**Software Requirement Specification (SRS) Template**

Title: Urban Ladder

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Prepared by: Aryamol Asokan

1. Introduction

* **Purpose**: The purpose of the Urban Ladder website is to provide an online platform that facilitates the seamless browsing, selection, and purchase of furniture and home decor products for users. The website aims to create a convenient and enjoyable shopping experience, allowing customers to explore a diverse range of products, make informed decisions through detailed product information, and securely complete transactions.
* **Scope**: The scope of Urban ladder is to provide customers with a platform for search, customise, and to book furniture while adhering to regulatory and quality standards, excluding functionalities related to administrative functions, and marketing activities.
* **Background**: The Urban Ladder website is designed to address the need for a user-friendly and technologically advanced platform that helps customers to book with various furniture options while ensuring regulatory compliance and quality standards.

2. Functional Requirements

* **Requirement 1**: **User Registration and Authentication**
* A new user can create an account by providing personal information, such as name, email, password and mobile numbers.
* The system stores this information for future authentication and personalization.
* **Requirement 2**: **Product Catalog**
* Urban Ladder's website likely featured an extensive catalog of furniture and home decor items, allowing users to browse through various categories, styles, and product types. Provide the option to change the location so that the user can order from anywhere in the country.
* **Requirement 3**: **Product Details and Imagery**
* Each product page likely included detailed information about the item, including dimensions, materials, and care instructions.
* High-quality images from different angles provided users with a clear view of the products.
* **Requirement 4**: **Search and Navigation**
* The website likely offered a search function and intuitive navigation menus to help users quickly find the products they were looking for.
* **Requirement 5**: **Shopping Cart and Checkout**.
* Users could add products to their shopping carts, review their selections, and proceed to a secure checkout process to complete their purchases
* **Requirement 6: Order Tracking and Cancellation**
* Users should be able to review and confirm their orders before submission.
* After making a purchase, users could likely track the status of their orders through the website, providing transparency and updates on the delivery process.
* Users should be able to cancel the order according to the cancellation policy.
* **Requirement 6**: **Customer Reviews and Ratings**.
* Product pages may have featured customer reviews and ratings to help potential buyers make informed decisions.
* **Requirement 7:** **Career Options**
* Website provides different career options in different categories and locations
* **Requirement 8: Payment Processing.**
* The system should support various payment methods, including credit/debit cards, digital wallets, and cash payments during the booking.
* It should securely process payments and generate invoices or receipts.
* **Requirement 9: Viewing shops**
* Provides with the store details in different locations. Helps to find the location using google maps.
* **Requirement 10: Customer Support**
* Urban Ladder likely provided customer support through various channels, including email, chat, or a helpline, to assist users with inquiries, concerns, or issues.

4. Non-Functional Requirements

* **Requirement 1**: **Performance.**
* The system should respond to user actions within a maximum of 3 seconds.
* It should support a minimum of 500 simultaneous user connections during peak times.
* **Requirement 2**: **Security.**
* All transactions and user data should be encrypted using industry-standard protocols.
* The system should have measures in place to prevent unauthorized access, such as secure user authentication.
* **Requirement 3**: **Availability**
* The system should be available 24/7, with scheduled maintenance windows communicated to users in advance.
* **Requirement 4**: **Data Management**
* The system should perform regular backups of user data and order history.
* It should have mechanisms in place to prevent data corruption or loss.
* **Requirement 5**: **Maintenance and Support.**
* The system should be designed with modular components to facilitate updates and maintenance.

4. Use Cases

* **Use Case 1**:**Manage User Accounts**
* The user can manage their account settings, update personal information, change passwords, and view order history.
* **Use Case 2**: **Browse Products**
* The user wants to explore the catalog of furniture and home decor products available on the website. They navigate through categories, view product listings, and access detailed product pages.
* **Use Case 3**: **Search Products**
* The user wants to find a specific product or category. They use the search functionality to enter keywords, and the system returns relevant product listings.
* **Use Case 4**:**View Product Details**.
* The user clicks on a specific product to view detailed information, including product images, dimensions, materials, pricing, and customer reviews.
* **Use Case 5**: **Add to cart and Checkout**
* The user selects a product they want to purchase and adds it to their shopping cart. They can view and modify the contents of their cart before proceeding to checkout.
* The user completes the purchase by providing shipping information, selecting a payment method, and confirming the order. The system calculates the total cost, including taxes and shipping fees.
* **Use Case 6**: **Tracking Order**
* The user wants to track the status of their order. They access the order tracking feature, enter the order details, and view real-time updates on the order's shipping and delivery progress.
* **Use Case 7: Write Product Reviews**
* The user, after making a purchase, wants to share their experience by writing a review for the product. They access the product review section, rate the product, and provide feedback.

5. System Architecture

* **Architecture Overview**: 3 tier architecture. UI, API to request.
* **Data Model**: RDBMS

6. Constraints

* **Constraint 1**: **Technical Constraints**
* Issues related to website speed, downtime, or technical glitches can impact user experience.
* Ensuring the security of customer data and transactions is crucial to build and maintain trust.
* Staying abreast of technological advancements to ensure the website remains modern, secure, and user-friendly.
* **Constraint 2**: **Regulatory Constraint.**
* Compliance with local and international laws and regulations related to data privacy, consumer protection, and payment processing.
* **Constrain 3: Content and Data Licensing**.
* Constraints related to content and data licensing agreements for hotel listings, images, and other information.

7. Assumptions and Dependencies

* **Dependency 1**: Payment Gateway
* The system relies on third-party payment gateways for processing customer payments securely. Dependencies on the availability and functionality of these gateways are critical.
* **Dependency 2**: **Supply Chain**
* Depends on a reliable and efficient supply chain for sourcing materials and delivering products to customers.
* **Dependency 3**: **Marketing Strategies**
* Relies on effective marketing strategies to attract and retain customers in a competitive market.
* **Assumption 1**: **User Authentication**
* Users are assumed to have valid email addresses or mobile phone numbers that can be used for registration and authentication. Users are also assumed to provide accurate information during registration.