BRD for an E-commerce Order Management System Enhancement

Project name: OMS enhancement for ABC company

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1.Executive Summary

ABC E-commerce is facing operational inefficiencies due to delays in its current Order Management System (OMS). These delays result in customer dissatisfaction, increased support load, and loss of repeat customers. An enhanced OMS is required to automate key functions and improve the overall customer experience.

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2. Business Problem

- Customers do not receive real-time updates on their orders.

- Order details are manually entered from multiple sales channels.

- Couriers are assigned manually, causing delays and human errors.

- No centralized dashboard is available for tracking order status.

- High volume of support tickets due to lack of tracking transparency.

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3. Business Objectives

- Enable real-time order tracking with automated notifications via email and WhatsApp.

- Automate courier assignment to minimize delay.

- Integrate automatic order entry from multiple platforms.

- Build a centralized admin dashboard for real-time order visibility.

- Implement WhatsApp chatbot for basic customer support.

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4. Scope

In-scope

- Automation of courier assignment post order placement

- Development of real-time tracking notifications

- Creation of admin dashboard for order monitoring
- WhatsApp chatbot integration for customer queries

Out of Scope:

- Changes to payment gateway or catalog management
- Integration with ERP or third-party inventory systems
- Major UI redesign beyond the order flow

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5. Business Requirements

Priority   Requirement

Priority	Requirement
High	Live tracking link sent via SMS and email upon order placement
High	Automated courier assignment via rule-based logic
Medium	WhatsApp chatbot for order support
Medium	API integration with courier partners

6. Stakeholders

- Customers - the one using the e-commerce platform
- Courier Partners- responsible for providing APIs
- E-commerce Manager- responsible for stating all the business requirements
- IT Development Team - develop the automation stream and create Whatsapp chatbot
- Admin Team - responsible for tracking,managing orders through the new dashboard
- Project Manager- manage the developer,Product owner,BA etc

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7. **Assumptions**

- Courier APIs will remain stable and available.
- Customers will have access to WhatsApp, email, or SMS.
- Internal IT team will provide timely support for integration.

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8. Risks

- Downtime or unavailability of third-party courier APIs
- Data synchronization delays across systems
- Miscommunication between customer and automated systems (chatbot errors)