

NAMSHI Store

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1 Requirements:

1.1 User Management.

1.2 Product Management.

1.3 Inventory Management.

1.4 Order Management.

2 Main Tasks the Software Can Do:

2.1 Manage Products and Inventory (Add, update, and delete products and set alerts for low stock:

Add/Update/Delete Products: Admins can add new products, edit product details (e.g., name, price, description, category), and remove products. Inventory Management: Track stock levels in real-time. Adjust stock when products are sold or returned. Low Stock Alerts: Notify admins when stock levels fall below a certain threshold. Product Categorization: Organize products by categories, tags, or brands for easy browsing. Product Attributes: Name Description Price SKU (Stock Keeping Unit) Images Category (electronics, clothing) Stock quantity Status (in stock/out of stock

2.2 Process Orders and Payments Handle customer orders, process payments securely, and manage the check-out process efficiently:

Shopping Cart: Customers can add/remove products and update quantities before checkout. Checkout Process: Secure, multi-step checkout process for reviewing orders, selecting shipping options, and entering payment details. Order Management: Admins can view and update order statuses (e.g., processing, shipped, delivered, canceled).

Payment Gateway Integration: Integration with payment gateways like PayPal, Stripe, or credit card processors for secure payment handling. **Order Tracking:** Customers can track the progress of their orders. **Invoice Generation:** Automatically generate invoices after successful transactions.

2.3 Facilitate Customer Interaction (Enable customers to browse products, add them to the cart, and complete purchases while providing support when needed:

Product Browsing: Customers can browse products by category, search for specific items, and use filters (price, brand, rating). **Customer Reviews and Ratings:** Customers can leave reviews and rate products they have purchased. **Live Chat Support:** Optional integration with live chat to assist customers with their queries in real-time. **Wish-list:** Allow customers to save products for future purchases.

2.4 generate Reports (Create detailed reports on sales, customer behavior, and inventory, helping businesses make data-driven decisions:

Sales Reports: Generate daily, weekly, and monthly sales reports, including product-wise and category-wise breakdowns. **Inventory Reports:** Monitor stock levels and predict replenishment needs. Identify fast and slow-moving items. **Customer Behavior Reports:** Track purchase history, preferences, and site interactions to inform marketing strategies. **Revenue Reports:** Track revenue, profits, and margins over time.

3 The problems that an e-commerce store solves:

- 3.1 Reduces costs: Such as expenses for employees and rent.
- 3.2 Overcomes time constraints: Allows customers to shop at any time.
- 3.3 Ease of finding products: Some products are available only on online stores.
- 3.4 Solves congestion and queuing issues: Avoids crowded stores and long lines.

4 Needs Met by an e-commerce Store:

- 4.1 Convenience and ease of shopping: Allows customers to shop easily from home or anywhere.
- 4.2 Secure payment: Provides safe and reliable payment options.
- 4.3 Delivery service: Orders are delivered to the doorstep, saving time and effort.
- 4.4 Communication tools: Offers customer service and instant inquiry options.

5 Survey about NAMSHI app:

