**Online Agriculture Products Store**

**Question 1 – Audits - 4 Quarterly Audits are planned Q1, Q2, Q3, Q4 for this Project What is your knowledge on how these Audits will happen for a BA?**

Answer 1 - Internal audits evaluate how effectively a company maintains operational efficiency, manages accounting processes, and complies with its established policies and regulatory requirements. These audits assess whether the firm adheres to administrative fundamentals and achieves maximum accuracy in financial reporting.

For a Business Analyst (BA), internal audits focus on several key aspects:

* Ensuring that projects align with the company’s objectives.
* Verifying whether various risks are being effectively managed by the BA.
* Assessing if the BA is following established processes correctly.
* Identifying areas where processes can be improved and providing actionable recommendations.

|  |  |
| --- | --- |
| Stage | Requirement Gathering Phase |
| Status | Completed |
| Checklist | BRD template |
|  | Elicitation results report |
|  | Duplicate requirements report |
|  | Grouping of functionalities/features- Client signoff |

|  |  |
| --- | --- |
| Stage | Requirement Analysis Phase |
| Status | Completed |
| Checklist | UML Diagrams |
|  | Business to Functional Requirements mapping |
|  | Client Signoff |
|  | RTM Document  |

|  |  |
| --- | --- |
| Stage | Design Phase |
| Status | Completed |
| Checklist | Utilization of Tools |
|  | Documented evidence on client communication |
|  | Stakeholder MOM |

|  |  |
| --- | --- |
| Stage | Development Phase |
| Status | Completed |
| Checklist | Creating detailed checklist of requirement |
|  | Creating timeline and task with list of deliverables and deadlines |
|  | Meeting with Project development team. |

|  |  |
| --- | --- |
| Stage | Testing Phase |
| Status | Completed |
| Checklist | Meeting with testers to check on possible outcome |
|  | Discussion with QA team on the details such as automation code, where to store the automation code and who will need access to it, who's running the tests; and writing test cases |
|  | Meeting with QA team to identify where the tests will run |

**Question 2 – BA Approach Strategy - Before the Project is going to Kick Start, The Committee asked Mr Karthik to submit BA Approach Strategy Write BA Approach strategy (As a business analyst, what are the steps that you would need to follow to complete a project – What Elicitation Techniques to apply, how to do Stakeholder Analysis RACI/ILS, What Documents to Write, What process to follow to Sign off on the Documents, How to take Approvals from the Client, What Communication Channels to establish n implement, How to Handle Change Requests, How to update the progress of the project to the Stakeholders, How to take signoff on the UAT- Client Project Acceptance Form )**

|  |
| --- |
| **Your Team****Project Manager - Mr Vandanam****Senior Java Developer - Ms. Juhi****Java Developers - Mr Teyson, Ms Lucie, Mr Tucker, Mr Bravo****Network Admin - Mr Mike****DB Admin - Mr John****Testers - Mr Jason****BA – Rohit Sarnaik** |

**Technical Team have assembled to discuss on the Project approach and have finalised to follow 3-tier architecture for this project.**

Answer 2 –

What Elicitation Techniques to apply- I would be using the Brainstorming Technique In Brainstorming elicitation technique where a problem or topic is presented to the group, and participants are asked to produce as many ideas to solve/address the topic as possible. As ideas are presented, a scribe documents the ideas and ensures the participants can see what is being captured.

Stakeholder Analysis RACI/ILS

Below is list of stakeholders

Project Stakeholders:

-Business Analyst – Asita

-Delivery Head – Mr Karthik

-Project Manager – Mr Vanadanam

-Development Team – MS Juhi, Mr. Teyson, Ms Lucie, Mr. Tucker, Mr. Bravo

-Testing Team – Mr. Jason and Ms Alekya

-Network Admin – Mr. Mike

-DB Admin is John

**Project Stakeholders:**

* Business Analyst – Rohit Sarnaik
* Delivery Head – Mr Karthik
* Project Manager – Mr Vanadanam
* Development Team – MS Juhi, Mr. Teyson, Ms Lucie, Mr. Tucker, Mr. Bravo
* Testing Team – Mr. Jason and Ms Alekya
* Network Admin – Mr. Mike
* DB Admin is John

**Business Stakeholders:**

* Business Sponsor - Mr. Henry
* Influencers - Peter, Kevin and Ben.
* Finance team - Mr Pandu
* Project Team - Mr Dooku

**What Documents to Write**

* Scope
* In-Scope Features/Services
* Out Scope Features/Services
* Solution Architecture Diagram
* Technology Specifications
* FRD – Functional Requirement Document
* BRD – Business Requirement Document
* Project Timeline
* Risks And Mitigation Plan
* Change Management
* Standard Terms And Conditions

**Process to follow to Sign off on the Documents**

Project sign-off is typically executed during the contract closure phase – the company presents the results of the work done to the client and then, after getting the necessary acceptance from them, should get a client statement to verify that the job was completed.

* Name of the project.
* All relevant dates.
* Key roles in the project.
* Project deliverables

**How to take Approvals from the Client?**

* Whenever we seek approval from a manager or a client, we will have to draft a request for an approval letter.
* Write email to addressing the relevant signing stakeholders and reviewers as per below format.

Dear Henry,

I am sending this request to seek your approval regarding the recent project proposal I mentioned earlier at the meeting.

The team and I have put together a detailed plan that can be found attached to this email. After receiving your approval, we will commence with the project immediately. You will find this plan beneficial for several reasons for your Online Agriculture store.

The project will be embedded with the following milestones [list] with the main aim being towards achieving. I anticipate this project to succeed and effectively bring our aims to reality. The whole team looks forward to working together on this task.

**What Communication Channels to establish and implement**

* Face-to-Face Communication/ In person meeting
* Video Conferencing.
* Phone Calls
* Emails
* Text Messages
* Online messaging platforms. (Skype, teams etc.)

**How to Handle Change Requests?**

* During or upon further deliverable review following the session, the approvers/reviewers may provide changes/feedback to be incorporated into the deliverable.
* The team lead will drive the deliverable to completion integrating all changes submitted during or after the review session into the deliverable. Ensure to communicate any major changes to the reviewers and to track these in the Version Tracking section of the deliverable (In tracking mode).
* The Technical Team will coordinate and conduct a review session of the functional team deliverables. The team will review the deliverable prior to the session and come prepared with questions. Any significant changes resulting from the technical review will require updates to the deliverables before signoff can be obtained. Any minor changes (i.e., formatting) will simply be captured in the technical team scope document.
* When a key deliverable is deemed 95% complete and where possible the Technical Lead has completed signoff, a final review session will be scheduled with key approvers and reviewers (A, C) to review deliverable content and solicit feedback.
* Any material changes to the final deliverable will be updated in the original final deliverable, with Track Change functionality turned on. The document should be saved with these changes, and posted back to the Document Repository Tool so approvers can easily identify changes from the PDF version which has been signed off. The deliverable owner should contact the approvers to make them aware of any such changes for review

**How to update the progress of the project to the Stakeholders, how to take signoff on the UAT Client Project Acceptance Form)**

User Acceptance Testing (UAT) is a type of testing performed by the end user or the client to verify/accept the software system before moving the software application to the production environment. UAT is done in the final phase of testing after functional, integration and system testing are done. Deliverables for UAT testing are Test Plan, UAT Scenarios and Test Cases, Test Results and Defect Log.

Once execution is over, and as many defects as possible are resolved, it is time to sign off on UAT and go live.

The sign-off approval indicates that the change meets business requirements and is ready for deployment.

Business Analysts or UAT Testers needs to send a sign off mail after the UAT testing. After signoff, the product is good to go for production.

**Question 3 – 3-Tier Architecture Explain and illustrate 3-tier architecture?**

Answer 3 -

The **3-tier architecture** is a software design pattern that separates applications into three logical layers: **Presentation Tier**, **Application Tier**, and **Data Tier**. This separation improves scalability, maintainability, and flexibility.

**Presentation Tier** serves as the user interface, where users interact with the application through web browsers, mobile apps, or desktop interfaces. It focuses on displaying information to users and collecting inputs to send to the next layer.

**Application Tier**, often called the logic or business tier, processes these inputs, enforces business rules, and acts as a bridge between the user interface and the database. This layer contains the core functionality of the application, managing decisions and computations.

**Data Tier** is responsible for storing, retrieving, and managing the application's data. It handles all interactions with databases, ensuring that the data remains secure and is efficiently accessible to the application tier. This separation of concerns enhances scalability, maintainability, and flexibility, making it a widely used architecture in modern software development.

**Question 4 – BA Approach Strategy for Framing Questions - Business Analyst should keep What points in his/her mind before he frames a Question to ask to the Stakeholder ( 5W 1H – SMART – RACI – 3 Tier Architecture – Use Cases, Use case Specs, Activity Diagrams, Models, Page designs)**

Answer 4 –

**5W 1H**

**Why** - Asking ‘Why’ entails clarifying why the issue, problem or situation at hand occurred. It aims to identify the triggers and rationalizes the occurrence of an issue or a problem. It explains in detail the reason and objectives behind the need for action or why there’s a need to do the 5W1H

Method in the first place. This last W is also often asked five times to discover the root cause of the situation and to prevent it from recurring.

**What** - What element should clearly describe the situation, the specific problem, or basically explain the purpose of the method usage. If possible, it should also state the overall goal for implementing the solution that would be identified.

**Who** - Who refers to the specific people or group relevant to the issue or the situation. It should include the person who discovered the problem, who can possibly solve it, and who will be responsible for implementing the possible solution.

**Where** - Where element should contain the exact location or position of the recognized issue. It can be a place, facility, or even a certain process where the solution is to be implemented.

**When** - When should include all the components of the situation pertaining to anything related to dates. It should state the timeline, deadline, duration, or any other details that could help in the resolution of the problem.

**How** - How, as the last element of the method, specifies the steps on how the identified plan/s should be carried out. It should also include all the resources, tools, methods, means, and even the expenditure needed for the endeavours to be effective.

To summarize, asking these questions enables those who will use the 5W1H method to get to the bottom of things by systematically structuring thoughts and emphasizing important information. Consequently, this can help recognize potential issues and possible solutions related to the scenario.

**SMART - Specific, Measurable, Attainable, Relevant, and Time-Bound**

* Specific - A Strategy to Set a Specific goal.
* Measurable - Measuring the process or procedure of attaining a goal at each phase.
* Attainable or Achievable - Concept of deciding whether a goal is achievable or not.
* Relative - Relevant to the other same business goals.
* Time-bound - To set a specific period to achieve the target goal

**R, A, C, I stand for:**

**Responsible** - Responsible designates the task as assigned directly to this person (or group of people). The responsible person is the one who does the work to complete the task or create the deliverable. Every task should have at least one responsible person and could have several. Responsible parties are typically on the project team and are usually developers or other creators. Here PM is the responsible

**Accountable** - The accountable person delegates and reviews the work involved in a project. Their job is to make sure the responsible person or team knows the expectations of the project and completes work on time. Every task should have only one accountable person and no more. Accountable parties are typically on the project team, usually in a leadership or management role.

**Consulted** - Consulted people provide input and feedback on the work being done in a project. They have a stake in the outcomes of a project because it could affect their current or future work. Project managers and teams should consult these stakeholders ahead of starting a task to get input on their needs, and again throughout the work and at the completion of a task to get feedback on the outcome.

**Informed** - Informed folks need to be looped into the progress of a project but not consulted or overwhelmed with the details of every task. They need to know what’s going on because it could affect their work, but they’re not decision makers in the process. Informed parties are usually outside of the project team and often in different departments. They might include heads or Directors of affected teams and senior leadership in accompany.

**3 Tier Architecture**

**Use Case Specs**

Use case Description: A user login to System to access the functionality of the system.

Actors: Henry, PM, all the stakeholders.

Pre-Condition: System must be connected to the network.

Post -Condition: After a successful login a notification mail is sent to the User mail id.

|  |  |
| --- | --- |
| **Actors**  | User |
| **Requirement****Definition** | User will be able to browse through the website |
| **Pre – Condition** | User has successfully logged in to the app |
| **Post – Condition** | User will be able to browse through the website. |
| **Business Rules / Logic** | User will be able to register/login to the Application. If user has not enabled Two Factor Authenticator, after login user will get ‘Secure Your Account’ popup window. On the click on ‘Enable Two Factor Authentication’, user will be able to set 2FA for his account & redirected on ‘Secure your Account’ page. **Condition** User will be able to skip Two Factor Authentication by clicking on ‘skip, I’ll do this later’. On the click on ‘Skip, I’ll do this later’, popup will be disabled for a week. If user has not enabled 2 factor authentication In a weeks’ time, popup will appear on dashboard after login. |

**Question 5 – Elicitation Techniques -As a Business Analyst, What Elicitation Techniques you are aware of? (BDRFOWJIPQU)**

Answer 5 –

**Document Analysis:**

* Server or share folder path.
* Request for access.
* Locate the right project folder.
* Recent documentation.
* Read the documents.
* Prepare a query log.
* Revise the same documents and refine the query log.
* Consult SME.
* Clarify all queries.
* Prepare the understanding documents (Activity diagram or process flow diagram)

**Reverse Engineering** – Reverse engineering (also known as backwards engineering or back

engineering) is a process or method through which one attempts to understand through deductive reasoning how a previously made device, process, system, or piece of software accomplishes a task with very little (if any) insight into exactly how it does so. It is essentially the process of opening or dissecting a system to see how it works, to duplicate or enhance it. Depending on the system under consideration and the technologies employed, the knowledge gained during reverse engineering can help with repurposing obsolete objects, doing security analysis, or learning how something works

**Focus Groups** - A focus group is a gathering of people who are representative of the users or customers of a product to get feedback. The feedback can be gathered about needs / opportunities / problems to identify requirements or can be gathered to validate and refine already elicited requirements.

**Observations** - By observing users, an analyst can identify a process flow, awkward steps, pain points and opportunities for improvement. Observation can be passive or active (asking questions while observing). Passive observation is better for getting feedback on a prototype (to refine requirements), where active observation is more effective at getting an understanding of an existing business process.

**Workshops**- This is a structured meeting attended by multiple stakeholders. Typically, it’s facilitated either by the business analyst. The business analyst may work with a group of stakeholders to develop a model or develop a prototype. At the end of that workshop, the business analyst may havea deliverable or a work product, as opposed to meeting notes capturing an understanding. So, it’s a bit more structured and a bit more outcome oriented.

An effective requirements workshops can be made up of five phases:

Planning: During planning, you’ll manage not only the meeting logistics, such as date and location, but you’ll also need to make sure the right people are invited.

Opening: At the start of the requirements workshop, clearly articulate the purpose, vision, and agenda.

Execution: During the execution phase, you will facilitate the workshop and keep attendees focused on the purpose and vision. You may want to have both a facilitator and scribe as doing both can be difficult.

Closing: The closing phase is at the end of the workshop and allows you to discuss what was accomplished, what remains to be done, and what the next steps are Follow Up: The follow up portion of the workshop may occur a day or two afterwards and includes tasks such as distributing action items, notes, or pictures or scheduling additional meetings.

**JAD**- Joint Application Development is a methodology that involves the client or end user in the design and development of an application, through a succession of collaborative workshops called JAD sessions. JAD allows you to resolve difficulties more simply and produce better, error-free Software

**Interview**: Interviews involve asking questions, listening to the answers, and asking follow-up questions. Interviews can be done one-on-one, but they can also be done in a small group setting if you’re careful to get all the perspectives out. The main stages of an interview are:

* Planning and preparation – in this stage there is a need to determine who needs to be interviewed and what questions need to be prepared.
* Interview – conducting the interview with the questions that you have prepared.
* Follow-up – following up after the interview involves sending interviewees a copy of the interview notes for them to review and check whether the notes are correct.

**Prototyping:** There is a lot of back and forth in the business analyst community about the role that prototypes play in the requirements process. One of the ways I’ve found prototyping to be very valuable is by creating a potential graphical interface that could be used to solve a problem and demonstrating that to the business users and getting their feedback.

A lot of times we work with users who don’t really know what they want and have a lot of trouble articulating their true needs and desires, but they’re very clear when they see something that represents what they don’t want. Sometimes just by putting a prototype up, even if it’s the most ridiculous idea in the world, you can start a discussion. Prototypes can be tools to generate conversations. You can combine prototyping with interviews, or with a focus group.

**Survey/ Questionnaire** - The survey elicitation technique is the preferred elicitation technique when faced with many stakeholders or when stakeholders are geographically dispersed, and you need to gather the same information from them. Surveys can also be used to gather requirements anonymously. Survey and questionnaires are used to gather information from many people who answer a specific question.

**Brainstorming** - It’s a way to think outside the box and to get people thinking about ideas and solutions that might not come to mind in a more formal elicitation session.

Use case Specs - early designs, mock-ups, prototypes with real users. User testing helps you to find out if the potential design will be usable.

**Question 6 – This project Elicitation Techniques Which Elicitation Techniques can be used in this Project and Justify your selection of Elicitation**

**Techniques?**

**Prototyping**

**Use case Specs.**

**Document Analysis**

**Brainstorming**

Answer 6 –

I would be using Workshop and will invite all stakeholder and will set up agenda, discussion,

Requirement gathering, client expectation.

I would be using use case specs as it helps for early designs, mock-ups, and prototypes with real users.

User testing helps us to find out if the potential design will be usable.

BR001 – Farmers should be able to search for available products in fertilizers, seeds, pesticides.

BR002 – Manufacturers should be able to upload and display their products in the application.

BR003- Farmers need to login first using their email id and password to make any purchase or add to buy list.

BR004- New users need to create a new account by submitting their email ID and creating a secure password.

BR005- Farmers needs to have an easy-to-use payment gateway which should include cash-on-delivery (COD), Card and Net banking options.

BR006- Users must get an email confirmation regarding their order status and a delivery tracker to track the whereabouts of their order.

**Question 7 – 10 Business Requirements - Make suitable Assumptions and identify at least 10 Business Requirements.**

Answer 7 –

**Business Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr .No** | **Requirement ID** | **Requirement Category** | **Description** |
|  1 | BR001 | Search | Customers should be able to search for available products in different categories |
| 2 | BR002 | Upload & Display | Dealers should be able to upload and display their products in the application. |
| 3 | BR003 | Browse | Customers should be able to browse through the Product Catalogue |
| 4 | BR004 | Chat | Dealers should be able to communicate with customers |
| 5 | BR005 | Login | Login option should be available for all Users. |
| 6 | BR006 | Track Delivery | Customers should be able to track deliveries |
| 7 | BR007 | Add to cart | Customers should be able to add items to add to cart |
| 8 | BR008 | Registration | New user can create a new a/c by using email and mobile no verification |
| 9 | BR009 | PaymentProcessing | Customers should be able to do payment from payment gateway which should include COD, Card and Net banking options |
| 10 | BR010 | OrderConfirmation | Customers should get order confirmation once order is successfully placed |

**Question 8 –Assumptions - List your assumptions**

Answer 8

Assumptions

* Assumption 1: Users can login using Facebook, Google Yahoo account.
* Assumption 2: Users should have basic technical knowledge to browse websites or make purchase.
* Assumption 3: Due to boom in online shopping trend, customers will prefer online shopping.
* Assumption 3: The dealers/traders need to display good quality product in the application to
* Increase their sales.
* Assumption 4: Users should have knowledge on agricultural products, its usage and longevity.
* Assumption 5: Customers should have online accounts for secured payment processing

**Question 9 – This project Requirements Priority. Give Priority 1 to 10 numbers (1 being low priority – 10 being high priority) to these Requirements after discussions with the stakeholders**

Answer 9

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr .No** | **Requirement ID** | **Requirement Category** | **Description** | **Priority** |
|  1 | BR001 | Search | Customers should be able to search for available products in different categories | 6 |
| 2 | BR002 | Upload & Display | Dealers should be able to upload and display their products in the application. | 6 |
| 3 | BR003 | Browse | Customers should be able to browse through the Product Catalogue | 7 |
| 4 | BR004 | Chat | Dealers should be able to communicate with customers | 3 |
| 5 | BR005 | Login | Login option should be available for all Users. | 3 |
| 6 | BR006 | Track Delivery | Customers should be able to track deliveries | 9 |
| 7 | BR007 | Add to cart | Customers should be able to add items to add to cart | 9 |
| 8 | BR008 | Registration | New user can create a new a/c by using email and mobile no verification | 8 |
| 9 | BR009 | PaymentProcessing | Customers should be able to do payment from payment gateway which should include COD, Card and Net banking options | 9 |
| 10 | BR010 | OrderConfirmation | Customers should get order confirmation once order is successfully placed | 9 |

Question 10 – Use Case Diagram

Answer 10



Question 11 – (minimum 5) Use Case Specs. Prepare use case specs for all use cases

Answer 11

|  |  |
| --- | --- |
| **Use Case ID** | UC001 |
| **Use Case Name** | This use case shows How the user can buy Agriculture Product from this application. |
| **Created by** | MR ABC | **Last Updated by** | 04-Apr-23 |
| **Date Created** | 25-Mar-23 | **Last Revision Date** | 01-Apr-23 |
| **Actor** | Customers/Farmers |
| **Description** | Describing how page should respond if there is no internet |
| **Pre-condition** | Farmers is having an active internet connection |
| **Post-condition** | Success -Farmers can place the order successfully. Failure -Farmers unable to Login/ logs are updates accordingly. |
| **Normal Flow of events/****Basic Flow/ Happy Path** | • The use case starts when Farmers do the registration with valid email ID and then Login with ID and password. • Use case validate the user is performed. • Then farmers can view products; add to card and place the order. |
| **Alternative Flow** | Invalid User; Wrong account ID; Wrong password; Nosuccessful authentication Via mobile number or email Id |
| **Exceptions** | If internet connection lost during activity, then display"Check your internet connection" |
| **Frequency of Use** | High |
| **Assumptions** | It is assumed that customer is registered and has computerKnowledge |

|  |  |
| --- | --- |
| **Use Case ID** | UC002 |
| **Use Case Name** | This use case shows how farmers can register on the app |
| **Created by** | MR ABC | **Last Updated by** | 05-Apr-23 |
| **Date Created** | 26-Mar-23 | **Last Revision Date** | 02-Apr-23 |
| **Actor** | Customers/Farmers |
| **Description** | Describing how page should respond if they do not put OTPfor registration |
| **Pre-condition** | Farmers is having an active internet connection |
| **Post-condition** | Success -Farmers can register successfully. Failure -Farmers unable to register are updated accordingly. |
| **Normal Flow of events/****Basic Flow/ Happy Path** | • The use case starts when Farmers do the registration with valid email ID and then Login with ID and password. • Then farmers can register using OTP. |
| **Alternative Flow** | Incorrect OTP, No successful authentication Via mobilenumber or email Id |
| **Exceptions** | If internet connection lost during activity, then display"Check your internet connection" |
| **Frequency of Use** | High |
| **Assumptions** | It is assumed that customer has an email ID and mobilephone for authentication |

|  |  |
| --- | --- |
| **Use Case ID** | UC003 |
| **Use Case Name** | This use case shows how sellers can upload new products on the app. |
| **Created by** | MR ABC | **Last Updated by** | 06-Apr-23 |
| **Date Created** | 27-Mar-23 | **Last Revision Date** | 03-Apr-23 |
| **Actor** | Sellers/Dealers |
| **Description** | Describing how to upload new product details. |
| **Pre-condition** | Sellers have basic technical knowledge & internet connection |
| **Post-condition** | Success -Sellers can upload product description successfully. Failure - Sellers unable to upload products accordingly.. |
| **Normal Flow of events/****Basic Flow/ Happy Path** | * The use case starts when seller’s login with valid email ID and then Login with ID and password.
* Then sellers can login using OTP.
* Sellers then upload the products
 |
| **Alternative Flow** | Sellers can login using OTPSellers can upload products using history details. |
| **Exceptions** | If internet connection lost during activity, then display"Check your internet connection" |
| **Frequency of Use** | High |
| **Assumptions** | It is assumed that sellers have details about their products. |

|  |  |
| --- | --- |
| **Use Case ID** | UC004 |
| **Use Case Name** | This use case shows how farmers can add products to cart. |
| **Created by** | MR ABC | **Last Updated by** | 07-Apr-23 |
| **Date Created** | 28-Mar-23 | **Last Revision Date** | 04-Apr-23 |
| **Actor** | Farmers/Customers |
| **Description** | Describing how to purchase products. |
| **Pre-condition** | Farmers have basic technical knowledge & internet Connection. |
| **Post-condition** | Success -Farmers can add products to cart successfully. Failure - Farmers unable to add products to cart.. |
| **Normal Flow of events/****Basic Flow/ Happy Path** | * Farmers search for desired products and browse the catalogue.
* Farmers then select desired quantity and no of items.
* Farmers add product to cart.
 |
| **Alternative Flow** | Farmers can Wish list the product and then add it to cart.Farmers can directly add products from their past purchase and make similar purchase. |
| **Exceptions** | If internet connection lost during activity, then display"Check your internet connection" |
| **Frequency of Use** | High |
| **Assumptions** | It is assumed that Farmers have basic browsing knowledge of products. |

|  |  |
| --- | --- |
| **Use Case ID** | UC005 |
| **Use Case Name** | This use case shows how farmers can initiate return and refund. |
| **Created by** | MR ABC | **Last Updated by** | 08-Apr-23 |
| **Date Created** | 29-Mar-23 | **Last Revision Date** | 05-Apr-23 |
| **Actor** | Customers/Farmers |
| **Description** | Describing how to initiate refund and return |
| **Pre-condition** | Farmers have basic technical knowledge & internet connection. |
| **Post-condition** | Success -Farmers can initiate return & refund. Failure - Farmers unable initiate refund and return. |
| **Normal Flow of events/****Basic Flow/ Happy Path** | * Farmers go to purchase history and initiate return.
* Farmers then select reason for return and agree to T&C for the same.
* Farmers select mode and medium of refund.
 |
| **Alternative Flow** | Farmers can get refund added to their account wallet |
| **Exceptions** | If internet connection lost during activity, then display"Check your internet connection" |
| **Frequency of Use** | High |
| **Assumptions** | It is assumed that Farmers have basic browsing knowledge of products. |

Question 12 – (minimum 5) Activity Diagrams

Answer 12

|  |  |
| --- | --- |
| **C:\Users\sarna\Dropbox\My PC (LAPTOP-QAFES48I)\Downloads\Untitled Diagram-Page-2.jpg** | **C:\Users\sarna\Dropbox\My PC (LAPTOP-QAFES48I)\Downloads\Untitled Diagram-Page-3.jpg** |
| **C:\Users\sarna\Dropbox\My PC (LAPTOP-QAFES48I)\Downloads\Untitled Diagram-Page-4.jpg** | **C:\Users\sarna\Dropbox\My PC (LAPTOP-QAFES48I)\Downloads\Untitled Diagram-Page-6.jpg** |

****

Finance team - Mr Pandu Project Team - Mr DokunInfluencers - Peter, Kevin and B

Project Team - Mr Doku