Business Requirements Document (BRD)

Project: Payment Transactions RCA Dashboard

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1. Project Overview

The Payment Transactions RCA Dashboard project aims to provide insights into payment success rates, failure patterns, hourly spikes, device segmentation, and user behavior.

2. Business Problem

The business lacks visibility into why payments fail, what devices or regions are affected, and which failure reasons contribute most to failures.

3. Business Objectives

Objective	Description
Identify failure patterns	Analyze hourly, daily, and device-level failure spikes.
Analyze failure reasons	Identify top recurring failure reasons.
Customer segmentation	Analyze user behavior by type, city, age, and device.
Operational efficiency	Reduce failure rates and improve success metrics.

4. Scope

In Scope	Out of Scope
Payment success/failure analytics	Fraud detection
Device/city/user segmentation	Real-time failure alert systems
Failure reason breakdown	Backend switch/payment gateway modifications
Hourly trend analysis	Bank settlement reporting

5. High-Level Requirements

Requirement ID	Description
BR-01	Dashboard showing payment KPIs

BR-02	Failure reason analytics module
BR-03	Device & city segmentation visuals
BR-04	Hourly failure trend analysis
BR-05	Customer type segmentation