

## Subzicart Project Narration

The Subzicart project aimed to develop an Online Grocery web application, providing a comprehensive solution for customers' daily shopping needs. The platform was designed to allow customers to purchase groceries online from various vendors, streamline the shopping experience with online payments, and offer a robust administration module for managing orders and inventory.

My role began with gathering and understanding the business requirements. This involved liaising with stakeholders to comprehend their vision and objectives for the Subzicart platform. My focus was on creating a detailed requirements document that served as a blueprint for the development team. This document outlined features from both the customer and administrator perspectives, including user registration, product search and listing, order management, and more.

With a clear understanding of stakeholders' expectations, I drafted the Business Requirement Document (BRD). This crucial document covered the proposed solution, workflow, product features, use cases, and the process flow for both end-users and administrators. Regular meetings with stakeholders and potential users were essential to refine the requirements and ensure the BRD accurately reflected the desired outcome for the Subzicart platform.

As a Business Analyst, I played a pivotal role in bridging the gap between the development team and stakeholders. This involved translating the business requirements into technical specifications, clarifying doubts, and ensuring both sides were aligned. Regular updates and feedback sessions helped maintain project momentum and adapt to any changes in requirements.

I developed detailed use cases for both end-users and administrators, outlining every interaction with the platform, from login to order tracking for users, and from product management to viewing statistics for administrators. These use cases were vital for the development team to understand the user journey and for conducting thorough testing.

Throughout the project, we faced challenges such as system outages and the need for scheduled maintenance. My role involved anticipating potential issues, working on contingency plans, and communicating these plans effectively to all

stakeholders. This proactive approach minimized downtime and ensured a smooth user experience.

Before the final rollout, I was involved in the testing phase, gathering feedback from beta testers, and ensuring that the platform met the business requirements. This phase was critical for addressing any issues and implementing feedback to refine the Subzicart application.

The successful launch of the Subzicart platform was a testament to the effective collaboration between teams and the thoroughness of the BRD process. As a Business Analyst, my role was crucial in ensuring that the final product aligned with our business goals and provided a seamless experience for our customers.

Post-launch, I continued to monitor feedback for future enhancements, maintaining the relevancy and efficiency of the Subzicart platform. This ongoing process ensured that we adapt to changing market needs and user expectations.

# **SUBZICART PRODUCT BUSINESS REQUIREMENT DOCUMENT**

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## Overview of the document

This document provides the proposed solution/workflow for Online Grocery web application, wherein the online grocery shopping is intended to provide one stop solution for the daily needs of a customer. It will enable vendors to sale their products online, customer to browse through the shop/brand and purchase them online by making online payments of the products without visiting the shop physically. The Administration module will enable a System Administrator to approve or reject and manage requests based on the order and inventory accordingly.

This document also includes the features of the product and Use Cases for the prospective Customer and Administrator actors respectively, so as to help as a guide for developers on one hand and a software validation document for the prospective client on the other.

## Features of the Product

### Customer Perspective

- Login
- Registration
- Search products
- Check shipping availability by PIN code
- Product listing and search results
- Product details with available variations
- Add to cart
- Checkout and Online payment of the orders
- Subscribe for Newsletter
- Ratings and review on products
- Place the order
- Manage address book
- My account
- Order history
- Order tracking

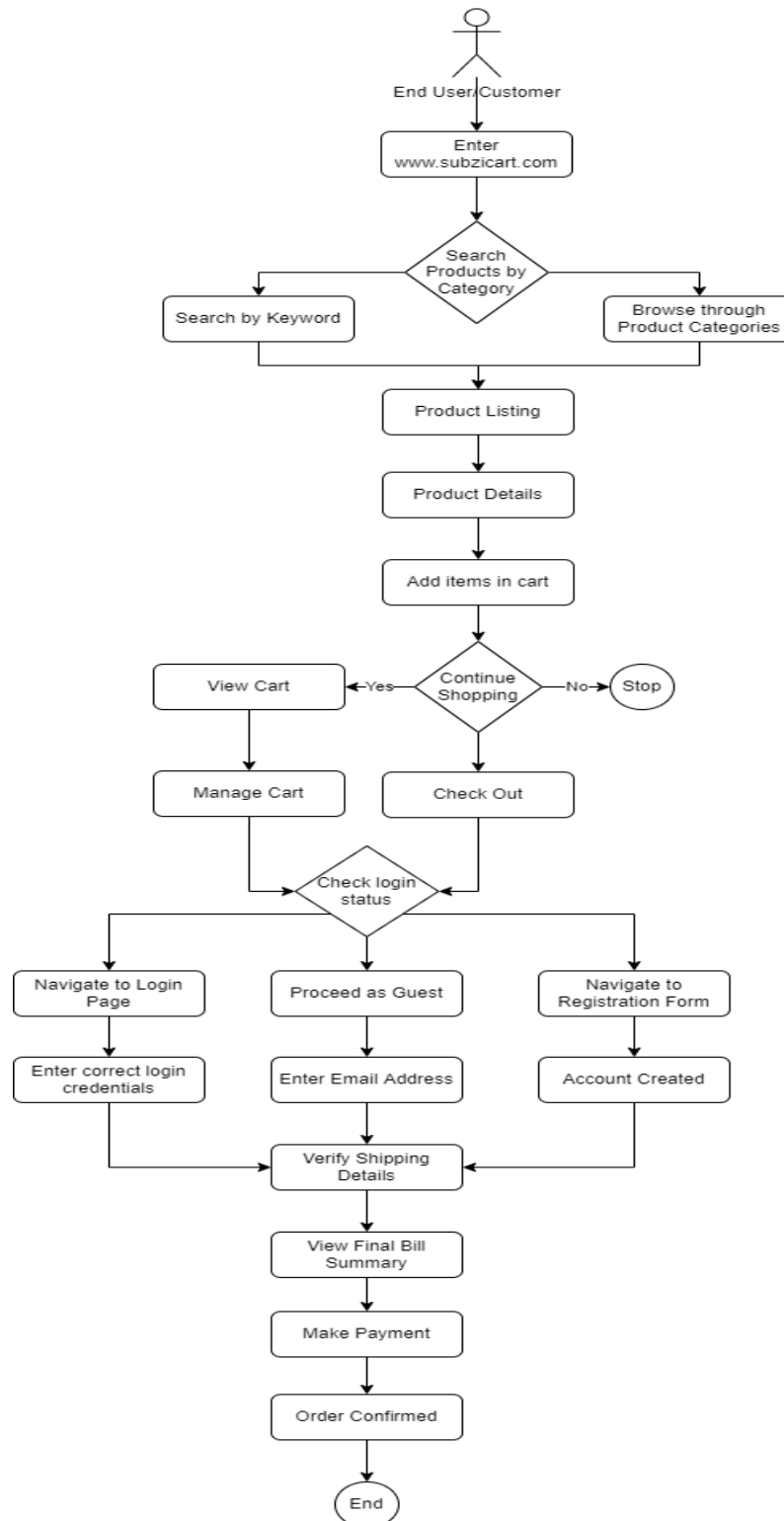
### Administrator Perspective

- Ability to create/edit/delete products
- Manage Product categories and sub-categories
- Manage Product catalog
- Manage Orders
- Manage Customers
- Manage Shipping
- Manage Payments
- Manage Roles/Permissions
- Ratings and reviews management
- View Statistics and reports

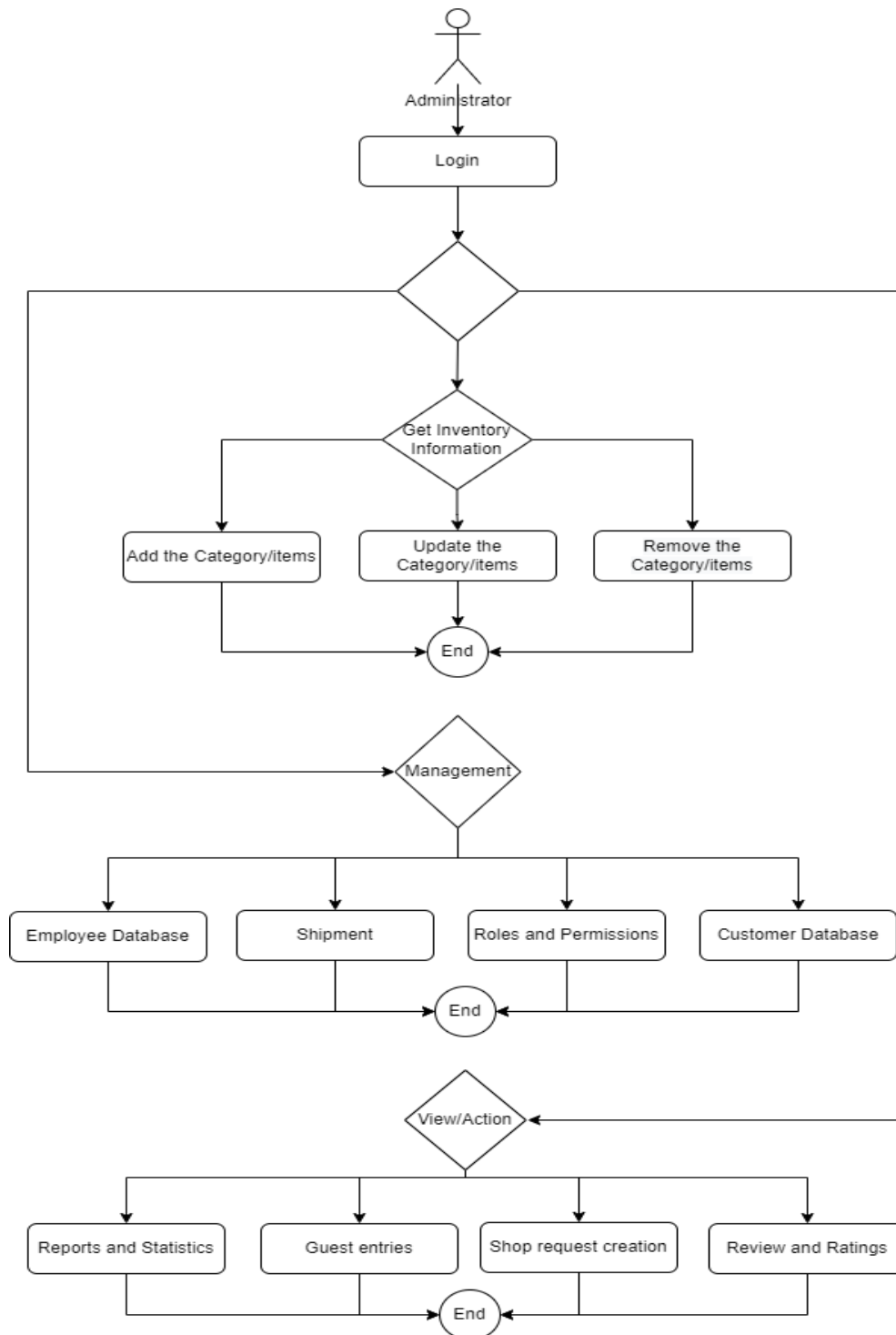
## Process Flow

### End User/Customer Perspective

#### Subzicart Customer Process Flow



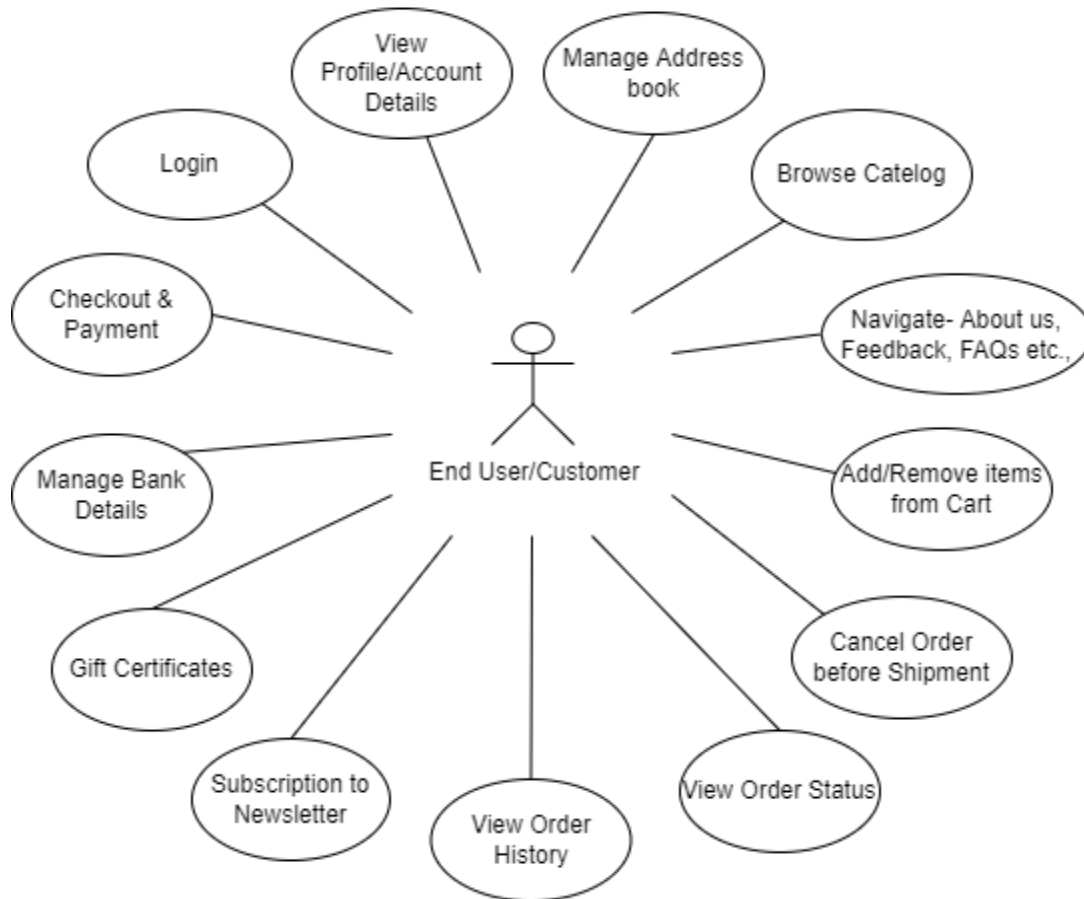
## Subzicart Administrator Process Flow



## Use Case

### End User

## Use Case - End User/Customer



Basic & Alternative Use Case	Rationale
Login (Pre-requisite)	<ul style="list-style-type: none"><li>• User will be able to login into the website using the User Name and Password.</li><li>• Reset password option for the users to reset the password in case of forgot password.</li></ul>
Registration (Pre-requisite)	<p>User will have to get registered on website with simple registration form with below details:</p> <ul style="list-style-type: none"><li>○ First name*</li><li>○ Last name*</li><li>○ Contact number</li><li>○ Email Address*</li></ul>

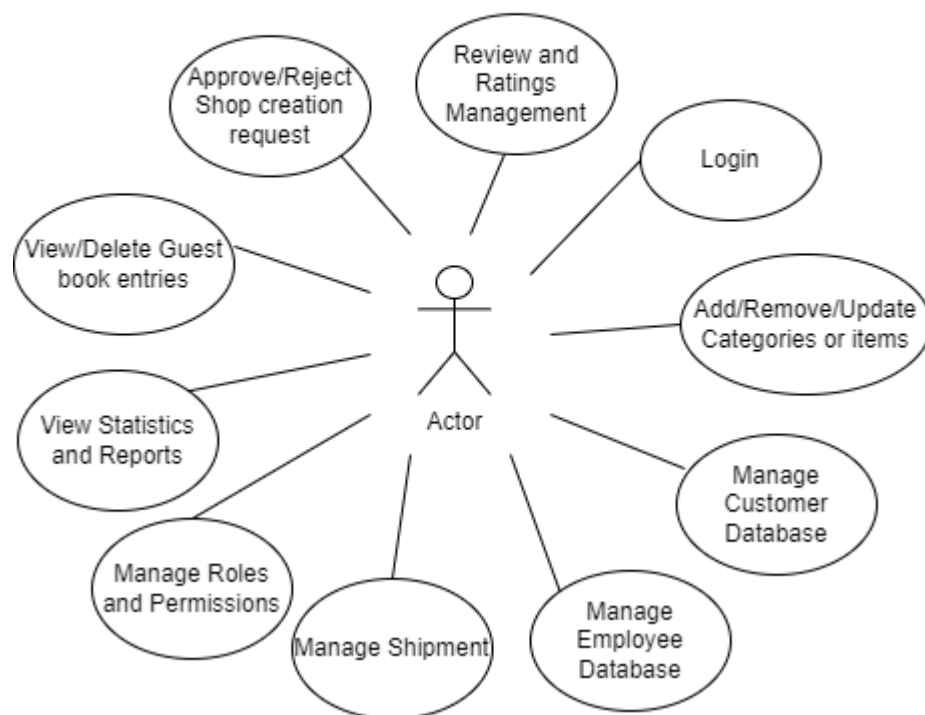


	<ul style="list-style-type: none"> <li>○ Password*</li> <li>○ Confirm password *</li> <li>○ Address Information (Line#1, City, State, Country, Zip)*</li> <li>○ Captcha*</li> <li>• Mandatory fields are denoted with (*) above to create Account in the Subzicart website.</li> <li>• <b>Note:</b> This Registration is for Customer Type as Retail Customer. However, Registration required information differ from Customer type selection.</li> <li>• This website supports Customer Type as <ul style="list-style-type: none"> <li>○ Retail Customer</li> <li>○ Commercial Customer</li> <li>○ Non-Profit Customer</li> </ul> </li> </ul>
Product Search	<p>User can able to search the products by keyword, by browsing through category/sub-category, using filters and sorting options.</p> <ul style="list-style-type: none"> <li>• User would be able to search for the products without login into website.</li> </ul>
Product Listing	<p>User can able to view the listing of the product with following details:</p> <ul style="list-style-type: none"> <li>○ Product title</li> <li>○ Thumbnail image</li> <li>○ Price</li> <li>• By clicking on product title and image, user will be able to navigate on product detail page to view more details of the product.</li> <li>• User should be able to view the products listing and details without login.</li> </ul>
Product Details	<p>User can able to view all product details on this page. Login will not be required to view the product details.</p> <ul style="list-style-type: none"> <li>• User will be able to check the shipping availability by entering PIN code.</li> <li>• User would be able to view following details about the product on product detail page: <ul style="list-style-type: none"> <li>○ Product title</li> <li>○ Thumbnail image</li> <li>○ Product images</li> <li>○ Product description</li> <li>○ Price</li> <li>○ Quantity/Size</li> </ul> </li> <li>• User will be able to add the product to his shopping cart.</li> </ul>
Add to Cart	<p>The products can be added into shopping cart from the product detail page.</p> <ul style="list-style-type: none"> <li>• User will be able to add items/remove items/ update quantity of items in shopping cart.</li> <li>• User will be able to proceed for checkout of any items/ all items available in shopping cart.</li> <li>• User will be able to view item price, sub-total and total price of the items available in shopping cart.</li> </ul>
Checkout & Payment	<ul style="list-style-type: none"> <li>• Payment and checkout process of the items selected from the shopping cart will be considered for placing the orders.</li> <li>• User is required to login into website for checkout and payment. User is required to enter billing and shipping address before checkout and payment.</li> <li>• User is required to select payment method for order payment <ul style="list-style-type: none"> <li>○ Credit card/ Debit card</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Net banking</li> <li>• User can view the order summary on this page.</li> </ul> <p>Order summary will show following details:</p> <ul style="list-style-type: none"> <li>○ Item total</li> <li>○ Sub-total</li> <li>○ Shipping cost</li> <li>○ Tax</li> <li>○ Coupon/Gift Certificate</li> <li>○ Order Total (USD)</li> </ul>
Order History	<ul style="list-style-type: none"> <li>• User will be able to view the orders list i.e. orders placed by the user in past.</li> <li>• User will be able to view all details about the orders with total amount paid, shipping address, items quantity, price per unit etc.</li> <li>• User will be able to reorder the items which are shown in the order details.</li> <li>• User will be able to track their current orders from my orders section.</li> </ul>

## Administrator

### Use Case - Administrator



Basic & Alternative Use Case	Rationale
Login (Pre-requisite)	<ul style="list-style-type: none"> <li>Admin Role/User will be able to login into the website using the User Name and Password.</li> <li>Reset password option for the users to reset the password in case of forgot password.</li> <li><b>Note:</b> Backend will create an Account for Admin Role/Users.</li> </ul>
Dashboard/Statistics and Reports	<ul style="list-style-type: none"> <li>Admin user will be able to view following information on dashboard <ul style="list-style-type: none"> <li>Total no. of active and inactive registered user</li> <li>Total no. of Products uploaded on website</li> <li>Total Revenue: Today/Month/Quarter/YTD (Year To Date)</li> </ul> </li> <li>Admin user will be able to export reports into pdf and excel format.</li> </ul>
User Management	<ul style="list-style-type: none"> <li>Admin user will be able to view/edit/active/inactive User's account information from this section.</li> <li>Admin user will be able to view all detail of the User's account like profile details, address, orders, items in cart.</li> </ul>
Order Management	<ul style="list-style-type: none"> <li>Admin user will be able to view list of all orders placed by the Users on website with current status of each order.</li> <li>Admin user will be able to update the status of order placed by the user. Status of the orders will be as below: <ul style="list-style-type: none"> <li>Open</li> <li>Confirmed</li> <li>In process</li> <li>Shipped</li> <li>Delivered</li> </ul> </li> <li>Admin user will be responsible for shipment of orders placed by the buyers. Admin user will be able to maintain the below shipment details into system for each order: <ul style="list-style-type: none"> <li>Shipping carrier</li> <li>Tracking ID</li> <li>Current status of shipment</li> <li>Delivery location/address</li> <li>Shipping cost</li> </ul> </li> </ul>
Product Category/Items Management	<ul style="list-style-type: none"> <li>Admin user will be able add/edit/active/inactive product categories and sub-categories from this section.</li> <li>Admin user will also be able to manage following information of the products: <ul style="list-style-type: none"> <li>Product Name</li> <li>Images</li> <li>Description</li> <li>Keywords</li> <li>Variations : color, size</li> </ul> </li> <li>User will be able to add products under these categories &amp; sub-categories from the product management section.</li> </ul>
Payment Management	<ul style="list-style-type: none"> <li>Admin user will be able to view/edit payment information i.e. bank account details to receive orders payments from buyers.</li> <li>Admin user will be able to view payment status of each order placed by the users.</li> </ul>

Exception Use Case	Rationale
System Outage	<ul style="list-style-type: none"> <li>• User will be prompted with 'Error 404 or Error 403' message when system is down <ul style="list-style-type: none"> <li>○ In this case, Administrator will be notified immediately when system is down with an email to take necessary action ASAP.</li> <li>○ When the System is up and running, user will be notified from the application that 'Apologies for the inconvenience caused, please continue shopping'.</li> </ul> </li> </ul>
API Down/Vendor System is Down	<ul style="list-style-type: none"> <li>• In a situation where API is down/vendor integration has downtime, then the products/items will not be listed in the website or user cannot perform any action (Add to Cart, manage the items). <ul style="list-style-type: none"> <li>○ In this case, Administrator will be notified with an email to take necessary action within 24 Hours TAT (Subject to SLA).</li> <li>○ When the System is up and running, user will be notified from the application that 'Apologies for the inconvenience caused, please continue shopping'.</li> </ul> </li> </ul>
Scheduled System Maintenance	<ul style="list-style-type: none"> <li>• During the Non-working hours, system will be scheduled for maintenance, therefore, user cannot shop during these hours.</li> <li>• User will be prompted with a message saying that 'System is under Scheduled Maintenance from 1 AM to 3 AM EST'.</li> </ul>