Software Requirement specification

1. Introduction

Computer Sales and Service Management System is used instead of manual operation in the computer sales/service shop. Manual work requires more time for entering and maintaining information, searching and other transaction etc. This software mainly helps the user to store and maintain there cords of customer and supplier, transactions held in inventory and others. It also helps in accurate processing of inventory system.

1.1Purpose

Computers are today the tools by which life rides on. It is very essential for every business to computerize their procedures so they can get along with the competitive world. It has now become a necessity rather than a luxury, and businesses have realized that. But by buying computers does not mean that business becomes better. Only with proper utilization of computers in key areas makes a business more effective and efficient. Since then, the sales of computers have become a business on its own. Now scores of computer firms do business in the lakhs and crores. Every computer company today also needs to have it's own business computerized, which should help them keep in line with the ever dropping profits. Customers need to be kept happy by having an efficient service team. Sales of computers need to be monitored as well as service. This software computerizes the transaction of sales and service and maintains the details of shop.

The main purpose is

-To improve the efficiency.
-Provide an interface to enter data faster and stores efficiently.
-To provide user friendly environment.
-Efficient storage and maintenance of database.
-To give all information and reports with accuracy at any time according to user requirement.

1.2 scope

Computer sales and service management system can be used by any clients who undergo transactions of sales and services of computers and related spares. It even helps to fetch data dynamically. There is user authentication to avoid the loss, i.e. rules are given to the users for modifying, adding, viewing, etc. The proposed system has capability to generate reports as and when required

1.3 References

No external source.

2.0 Overall Description

The overall description is given bellow.

2.1Product Perspective

All the transaction like purchase, sales, bills, reports and other related facilities are provided in this category. The facilities are given below :

-Purchase details entry
-Sales details entry
-Product details entry
-Spare details entry
-Customer details entry
-Supplier details entry

2.2Software Interface

- .NET 2.0 Frame work
- Visual studio 2005 runtime
- Crystal reports Version 11
- SQL Server 2005 database engine
- Windows 98/2000/XP/NT 4.0/vista operating system

2.3Hardware Interface

- Monitor
- Keyboard
- Mouse
- Printer

2.4 Product Function

The Software developed should be able to provide details about computers, such as Branded and Assembled. The software should provide Rates of Computers and Product Specifications, Computer spares and service details like warranty details

2.5 User Characteristics

User should be able to add new products, parts and change the specifications after giving a password. Any changes should be done by an authorized person. The purchase and sales details should be provided to the user on providing password. He can add new customers, supplier sand also change the details when ever needed.
There are two types of characteristics they are:

1.Administrator
2.Common user

i. ***Administrator:***

-Create and delete user account
-Add ,update and remove products, spares, suppliers, employees
-View sales and service status and transactions
-Obtain reports

ii. Common user:

-Add and remove customer
-Control purchase and sales department
-Staff relating to service is in charge of computer service department
-Getting transaction details
-Getting reports and status

2.3 Order Management:

- Users should be able to create new orders for products and services.
- The system should calculate order totals including product prices, taxes, and any applicable discounts.
- Users should be able to track the status of orders from placement to fulfil.
- Administrators should have access to order history and analytics for business analysis and forecasting

2.4 Service Management:

- The system should allow users to submit service requests for computer repair, software installation, and other technical assistance.
- Service requests should be assigned to technicians based on availability and expertise.
- Technicians should be able to update the status of service requests and record details of work performed.
- Customers should receive notifications regarding the status of their service requests.

2.5 Reporting and Analytics:

- The system should generate reports on sales performance, inventory status, customer demographics, and service efficiency.
- Administrators should be able to customize report parameters and export reports in various formats.
- The system should provide data visualization tools for easy interpretation of analytics.

3. Non-functional Requirements:

3.1 Performance:

- The system should be responsive and able to handle concurrent user requests efficiently.
- Response times for common operations such as product search and order placement should be within acceptable limits.

3.2 Security:

- User authentication and authorization mechanisms should be implemented to ensure data security and privacy.
- Access controls should be enforced based on user roles and permissions.
- Sensitive information such as customer payment details should be encrypted during transmission and storage.

3.3 Scalability:

- The system architecture should be scalable to accommodate future growth in business volume and user traffic.
- Database and server resources should be provisioned to handle increased load without degradation in performance.

3.4 Usability:

- The user interface should be intuitive and easy to navigate, with clear labeling and visual cues.
- Help documentation and tooltips should be provided to assist users in understanding system features and workflows.

3.5 Reliability:

- The system should be robust and resilient to prevent data loss or corruption in the event of system failures or crashes.
- Regular backups of database and configuration files should be performed to facilitate disaster recovery

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