**GIVA**

Giva is a Direct to Customer brand which prominently sells silver jewellery along with gold online. It offers a wide variety of trendy, stylish jewellery in affordable price along with good customer support having large collection of latest designs.

**Questions**

**Business Context Diagram**

It is a high level data flow diagram that showcases relation between System, Stakeholders, Process and Constraints involved in a process. It places system in the center and other entities.

A black screen with text on it

Description automatically generated

**Swimlane Diagram**

It represents a particular process from start till the end including the steps and systems involved in a process with the functions and tasks of each steps mentioned clearly.

A diagram of a product

Description automatically generated

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| --- | --- |
| Na  me | Product Customization |
| Description | User wishes to give personalized touch to jewelleries. |
| Pre-Condition | User has already registered and logged into the account and selected a customizable item. |
| Post-Condition | Succes: User receives a satisfactory preview of the item and proceeds to buy. |
| Trigger | The User selects an item personalized products section. |
| Main Success Scenarios | 1)User encounters customizable product  2)User provides preference regarding stones, initials etc.  3) User clicks preview button.  4)Order confirmation and payment. |
| Extensions | 2.a Desired Customization Unavailable  1. Chatbot processes complex designs and provides preview.  2. Go to 4  2.b Complex customization requirements  1. Chatbot displays that selected option is not available for personalization.  2. Go to 1 |

**Use Case personalized product**

**User Story**

1)As a Shopper, I want to click on customize button to go to customize page to start customizing

3)As a Customer, I want to click on preview button to see a 3d view of my personalized product .

4)As a User, I want click on check price button, to know the price of product after personalization to decide on purchasing.

5)As a Customer, I want to click on buttons to increase or decrease quantity of personalized product to purchase.

4)As a User, I want to know the price of my personalized product once I select buy option to decide on purchasing.

Functional Requirements