**BASELINE FRAMEWORK**

It provides basic organizational structure and standard for requirements and user cases of the business. Baseline framework acts as a basic reference structure underlying the system.

**High Level**

A screenshot of a computer screen

Description automatically generated

|  |  |  |  |
| --- | --- | --- | --- |
| Process Area | Summary | User Goals | Sub-Function |
| OA-Order Accomplishment | OA.1-Placement of Order | QA.1.1-Selection of Product | QA.1.1.1-Searching for Item  QA.1.1.2-Checking Specifications  QA.1.1.3-Adding to cart. |
| QA.1.2-Ordering | QA.1.2.1-Proceed to Checkout  QA.1.2.2-Providing Shipping Details  QA.1.2.3-Selecting Payment Method  QA.1.2.4-Entering Payment Details  QA.1.2.5-Review and Place Order |
| WR-Warranty | WR.1-Claiming Warranty | WR.1.1-Contact Customer Support | WR.1.1.1-Access Warranty Info.  WR.1.1.2-Check on Eligibility  WR.1.1.3-Provide Details to Customer Support |
| WR.1.2-Processing Claim | WR.1.2.1-Receive Response  WR.1.2.1-Evaluation and Approval  WR.1.2.1-Resolution |
| PR-Product Customization | PR.1-Personalised Products | PR.1.1-Choosing Desired Options | PR.1.1.1-Select Product and Provide Customization Options by selecting Design Elements |
| PR.1.2-Preview and Confirm | PR.1.2.1-Review and Adjust after visualizing the design and providing personalization information. |

**Low Level**

**STORY BOARDS**

This is graphical representation of workflows of a process or sequence of events of process. It focuses on experience more than look and feel.

**Product Customization**

**Warranty**

**USE CASES**

It is a list of sequence of events performed in a system during a process. The document walks through every steps of a process to achieve success.

**USE CASE FOR CLAIMING WARRANTY**

|  |  |
| --- | --- |
| Name | Warranty Claim Process |
| Description | User claims replacement/refund when they are not satisfied with received product |
| Pre-Condition | User has purchased a item and within warranty period |
| Post-Condition | Succes: User receives a satisfactory resolution for the warranty claim |
| Trigger | The User finds defect in item Items and wants to claim warranty |
| Main Success Scenarios | 1)User encounters some issue with purchased items  2)User in warranty period of item(eligibility)  3)Provides all required information and supporting documents  4)Review and approval of claim |
| Extensions | 3.a Claim requires additional documentation  1. Sends notification to user requesting more details.  2. Remains here until necessary information is provided.  4.1 Alternate resolution offered  1. Informs user regarding ineligibility to claim  2. Provides alternate solution/suggestion.  4.2 Denial of Claim  1. Notifies the user regarding denial of claim  2. Closes the claim process without any resolution |

**USER STORIES**

This explains the advantage or benefit to the end user regarding what they want and expect from the application. It is a small story written from user’s perspective having a actor, function, object and target in the sentence.

Here are few example of user stories for Giva Application

1)As a user, I want to easily browse, search and find jewelry to customize designs to match my likings.

2)As a Customer, I want smooth and secure checkout processes confirming my payment details are safe.

3)As a shopper, I want to see high quality pictures of products with detailed description which helps to make purchasing decisions.

4)As a buyer, I want to track my order status, get timely updates for safe and secure delivery.

5)As a customer I want a responsive UI to navigate on both desktop and mobile devices.

6)As a user, I want to easily filter items by price, material, rating.

7)AS a shopper, I want to check ratings and read reviews from other customers to assist me in decision making.

**User Story for personalized product**

1)As a Shopper, I want to customization options so as to get a personalized touch on the product.

2)As Customer, I want to give my preference on gemstones so that I can have tailored product.

3)As a Customer, I want to preview my personalized product before purchasing.

4)As a User, I want to know the price after personalized product to decide on purchasing.

12)As a Customer, I want a quantity option to buy personalized item in more number.

**User Story for chatbot**

1)As a user, I want to interact with the system to solve my queries.

2) As a user, I want to communicate with the systemto get personalized recomment.