely using my email or social media so that I can access my account quickly. |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Login Button |

As a customer, I want to reset my password in case I forget it so that I can regain access to my account.

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| **User story No: 8** | **Tasks: 8** | **Priority: Medium** |
| **Value statement:** As a customer I want to reset my password in case I forget it so that I can regain access to my account |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Reset Password Button |

As a customer, I want to update my profile details so that my account stays up-to-date.

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| **User story No: 9** | **Tasks: 9** | **Priority: Medium** |
| **Value statement:** As a customer I want to update my profile details so that my account stays up-to-date. |
| **BV:1000** | **CP:03** |
| **Acceptance criteria:**Click on Update Profile Button |

As a customer, I want to view my past orders so that I can keep track of what I’ve purchased.

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| **User story No: 10** | **Tasks: 10** | **Priority: Medium** |
| **Value statement:** As a customer I want to view my past orders so that I can keep track of what I’ve purchased |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on View Orders Button |

As a customer, I want to add products to my shopping cart so that I can purchase them later.

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| **User story No: 11** | **Tasks: 11** | **Priority: Medium** |
| **Value statement:** As a customer I want to add products to my shopping cart so that I can purchase them later |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Add to cart Button |

As a customer, I want to remove items from my cart so that I can change my selection.

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| **User story No: 12** | **Tasks: 12** | **Priority: Medium** |
| **Value statement:** As a customer I want to remove items from my cart so that I can change my selection |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Remove from cart Button |

As a customer, I want to select a preferred payment method (e.g., credit card, debit card) so that I can pay conveniently.

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| **User story No: 14** | **Tasks: 14** | **Priority: Medium** |
| **Value statement:** As a customer I want to select a preferred payment method so that I can pay conveniently |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Choose Payment Method Button |

As a customer, I want to track the status of my order so that I know when to expect delivery.

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| **User story No: 15** | **Tasks: 15** | **Priority: Medium** |
| **Value statement:** As a customer I want to track the status of my orderso that I know when to expect delivery |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Track Order Button |

As a customer, I want to request a return or replacement for an order so that I can exchange defective or incorrect items.

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| **User story No: 16** | **Tasks: 16** | **Priority: Medium** |
| **Value statement:** As a customer I want to request a return or replacement for an order so that I can exchange defective or incorrect items |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Return/Replace Button |

As a customer, I want to sort products by popularity or price so that I can prioritize my preferences.

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| **User story No: 17** | **Tasks: 17** | **Priority: Medium** |
| **Value statement:** As a customer I want to sort products by popularity so that I can prioritize my preferences |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Sort Product by Button |

As a customer I want to update the quantity of items in my cart so that I can buy as much as I need.

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| **User story No: 18** | **Tasks: 18** | **Priority: Medium** |
| **Value statement:** As a customer I want to update the quantity of items in my cart so that I can buy as much as I need |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Add/Remove Item Button |

As a customer I want to add products to a wishlist so that I can easily find them later.

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| **User story No: 19** | **Tasks: 19** | **Priority: Medium** |
| **Value statement:** As a customer I want to add products to a wishlist so that I can easily find them later |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Add to wishlist Button |

As a customer I want to move items from my wishlist to my cart so that I can buy them.

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| **User story No: 20** | **Tasks: 20** | **Priority: Medium** |
| **Value statement:** As a customer I want to move items from my wishlist to my cart so that I can buy them |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Move to Cart Button |

As a customer I want to remove items from my wishlist so that it stays organized.

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| **User story No: 21** | **Tasks: 21** | **Priority: Medium** |
| **Value statement:** As a customer I want to remove items from my wishlist so that it stays organized |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Remove Item Button |

As a customer I want to proceed to checkout from my cart so that I can place my order.

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| **User story No: 22** | **Tasks: 22** | **Priority: Medium** |
| **Value statement:** As a customer I want to proceed to checkout from my cart so that I can place my order. |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Proceed to Checkout Button |

As a customer I want to review my order details before payment so that I can confirm everything is correct.

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| **User story No: 23** | **Tasks: 23** | **Priority: Medium** |
| **Value statement:** As a customer I want to review my order details before payment so that I can confirm everything is correct. |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Review Order Button |

As a customer I want to apply coupon codes at checkout so that I can save money.

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| **User story No: 24** | **Tasks: 24** | **Priority: Medium** |
| **Value statement:** As a customer I want to apply coupon codes at checkout so that I can save money. |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Apply Coupon Button |

As a customer I want to securely save my payment details so that future purchases are faster.

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| **User story No: 25** | **Tasks: 25** | **Priority: Medium** |
| **Value statement:** As a customer I want to securely save my payment details so that future purchases are faster. |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Save Payment Details Button |

As a customer I want to change payments method so that I can try with another payment method.

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| **User story No: 26** | **Tasks: 26** | **Priority: Medium** |
| **Value statement:** As a customer I want to change payments method so that I can try with another payment method |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Change Payment Method Button |

As a customer I want to track my order in real time so that I know when it will arrive.

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| **User story No: 27** | **Tasks: 27** | **Priority: Medium** |
| **Value statement:** As a customer I want to track my order in real time so that I know when it will arrive |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Track My Order Button |

As a customer I want to select a preferred delivery time slot so that I receive my order at my convenience.

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| **User story No: 28** | **Tasks: 28** | **Priority: Medium** |
| **Value statement:** As a customer I want to select a preferred delivery time slot so that I receive my order at my convenience |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Preferred Delivery Button |

As a customer I want to change my delivery address before shipping so that my order reaches the right place.

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| **User story No: 29** | **Tasks: 29** | **Priority: Medium** |
| **Value statement:** As a customer I want to change my delivery address before shipping so that my order reaches the right place. |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Update Delivery Address Button |

As a customer I want to write a product review so that others can benefit from my experience.

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| **User story No: 30** | **Tasks: 30** | **Priority: Medium** |
| **Value statement:** As a customer I want to write a product review so that others can benefit from my experience |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Review Product Button |

As a customer I want to rate products I’ve purchased so that my satisfaction level for the product is understand by the seller.

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| **User story No: 31** | **Tasks: 31** | **Priority: Medium** |
| **Value statement:** As a customer I want to rate products I’ve purchased so that my satisfaction level for the product is understand by the seller. |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Rate Product Button |

As a customer I want to view FAQs so that I can quickly find answers to common questions.

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| **User story No: 32** | **Tasks: 32** | **Priority: Medium** |
| **Value statement:** As a customer I want to view FAQs so that I can quickly find answers to common questions |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on FAQs Button |

As a customer I want to ask queries so that I can quickly resolution to a specific question.

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| **User story No: 33** | **Tasks: 33** | **Priority: Medium** |
| **Value statement:** As a customer I want to ask queries so that I can quickly resolution to a specific question. |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Ask Query Button |

As a customer I want to save multiple delivery addresses so that I can quickly choose the right one during checkout.

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| **User story No: 34** | **Tasks: 34** | **Priority: Medium** |
| **Value statement:** As a customer I want to save multiple delivery addresses so that I can quickly choose the right one during checkout |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Add Address Button |

As a customer I want to name my delivery addresses so that I can quickly choose m delivery address between multiple addresses during checkout.

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| **User story No: 35** | **Tasks: 35** | **Priority: Medium** |
| **Value statement:** As a customer I want to name my delivery addresses so that I can quickly choose m delivery address between multiple addresses during checkout |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Name Address Button |

As a customer I want to see personalized product recommendations so that I can discover items I may like.

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| **User story No: 36** | **Tasks: 36** | **Priority: Medium** |
| **Value statement:** As a customer I want to see personalized product recommendations so that I can discover items I may like. |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Recommended Products Button |

As a customer I want to view top trending products so that I know what’s popular.

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| **User story No: 37** | **Tasks: 37** | **Priority: Medium** |
| **Value statement:** As a customer I want to view top trending products so that I know what’s popular. |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Top Trending Button |

As a customer I want to view Deal of the Day so that I know which products has best discount for today.

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| **User story No: 38** | **Tasks: 38** | **Priority: Medium** |
| **Value statement:** As a customer I want to view Deal of the Day so that I know which products has best discount for today |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Deal of the Day Button |

As a customer I want to view delete all my order history so that I all my order history gets deleted.

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| **User story No: 39** | **Tasks: 39** | **Priority: Medium** |
| **Value statement:** As a customer I want to view delete all my order history so that I all my order history gets deleted |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Delete Order History Button |

As a customer I want to view delete my account so that I all my account details gets deleted from the platform.

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| **User story No: 40** | **Tasks: 40** | **Priority: Medium** |
| **Value statement:** As a customer I want to view delete my account so that I all my account details gets deleted |
| **BV:1000** | **CP:02** |
| **Acceptance criteria:**Click on Delete Account Button |