

Umm Al-Qura University



NAMSHI Store

Software Documentation and Technical Writing

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Abstract

Namshi is an online platform that aims to improve and facilitate the online shopping experience. The application provides a wide range of products, such as electronics, clothing, watches, and shoes, allowing users to browse and purchase products easily and conveniently. Namshi features a simple design and ease of use, as well as secure payment options and express delivery services. Namshi aims to provide a convenient and enjoyable shopping experience.

Contents:

Application name: NAMSHI.....	1
Introduction	4
Problem domain.....	4
The Purpose of Having an E-commerce Store and Why It Exists ...	4
Survey.....	5,6
Application requirements:	
- Functional Requirements.....	7
- Non-Functional Requirements.....	8
System Requirements.....	8
User Requirements.....	9
The structure of the NAMSHI app.....	10
Interfaces.....	10,11
Sequence diagram, purchasing and payment processes.....	11
Outline technical specifications.....	12,13
Conclusion.....	14

Chapter 1

1.1 Introduction

In light of the rapid development of technology and the increasing reliance on e-commerce, online shopping has become one of the best options. Consumers are looking forward to shopping experiences that combine diversity, ease, and quality. Namshi provides these needs by offering a comprehensive platform that allows users to access a variety of products. The app focuses on providing an easy and enjoyable shopping experience, where customers can search for products, read reviews, and make purchases with the click of a button. Namshi strives to enhance the online shopping experience, making it one of the best choices for users looking for quality and convenience simultaneously.

1.2 Problem domain

From the user's point of view, the problem area of the online store includes the ease of finding the desired products by browsing or searching, completing the purchase process easily and securely through convenient payment options, and getting fast delivery with the ability to track orders and quick support when facing any problem.

1.3 The Purpose of Having an E-commerce Store and Why It Exists:

The primary goal of an e-commerce store is to facilitate buying and selling online, allowing businesses to showcase their products or services digitally to reach a larger audience worldwide. E-commerce stores exist to meet the demands of the modern market, where online shopping has become an integral part of consumers' lives due to technological advancements and changing lifestyles.

1.4 survey

We conducted a survey to find out the opinions of users about the Namshi shopping app, where the first question was: "What aspects would you like to improve in the app?" The results showed that many users want to diversify products, improve their quality, speed delivery and enhance customer service reflect the importance of enhancing the shopping experience through the app.

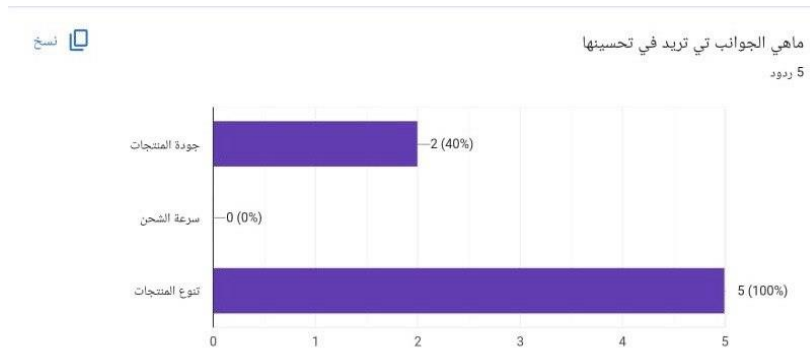


Figure 1 : The image shows the results of a survey on the aspects that users want to improve in the Namshi app. The question was asked: "What aspects do you want to improve?" and the results appeared as a column graph.

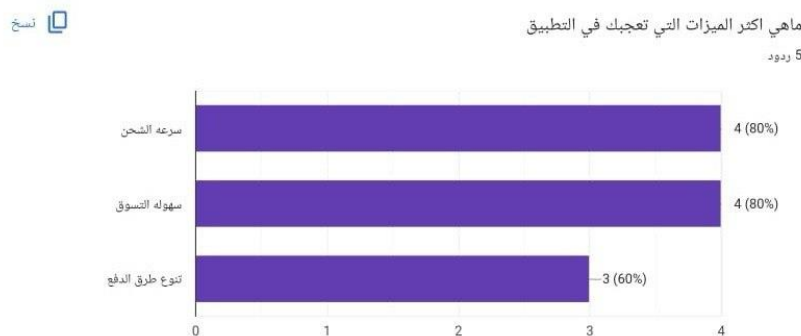


Figure 2 : The graph highlights that speed of delivery and ease of shopping are the most important features for users, reflecting their preferences in the online shopping experience.

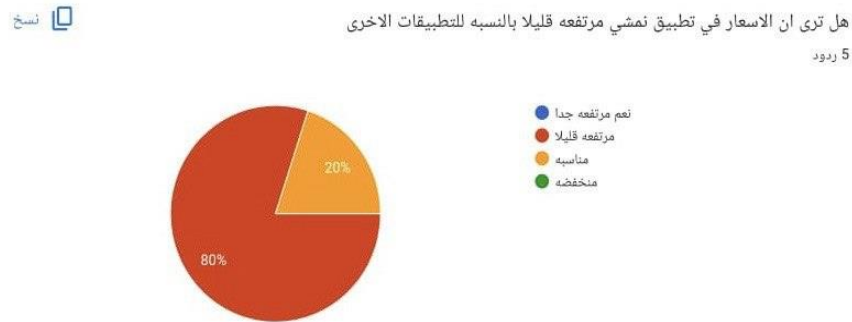


Figure 3 : The results of the third question, conducted with five respondents regarding their views on the prices of the Namshi app compared to other applications, reflect a negative impression of Namshi's prices. The vast majority of users consider the prices to be very high.

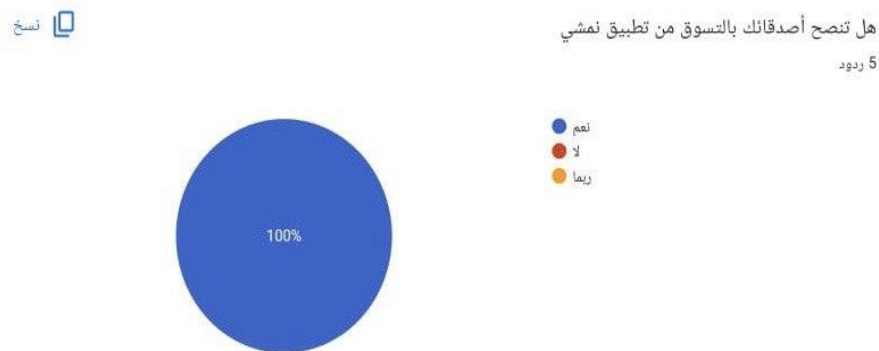


Figure 4 : This image shows the results of a survey question asking users if they would recommend their friends to shop using the Namshi app. The pie chart reveals that 100 of the respondents answered "Yes", indicating unanimous support for recommending the app to others.

Chapter 2

2.1 Functional Requirements:

2.1.1 User Registration and Authentication: Users should be able to create accounts, log in, and reset passwords securely and Support social media.

2.1.2 User Registration and Authentication: Users should be able to create accounts, log in, and reset passwords securely and Support social media login (e.g., Google, Facebook).

2.1.3 Shopping Cart and Checkout: Add products to the cart, update quantities, and remove items , Manage inventory and provide real-time-quantity availability , Process orders with multiple payment options (credit card, PayPal, etc..) and Apply discount codes and promotions.

2.1.4 Order Management: Track orders, shipping status, and delivery dates and Handle returns, refunds, and cancellations-up.

2.1.5 Payment Integration: Support secure online payments via various payment gateways (e.g., Stripe, PayPal) and Process payments, generate invoices, and manage taxes.

2.1.6 User Reviews and Ratings: Allow users to leave product reviews and ratings.

2.2 Non-Functional Requirements:

2.2.1 Scalability: The platform should scale to accommodate a growing number of users and transactions.

2.2.2 Performance: Pages should load within 2-3 seconds, even during high-traffic periods.

2.2.3 Security: Data must be encrypted, particularly during payments (SSL/TLS) and Comply with regulations like GDPR and PCI DSS for handling sensitive information.

2.2.4 Availability and Reliability: The system should have 99.9 uptime and handle failures gracefully with minimal downtime.

2.2.5 Usability: The user interface must be intuitive and accessible across devices (responsive design).

2.2.6 SEO and Marketing: The platform should be SEO-friendly, with capabilities to create meta tags, alt texts, and structured data for search engines.

2.3 System Requirements:

2.3.1 User Interface: Design an easy-to-use and attractive interface and Support for browsing and filtering products.

2.3.2 Content Management System (CMS):Ability to add, edit, and delete products , Manage categories and inventory.

2.3.3 Security: Encryption of sensitive data Protection against hacking attacks.

2.3.4 Mobile Compatibility: Responsive design that fits all devices.

2.4 User Requirements:

2.4.1 Account Registration: Ability to create a new account or log in through social media.

2.4.2 Add to Cart: The ability to easily add products to the shopping cart.

2.4.3 Order Tracking: Ability to track the status of orders after purchase.

2.4.4 Notifications: Receive notifications via email or app about new offers or order status.

Chapter 3

3.1 The structure of the NAMSHI app:

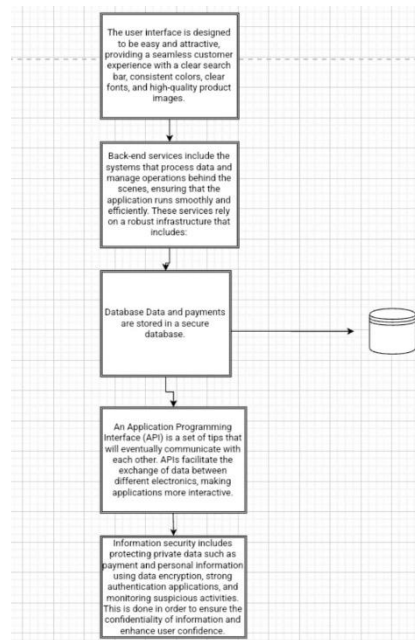


Figure 5

3.2 Interfaces:

The Namshi app consists of multiple front-ends such as the home screen(Figure 6), login (Figure 7), home page, search(Figure 8), product details, payment, order tracking, and profile. The back-end supports API services and databases such as PostgreSQL or MongoDB, and uses cloud services such as AWS to host the data. The app includes very strong security features, technical support, and integration with payment gateways such as Stripe and PayPal. The application structure generally consists of several main components.



Figure 6

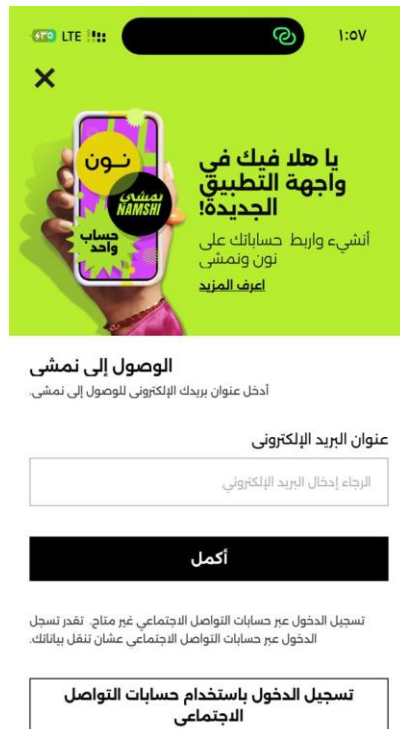


Figure 7



Figure 8

3.3 Sequence diagram, purchasing and payment processes:

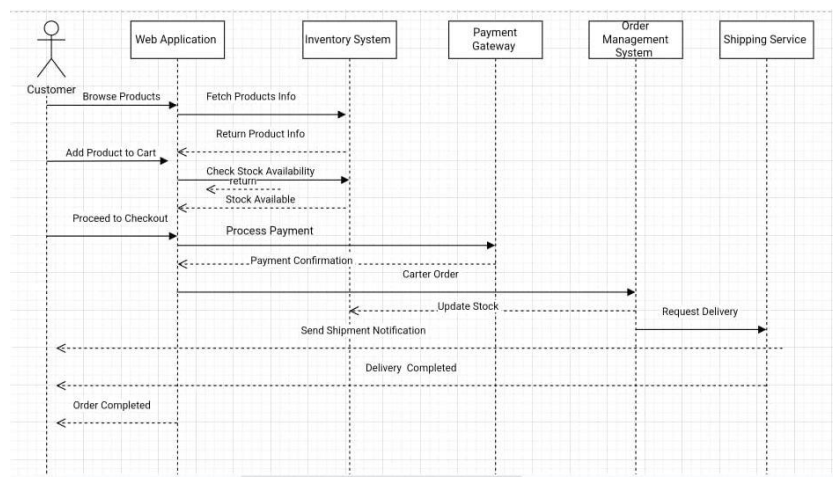


Figure 9

3.4 Outline technical specifications:

3.4.1 Operating System:

Operating System for Smartphones:

iOS: for iPhone applications.

Android: for Android applications.

3.4.2 Operating System for Web.

Windows: for PC users.

macOS: for Mac users.

Linux: for Linux users.

3.4.3 Processor:

The processor must be able to process requests quickly and efficiently to support a large number of users at the same time.

3.4.4 Memory:

You may need up to 16GB or more memory to meet demands.

3.4.5 Storage:

Ranges from several megabytes to several gigabytes depending on the size of the data.

3.4.6 Screen

with a suitable size to ensure a comfortable user experience.

3.4.7 Internet connection

Good internet connection via Wi-Fi or mobile data.

Finally, the Namshi shopping app is considered one of the best applications that facilitate the online shopping experience, as it is characterized by a simple software structure and simple usage requirements such as downloading the application and connecting to the Internet. The application provides a range of tasks, starting from browsing products and conducting searches, completing purchases and tracking orders, in addition to offers and comments that enhance the user experience. The Namshi application contributes to saving effort and time, making it one of the great options for shoppers in the digital age.