

BA Mock – 04

Assignment – 01

1. Business requirement document



BRD

Contents:

1.Document Revisions.....	1
2.Approvals.....	1
3.RACI Chart.....	2
Codes used for RACI Chart.....	2
4.Introduction.....	3
4.1 Business Goals.....	3
4.2 Business Objective.....	3
4.3 Business Rules.....	3
4.4 Background.....	3
4.5 Project Objective.....	3
4.6 Project Scope.....	4
4.6.1 In-Scope Functionality.....	4
4.6.2 Out-Scope Functionality.....	5
5.Business Process Overview.....	5
5.1 Current State Analysis (As-Is)	5
5.2 Future State / Proposed Solution (To-Be)	5
6.Business Requirement.....	6
7.Assumptions.....	7
8. Constraints.....	7
9.Risks.....	8
Technological risks.....	8
Skill risk.....	8
requirement risk.....	8
Business risk.....	8
Other risk.....	8
10.Business rules.....	9
11.Appendices.....	9

1. Document Revisions

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Role	Name	Title	Signature	Date
Project Sponsor	Mr. Jackson	Executive Stakeholder		
Business Owner	Mr. Amo	Strategic Business Lead		
Project Manager	Miss. Emily	Delivery & Operations Manager		
System Architect	Mr. Mario	Technical Architecture Lead		
Development Lead	Mr. Lucky	Software Engineering Manager		
User Experience Lead	Miss. Lucy	UX/UI Design Head		
Quality Lead	Mr. Sam	QA & Testing Manager		
Content Lead	Mr. Max	Content Strategy Manager		

3. RACI Chart for This Document

RACI Chart:

Name	Position	*	R	A	S	C	I
Miss. Emily	Project Manager		*	*			*
Mr. Yash	Business Analyst		*		*	*	*
Miss. Mindy	Senior Developer			*	*		*
Mr. Jack	Sponsor			*			*

Codes Used in RACI Chart

*	Authorize document.	Has ultimate signing authority for any changes to the
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4. Introduction / Overview

4.1 Business Goals

- Ensure real-time tracking and management of inventory across all manufacturing plants and warehouses.
- Enable the fastest and most cost-efficient delivery of ice-cream and milk products to customers.
- Reduce wastage due to product expiry by maintaining optimum stock levels.
- Provide actionable insights through data analytics and reporting.

4.2 Business Objectives

- Automate manual inventory processes to minimize errors and delays.
- Integrate order management with warehouse and logistics operations.
- Implement route optimization to guarantee quickest delivery to end customers.
- Build a scalable platform that supports future expansion to new regions.

4.3 Business Rules

- All perishable items must be dispatched based on FIFO (First In, First Out).
- Stock levels must always meet the minimum safety threshold defined for each product.

- Orders should be assigned to the nearest warehouse with available stock.
- Delivery commitments must adhere to agreed SLAs (e.g., same-day delivery for metro areas, 2-day delivery for non-metro).

4.4 Background

- The company currently manages inventory and deliveries through semi-manual processes involving spreadsheets and phone-based coordination. This has led to inefficiencies, delayed deliveries, stockouts, and higher operational costs. With increasing demand and geographic expansion, a centralized digital platform is needed to streamline inventory management and optimize logistics.

4.5 Project Objectives

1. Efficient Inventory Management – Implement a centralized system to track raw materials, finished goods, and stock levels across all manufacturing plants and warehouses in real-time.
2. Optimized Delivery Operations – Enable route planning and order allocation to ensure the fastest possible delivery of ice-cream and milk products to customers.
3. Demand Forecasting & Reporting – Provide analytics and reporting tools to predict demand patterns, reduce wastage of perishable goods, and support business decisions.
4. Seamless Integration & Scalability – Develop a scalable solution that integrates with existing ERP/CRM systems and can expand as the company grows across new regions.

4.6 Project Scope

4.6.1 In-Scope Functionality

1. Inventory Management – Real-time stock tracking at plants and warehouses.
2. Order Management – Capture, process, and track customer orders.
3. Delivery Optimization – Route planning for quickest delivery to customers.
4. Warehouse Operations – Stock transfer, replenishment, and warehouse-level reporting.
5. Dashboard & Reporting – Sales, stock, and delivery performance reports.

6. User Management – Role-based access for Admin, Plant Manager, Warehouse Manager, and Delivery Staff.

4.6.2 Out-of-Scope Functionality

1. Integration with Third-party ERPs – Not included in initial release.
2. Mobile Application for Customers – Limited to internal users only for Phase 1.
3. Payment Gateway Integration – Only delivery tracking, no online payments.
4. Predictive Analytics/AI Forecasting – Advanced analytics excluded from scope.
5. International Operations – System limited to domestic plants and warehouses.
6. Marketing/CRM Features – Customer engagement campaigns not part of the scope.

5.Business Process Overview

5.1 Current State Analysis (As-Is)

1. Manual Inventory Tracking – Inventory across plants and warehouses is tracked through spreadsheets or legacy systems, leading to errors and delays.
2. Lack of Real-Time Visibility – Stock levels, expiry dates, and production outputs are not updated in real-time, making it hard to plan supply and demand.
3. Delayed Deliveries – Delivery planning is manual, often not optimized for the fastest routes or nearest warehouses, resulting in longer delivery times.
4. Poor Demand Forecasting – No integrated system to analyze seasonal or regional demand patterns, causing stock-outs or overstocking.
5. Limited Integration – Manufacturing plants, warehouses, and distribution channels work in silos with minimal data sharing.
6. Customer Dissatisfaction – Inconsistent delivery timelines and unavailability of products negatively impact customer satisfaction.

5.2 Future State / Proposed Solution (To-Be)

1. Centralized Inventory Management System – Implement software to track real-time inventory across all plants and warehouses.
2. Automated Stock Updates – Enable automated updates on production, dispatch, and consumption to reduce errors and improve accuracy.
3. AI-Powered Demand Forecasting – Use analytics to predict product demand by region, season, and past trends.

4. Optimized Delivery System – Integrate route optimization and nearest-warehouse mapping for quickest deliveries.
5. End-to-End Integration – Seamlessly connect manufacturing, warehouses, logistics, and customer orders into a single system.
6. Mobile & Web Accessibility – Provide dashboards and mobile apps for managers, warehouse staff, and delivery agents for real-time updates.
7. Improved Customer Experience – Faster deliveries, product availability, and order tracking improve customer satisfaction and retention.

6. Business Requirements

BR ID	Requirement Name	Business Requirement Description	Priority
BR0001	Inventory Tracking	System must track stock levels of raw materials and finished products across all plants and warehouses.	High
BR0002	Real-Time Stock Update	Automatic update of stock after production, dispatch, and sales.	High
BR0003	Order Management	Allow customers/retailers to place, modify, and cancel orders.	High
BR0004	Delivery Optimization	Suggest the quickest delivery route/warehouse based on customer location and stock availability.	High
BR0005	Demand Forecasting	Predict demand using historical sales and seasonal trends.	Medium
BR0006	Alerts & Notifications	Low stock, delayed delivery, or expired products should trigger alerts.	High
BR0007	User Management	Role-based access (Admin, Warehouse Manager, Delivery Staff, Customer).	High
BR0008	Reporting Dashboard	Provide reports on inventory, sales, deliveries, and wastage.	Medium
BR0009	Integration with ERP/CRM	Sync with existing enterprise or CRM tools if applicable.	Low

6.1 Non-Functional Requirements

1. Performance

- System should handle 10,000+ concurrent transactions.
- Inventory updates must reflect in <2 seconds.

2. Security

- Role-based authentication and authorization.
- Data encryption (at rest and in transit).
- Regular audit logging.

3. Usability

- Simple and intuitive UI for non-technical users.
- Mobile-friendly interface for warehouse and delivery staff.

4. Compliance

- Adhere to FSSAI / Food Safety standards for expiry tracking.
- GDPR/Local Data Privacy compliance for customer data.

7. Assumptions

1. All manufacturing plants and warehouses will have reliable internet connectivity for real-time data sync.
2. Customers will place orders through a centralized platform (web/mobile).
3. Inventory data will be updated automatically from plants and warehouses without manual intervention.
4. Delivery partners or logistics providers will integrate with the system for tracking delivery timelines.
5. Users (admin, warehouse staff, delivery staff, customers) will have role-based access to the system.

8. Constraints

1. Budget and timeline restrictions may limit advanced features in the initial release.
2. System performance may depend on the speed and reliability of third-party logistics integration.
3. Data security and compliance with food industry regulations must be ensured.
4. The application must support scalability as business expands to more locations.
5. Deliveries are subject to real-world conditions (traffic, weather, etc.) beyond system control.
6. Hardware availability (barcode scanners, IoT sensors, etc.) in warehouses may limit automation.

9. Risks

1. Technological Risks

- System integration challenges with existing ERP/legacy systems.
- Scalability issues during peak seasons (summer demand surge for ice-cream).
- Potential downtime or data loss due to server/network failures.

2. Skill Risks

- Limited availability of skilled developers familiar with supply chain/inventory systems.
- Lack of domain knowledge among the development team (perishables, cold chain logistics).
- Insufficient training for end-users on new software.

3. Requirement Risks

- Changing requirements from stakeholders during development.
- Ambiguity in delivery priority logic (fastest vs. cost-effective).
- Incomplete or delayed requirement gathering from multiple departments.

4. Business Risks

- High dependency on accurate demand forecasting—risk of over/understocking.
- Financial impact if delivery delays occur despite system implementation.
- Resistance to change from employees used to manual processes.

5. Other Risks (External/Operational)

- Supply chain disruptions due to external factors (weather, transport strikes).
- Compliance issues with food safety and government regulations.
- Cybersecurity risks like data breaches or ransomware attacks.

10. Business Rules:

1. Inventory Update Rule – All manufacturing plants and warehouses must update stock levels in real-time whenever products are manufactured, dispatched, or received.

2. Fulfillment Rule – Customer orders must be automatically routed to the nearest warehouse with available stock to ensure the quickest delivery.

3. Expiry Management Rule – Perishable products (ice-cream and milk) must be tracked by batch and expiry date, and the system should restrict dispatch of expired or near-expiry stock.

11. Appendices

11.1 List of Acronyms

- **BRD** - Business Requirements Document
- **RTM** - Requirement Traceability Matrix

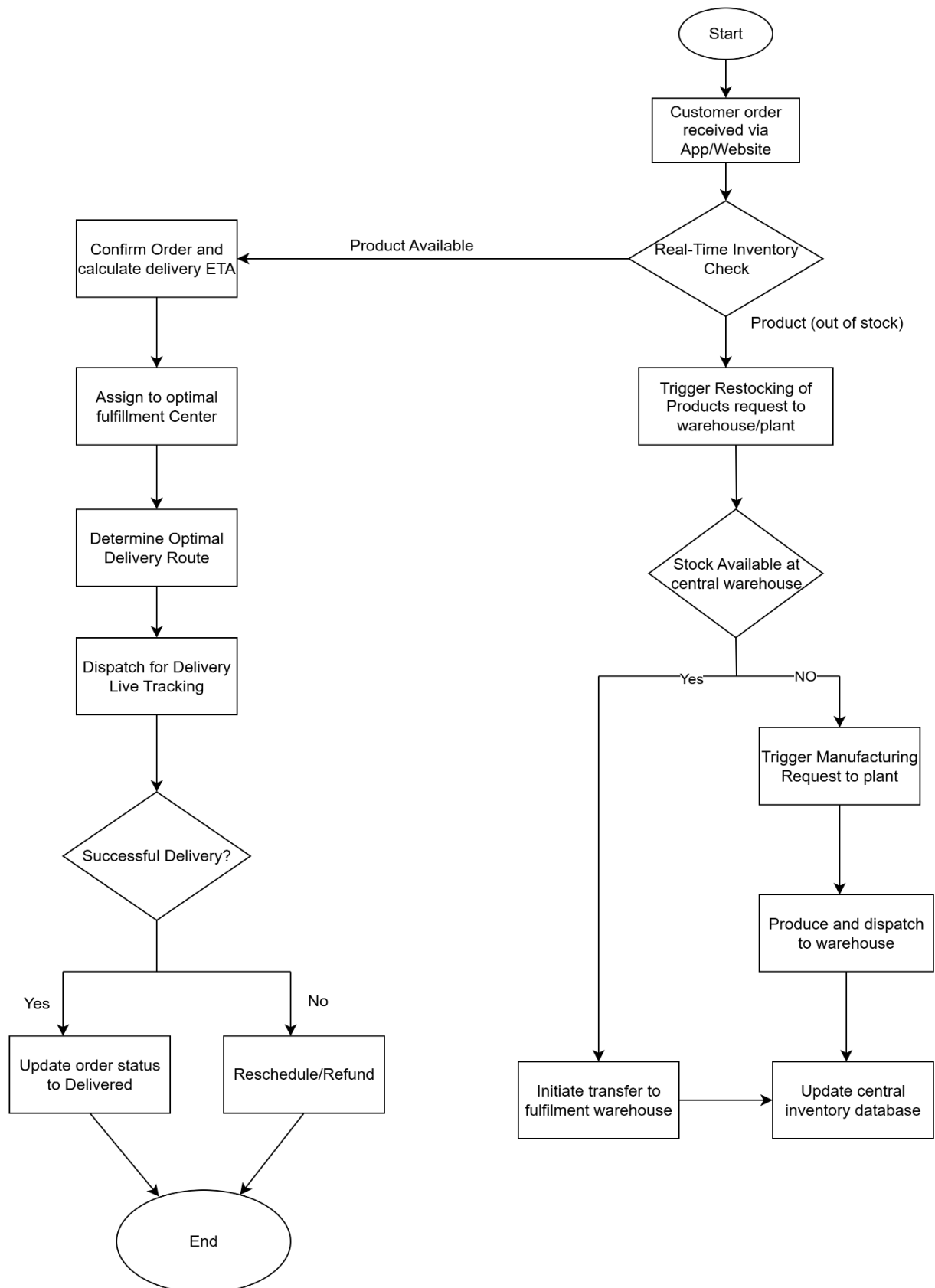
11.2 Glossary of Terms

- **UAT:** User Acceptance Testing

11.3 Related Documents

- Requirement Traceability Matrix (RTM)
- Functional Specification Document

Que.2 Process Flow Diagram



Assignment No – 2

Que.1 - Introduction letter

Subject: – Business Analyst for e-commerce Project/SPP Enterprises

Dear, Max.pvt.ltd

I hope this message finds you well. My name is **Yash Patil**, and I have been assigned as the Business Analyst for E-commerce Project. I will be working closely with you and your team to initiate the business understanding process, gather requirements, and ensure that we have a clear and shared vision of the project objectives.

My role is to facilitate communication between your team and our development team, document requirements accurately, and help translate business needs into actionable solutions. I look forward to collaborating with you, understanding your goals in depth, and supporting the successful delivery of this project.

Please feel free to reach out to me at any time for discussions or clarifications. I am excited to begin this journey with you and your team.

Thank you for your time and cooperation.

Best regards,

Yash Patil

Business Analyst

Mob.no-8625926xxx /Email – yp0643305@gmail.com

Que.2 – BRD and SRS for Online Store

1.Business Requirement Document



BRD

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4. Introduction / Overview

4.1 Business Goals

1. Increase online sales revenue through digital channels.
2. Improve customer experience with a user-friendly and personalized platform.
3. Expand market presence beyond physical boundaries.
4. Streamline order management, payment, and delivery processes.

4.2 Business Objectives

1. Provide customers with 24/7 online shopping access.
2. Enable multiple secure payment options.
3. Improve operational efficiency by automating order and inventory management.
4. Reduce cart abandonment through improved checkout flow and customer engagement.

4.3 Business Rules

1. Customers must create an account to place an order.
2. Payments must be processed only through authorized gateways.
3. Return and refund policies will be limited to specific time frames (e.g., 7–10 days).
4. Discounts and promotional codes cannot be combined unless explicitly stated.

4.4 Background

With the increasing demand for online shopping, businesses need a robust e-commerce platform to remain competitive. Currently, sales rely heavily on physical stores, limiting market reach and reducing potential revenue.

4.5 Project Objectives

To design and implement an e-commerce solution that provides customers with a seamless digital shopping experience while integrating backend processes like inventory, logistics, and payment.

4.6 Project Scope

4.6.1 In-Scope Functionality

1. Product catalogue management.
2. User registration and account management.
3. Secure online payment and checkout.
4. Shopping cart and wish list functionality.
5. Order tracking and delivery management.
6. Customer reviews and feedback system.
7. Admin panel for managing products, inventory, and promotions.

4.6.2 Out-of-Scope Functionality

5.Business Process Overview

1. In-store POS integration.
2. Voice-based shopping assistant.
3. AR/VR product visualization.
4. Blockchain-based payment processing.
5. Third-party marketplace integration (e.g., Amazon, eBay).
6. Social media in-app purchasing.
- 7.Offline retail operations automation.

5.1 Current State Analysis (As-Is)

1. Customers can only purchase products from physical stores.
- 2.Product availability information is not real-time.
3. Manual order processing increases operational delays.
4. Customer engagement is limited to offline interactions.
5. Payments are primarily cash or card-based at counters.
6. Limited visibility into customer buying behaviour.
7. Returns and refunds managed manually, causing delays.

5.2 Future State / Proposed Solution (To-Be)

1. Customers can shop 24/7 from anywhere via web or mobile app.
2. Real-time inventory updates and product availability tracking.
3. Automated order management system.
4. Integrated multiple payment gateways (credit card, UPI, wallets).
5. Personalized recommendations and promotions.
6. Seamless order tracking and delivery notifications.
7. Digital-first return and refund process.

6. Business Requirements

BR ID	Requirement Name	Business Requirement Description	Priority
BR0001	User registration and login	Customers must be able to register, log in, and manage their profiles using email, phone, or social media.	High
BR0002	Product catalog management	The system must display products with details (name, price, description, images, stock availability).	High
BR0003	Search and filter	Customers must be able to search for products and apply filters (price, category, brand, rating).	High
BR0004	Shopping cart and wishlist	Customers can add/remove products to a shopping cart and save items to a wishlist for later purchase.	High
BR0005	Secure checkout and payment	The system must support multiple payment methods (credit/debit card, UPI, wallets) with secure processing.	High
BR0006	Order management and tracking	Customers must view order history, track order status, and receive delivery updates.	High
BR0007	Inventory Management	The system must update product availability in real-time after purchases or stock updates.	Medium
BR0008	Customer Reviews and ratings	Customers should be able to provide product reviews and ratings after purchase.	Medium
BR0009	Return and refund Processing	The system must support return requests and process refunds according to business rules..	Medium

6.1 Non-Functional Requirements

5. Performance

- The system should load product pages within 3 seconds under normal load.
- The platform must support up to 10,000 concurrent users without performance degradation.

6. Security

- Customer data (personal, financial) must be stored in encrypted format
- All payments must follow PCI DSS compliance with SSL/TLS encryption.

7. Usability

- The platform must provide an intuitive interface accessible on desktop & mobile.
- The system should allow switching between multiple languages and currencies.

8. Compliance

- Terms of Service, Privacy Policy, and Return Policy must be displayed clearly.
- The platform must comply with GDPR for handling customer data in applicable regions.

11. Assumptions

- Customers will have access to the internet and smartphones/computers.
- Vendors will provide accurate product details and stock information.
- Payment gateways will provide uptime and integration support.
- Delivery partners will ensure timely shipment.
- The project will follow Agile methodology for development.

12. Constraints

- Budget limitations for advanced AI/AR integrations.
- Fixed timeline for initial release (MVP within 6 months).
- Data security and compliance with GDPR/PCI DSS.
- Dependency on third-party logistics and payment gateways.
- Limited internal technical resources for initial deployment.

13. Risks

1. Technological Risks

1. Integration failures with third-party payment gateways.
2. System downtime during peak traffic.

3. Skill Risks

1. Lack of in-house technical expertise for advanced integrations.
2. Training gaps for admin and support staff.

3. Requirement Risks

1. Scope creep due to continuous feature requests.
2. Ambiguity in product catalog classification.

4. Business Risks

1. High competition in the e-commerce market.
2. Customer reluctance to adopt online purchases.

5. Other Risks (External/Operational)

1. Cybersecurity threats like fraud and data breaches.
2. Dependency on stable internet connectivity.
3. Delays from logistics partners affecting delivery SLAs.

14. Business Rules:

1. Customers must log in to place an order.
2. Refunds will be processed only through the original payment method.
3. Inventory must auto-update after every transaction.
4. Orders cannot be modified after confirmation.
15. Discounts are applicable only within their defined validity.

11. Appendices

11.1 List of Acronyms

- **BRD** - Business Requirements Document

- **RTM** - Requirement Traceability Matrix

11.2 Glossary of Terms

- **UAT:** User Acceptance Testing

11.3 Related Documents

- Requirement Traceability Matrix (RTM)
- Software requirement specification (SRS)

2. Software Requirement Specification (SRS)

1. Introduction

1.1 Purpose

The purpose of this document is to define the software requirements for the development of an Online Store E-commerce application. It serves as a reference for stakeholders, developers, testers, and project managers to ensure a common understanding of the system's functionalities and constraints.

1.2 Scope

The system will provide a platform for customers to browse products, add them to a cart, make secure payments, and receive order confirmations. It will also provide administrators and sellers with tools for product management, inventory updates, and sales tracking.

Key features include:

- User registration and authentication
- Product catalogue management
- Shopping cart and checkout
- Payment gateway integration
- Order management and tracking
- Customer support and feedback system

1.3 Overview

The application will be web-based, accessible via desktops and mobile devices. It will include a customer-facing storefront, an admin panel, and secure payment integrations.

2. Overall Description

2.1 Product Perspective

The Online Store will act as a standalone web application, integrated with third-party payment gateways, shipping services, and email/SMS notification systems.

2.2 User Classes and Characteristics

- Customers: Browse products, purchase, track orders. Basic technical knowledge.
- Admin: Manage products, categories, inventory, users, and orders. Moderate technical knowledge.
- Sellers (optional): Manage their own product listings and stock.
- Support Staff: Handle customer queries, returns, and complaints.

2.3 Operating Environment

- Frontend: Responsive web application (HTML, CSS, JavaScript, React/Angular/Vue).
- Backend: REST API / Microservices (Java, .NET, Python, or Node.js).
- Database: SQL/NoSQL database (MySQL, PostgreSQL, MongoDB).
- Payment: Integrated with payment gateways (PayPal, Stripe, Razorpay, etc.).
- Deployment: Cloud environment (AWS, Azure, GCP).
- Devices: Desktop, tablet, mobile browsers.

2.4 Design and Implementation Constraints

- Compliance with data privacy regulations (GDPR, PCI DSS for payments).
- Secure handling of sensitive customer data.
- Performance must support at least 10,000 concurrent users.
- Multi-language and multi-currency support.

2.5 Assumptions and Dependencies

- Users have stable internet connections.
- Third-party APIs (payment, shipping, SMS/email) are reliable.
- System updates and maintenance will be handled periodically.

3. Functional Requirements

- FR-1: User Registration and Login (with social login options).
- FR-2: Product Catalog Browsing with search and filtering.
- FR-3: Shopping Cart (add, update, remove items).
- FR-4: Checkout process with multiple payment options.
- FR-5: Order placement, confirmation, and tracking.
- FR-6: Admin panel for product, category, and inventory management.
- FR-7: Review and rating system for products.
- FR-8: Discount coupons and promotional codes.
- FR-9: Notifications via email/SMS (order updates, promotions).
- FR-10: Return, refund, and cancellation management.

4. Non-Functional Requirements

- Performance: System should handle 10,000 concurrent users with <3s response time.
- Security: Data encryption (SSL/TLS), secure authentication (OAuth2/JWT).
- Usability: Simple, intuitive UI with responsive design.
- Availability: 99.9% uptime with cloud deployment.
- Scalability: Ability to scale horizontally to support traffic growth.
- Maintainability: Modular codebase for easy updates.
- Compliance: GDPR, PCI DSS for payments.

5. External Interface Requirements

5.1 User Interface

- Web-based responsive UI (desktop, tablet, mobile).
- Dashboard for admin and sellers.

5.2 Hardware Interfaces

- Compatible with standard desktop and mobile devices.

5.3 Software Interfaces

- Payment gateways (Stripe, PayPal, Razor pay).
- Email/SMS APIs (SendGrid, Twilio).
- Shipping APIs (FedEx, UPS, DHL).

5.4 Communication Interfaces

- HTTPS protocol for secure transactions.
- REST API for integration with third-party systems.

6. Other Requirements

- Multi-language and multi-currency support.
- Accessibility compliance (WCAG 2.1).
- Integration with analytics tools (Google Analytics, custom BI dashboards).

7. System Architecture Information

- Client Tier: Web/Mobile application (React/Flutter).
- Application Tier: RESTful API services (Node.js/Java/Spring Boot).
- Data Tier: Relational database (PostgreSQL/MySQL), NoSQL for caching (Redis/MongoDB).
- External Integrations: Payment gateway, logistics tracking, notification service.

8. Appendices

8.1 Glossary of Terms

- SKU: Stock Keeping Unit
- API: Application Programming Interface
- SSL: Secure Sockets Layer
- GDPR: General Data Protection Regulation

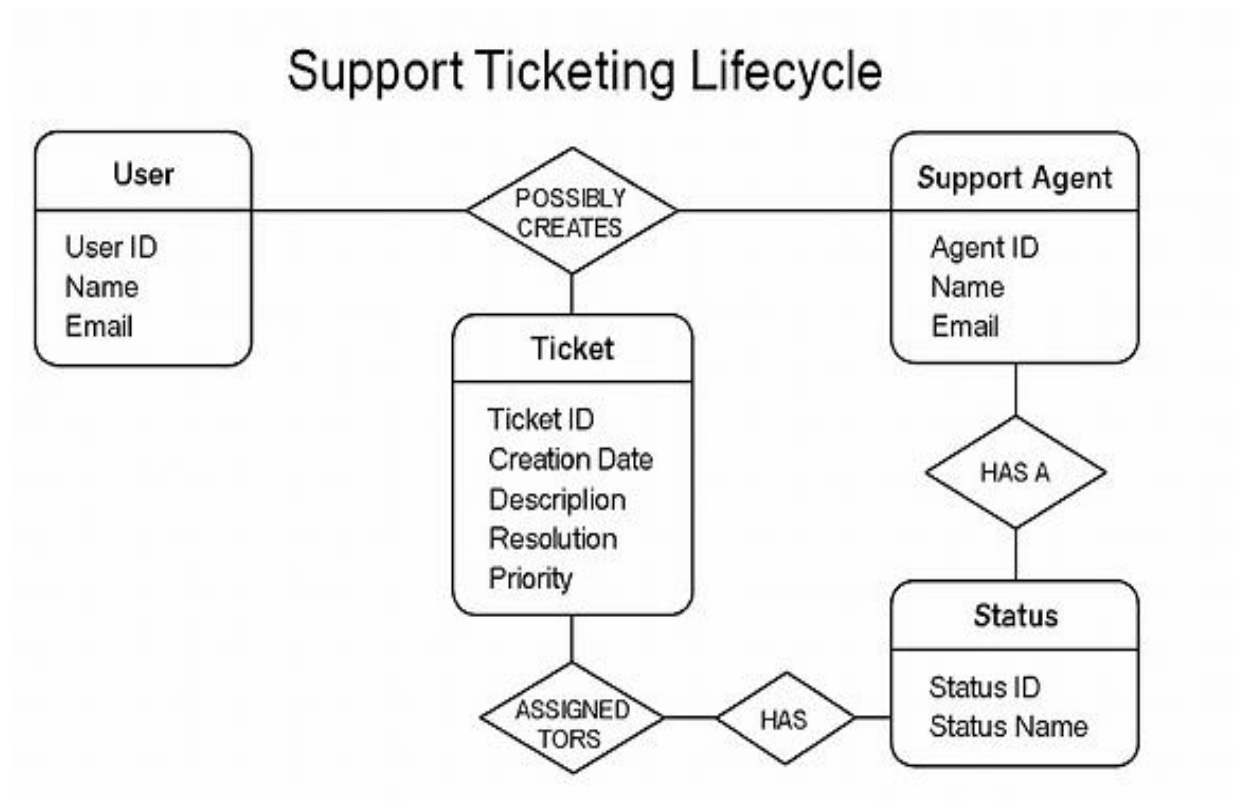
8.2 Acronyms

- UI: User Interface
- DBMS: Database Management System
- PCI DSS: Payment Card Industry Data Security Standard

8.3 Supporting Documents

- Payment gateway integration guides.
- Shipping service API documentation.
- UI mock-ups (to be provided separately).

3. ERD For Ticketing life cycle.



4. User story for shopping from e commerce

User story No: 01	Tasks: User Registration & Login	Priority: High
Value statement: As a customer, I want to create an account and log in securely, so I can personalize my shopping experience and track my orders.		
BV: 500	CP: 05	
Acceptance criteria: - User can register with email/mobile. - User can log in with credentials/social login. - Invalid login attempts are restricted.		

User story No: 02	Tasks: Product Browsing & Search	Priority: High
Value statement: As a customer, I want to browse and search products by category, so I can quickly find the items I need.		
BV: 500	CP: 8	
Acceptance criteria: - Search bar returns relevant results. - Filters by price, category, brand are available. - Products load under 2 seconds.		

User story No: 03	Tasks: Shopping Cart Management	Priority: High
Value statement: As a customer, I want to add/remove items to a cart, so I can review products before purchasing.		
BV: 500	CP: 05	

Acceptance criteria:

- User can add products to the cart.
- User can remove/update quantity.
- Cart persists during the session.

User story No: 04**Tasks:** Checkout and Payment**Priority:** High**Value statement:**

As a customer,
I want to checkout and pay securely,
so I can complete my purchase safely.

BV: 500**CP: 08****Acceptance criteria:**

- Multiple payment methods (card, UPI, wallet).
- Payment gateway is PCI-DSS compliant.
- Confirmation message & invoice sent after purchase.

User story No: 05**Tasks:** Wishlist Feature**Priority:** Medium**Value statement:**

As a customer,
I want to save items to my wishlist,
so I can purchase them later.

BV: 200**CP: 05****Acceptance criteria:**

- User can add/remove products to wishlist.
- Wishlist persists after logout.
- Products in wishlist can be moved to cart.