***GUIDELINES FOR THE CASE STUDY***

Q. How many spending behaviour do we have in the system? And what are those?

A. You can make assumption

Q. Rewards type or what are the criteria to give the rewards?

A. You can make assumption

Q. The spending limit of spending is the same for every household or it depends on the area or district to determine customer profile (silver, gold, or platinum)

A. Basis profile

Q. Reward policy is the same for every customer or any special for gold, silver, or platinum customer?

A. You can make assumption

Q. What are the main keys to register the customer? It will help me to blacklist bad customers.

A. You can make assumption

Q. List of things expected to include in the case study.

A. BRD or FSD (requirement detail/flow diagram/wireframe/use case)

Q. Only a single requirement document is required to be prepared or a separate design document.

A. Whatever suits, document should give clear and as details as possible understanding of requirement

Q. How do you define a bad customer here? --As all customers pay for the books bought and not take them on credit.

A. Buying and returning or buying and cancelling (definition is not important, handling of bad customer is important)

Q. Can we profile individual customers part of a single household or can we only profile the entire household? Example: Can a silver profiled household have a platinum profiled individual customer because the individual customer’s spending is more than the minimum spend required to become a platinum customer but the household of 4 people meets the minimum spend of only a silver level household of 4 pax.

A. No, profile (Silver/Gold) is for customer and not on household, single household can have multiple customer with different profile