Use case

fulfillment

Author/Owner

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Project Name

Psuedo fulfillment system

Description

Build a fulfillment system for mobile change order handling.

Project Functional Requirements

As a Telco Customer,

I want to activate a new mobile plan,

So that I can start using my mobile phone with the new plan.

Acceptance Criteria:

UI Design: The application should have a user-friendly interface with options to enter necessary information.

Plan Selection: The customer should be able to choose from a list of available mobile plans, including details such as plan name, data limits, talk time, and pricing.

Phone Number Validation: The customer should enter their existing mobile phone number, and the system should validate it to ensure it is in the correct format (e.g., XXX-XXX-XXXX) and not already in use for another active plan.

SIM Card Activation: If the customer does not have a SIM card, there should be an option to request a new SIM card. If the customer already has a compatible SIM card, they should be able to enter the SIM card number.

Billing Information: The customer should provide billing information, including their name, address, and payment method (credit card, PayPal, etc.).

Payment Processing: The system should process the payment based on the selected plan and payment method. It should provide confirmation of the payment status (success or failure).

Confirmation: Once the payment is successful, the customer should receive a confirmation email or SMS with details of the activated plan, billing information, and next steps.

Plan Activation: The customer's selected mobile plan should be activated immediately upon successful payment. They should be able to make calls, send texts, and use data with the new plan.

Error Handling: The system should handle errors gracefully, such as failed payments, network issues, or incorrect input data, and provide clear error messages to the customer.

Testing: Comprehensive testing should be performed to ensure the application functions correctly, including unit tests, integration tests, and user acceptance testing.

Dev/Execution Platform

Create a UI with required backend for change plan.

Create System stubs or simulate API reponses for external systems

Reference documents/Videos

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Remarks

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(taken Gaurav Hajare, Chirag Agarwal)

I approve this set of requirements (SME name below)