**Name: Ratnajeet Patil Prno:1012412079**

**Class & Div: SYCSE B1**

**Assignment 2**

**1. Branch Manager at IDBI Bank**

**Problem:**

* **Inaccurate vault balance display.**
* **Incorrect account tracking (opened/closed).**
* **Locker visit scheduling not functional.**

**Root Cause:**

* **A recent system update caused these issues.**

**Impact:**

* **Frustration and confusion due to inability to track vault money and locker visits.**

**Functional Requirements:**

* **Real-time vault balance display.**
* **Accurate account tracking (opened/closed).**
* **Functional locker visit scheduling with booked slots.**

**Non-Functional Requirements:**

* **Real-time updates without delays.**
* **Secure access to vault data.**
* **Reliable database for account and vault information.**

**UI Considerations:**

* **Clear dashboard for vault balance and account details.**
* **Calendar-based scheduling for locker visits.**
* **Simple navigation for quick access.**

**2. Second-Year B-Tech Student**

**Problem:**

* **Payment failure despite successful transaction.**
* **Unknown error during payment processing.**

**Root Cause:**

* **Server issues.**

**Impact:**

* **Confusion about payment status.**
* **Frustration due to inability to access the AI/ML course.**

**Functional Requirements:**

* **Accurate payment processing with instant confirmation.**
* **Support for multiple payment methods.**

**Non-Functional Requirements:**

* **24/7 availability with minimal downtime.**
* **Secure handling of financial transactions.**
* **Scalability to handle peak traffic.**

**UI Considerations:**

* **Streamlined payment checkout page.**
* **Clear messaging for payment status.**
* **Support section for payment issues.**

**3. Customer (Software Engineer) Using Uber**

**Problem:**

* **App stuck on loading screen.**
* **OTP not sent due to server issues.**
* **Excessive fare charges.**

**Root Cause:**

* **Server issues or app-device incompatibility.**

**Impact:**

* **Frustration due to inability to book a ride on time.**
* **Irritation due to overcharging.**

**Functional Requirements:**

* **Smooth app loading without delays.**
* **Consistent OTP delivery for authentication.**
* **Accurate fare calculation.**

**Non-Functional Requirements:**

* **Optimization for different devices and network conditions.**
* **High availability to prevent service disruptions.**
* **Secure OTP authentication.**

**UI Considerations:**

* **Progress indicator during ride booking.**
* **Transparent pricing breakdown.**
* **Troubleshooting section for OTP and loading issues.**

**4. Purchase Manager of Seafood**

**Problem:**

* **Newly added supply not reflected in the inventory system.**

**Root Cause:**

* **Database not updating with new information.**

**Impact:**

* **Worry about stock status.**
* **Inability to sell due to lack of inventory updates.**

**Functional Requirements:**

* **Real-time inventory updates.**
* **Alert system for failed stock updates.**

**Non-Functional Requirements:**

* **Reliable data storage with minimal latency.**
* **Security controls for inventory changes.**
* **Scalability for large inventories.**

**UI Considerations:**

* **Clear inventory dashboard with recent updates.**
* **Search and filter options for stock details.**
* **Notification panel for system alerts.**

**5. IT Sector User (Tax and Budget Calculation)**

**Problem:**

* **New expenses and profits not displayed.**
* **Inability to maintain future budget records.**

**Root Cause:**

* **Poor server maintenance.**

**Impact:**

* **Confusion about financial data accuracy.**
* **Worry about inability to calculate taxes and budgets.**

**Functional Requirements:**

* **Accurate tracking and display of financial transactions.**
* **Seamless tax and budget calculation.**
* **Historical data storage for future reference.**

**Non-Functional Requirements:**

* **High reliability with scheduled server maintenance.**
* **Secure encryption for financial data.**
* **Intuitive reports and analytics.**

**UI Considerations:**

* **Financial dashboard for income, expenses, and budget trends.**
* **Easy-to-use input forms for new transactions.**
* **Graphs and charts for financial insights.**