

Umm Al-Qura University



NAMSHI Store

Software Documentation and Technical Writing

Norah Khaled , Wejdan Atiya

October 11, 2024

Student name:	ID:
Norah Khaled	444001911
Wejdan Atiya	444004760

Abstract

Namshi is an online platform dedicated to enhancing and facilitating the online shopping experience. The application offers a wide range of products, including electronics, clothing, watches, and shoes, enabling users to browse and purchase items easily and conveniently. With a focus on simplicity and user-friendliness, Namshi incorporates secure payment options and express delivery services. The platform's primary goal is to provide a convenient and enjoyable shopping experience for all users.

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

With the rapid advancement of technology and the growing reliance on e-commerce, online shopping has emerged as one of the most appealing options for consumers. Today, shoppers seek experiences that offer diversity, convenience, and quality. Namshi addresses these needs by providing a comprehensive platform that grants users access to a wide variety of products. The app is designed to ensure an easy and enjoyable shopping experience, allowing customers to search for products, read reviews, and make purchases with just a click. Namshi is committed to enhancing the online shopping journey, positioning itself as a top choice for users seeking both quality and convenience.

1.2 Problem domain

From the user's perspective, the problem domain of the online store encompasses several key areas: the ease of locating desired products through browsing or searching, the ability to complete the purchase process securely and effortlessly with convenient payment options, and the provision of fast delivery along with order tracking. Additionally, users expect prompt support when encountering any issues.

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 online buying and selling, enabling businesses to showcase their products or services digitally and reach a broader audience globally. E-commerce stores exist to meet the demands of the modern market, where online shopping has become an essential aspect of consumers' lives, driven by technological advancements and evolving lifestyles.

1.4 survey

To gather user feedback on the Namshi shopping app, we conducted a survey with the initial question: “What aspects would you like to improve in the app?” The results revealed that many users desire greater product variety, improved quality, faster delivery, and enhanced customer service. This feedback underscores the importance of continually enhancing the shopping experience through the app.

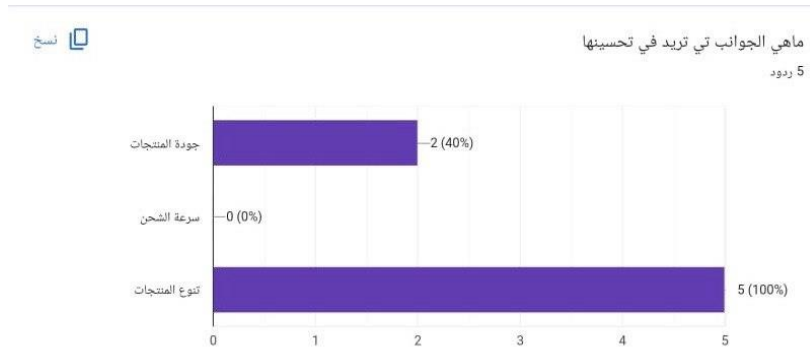


Figure 1 : This image displays the results of a survey regarding aspects users wish to improve in the Namshi app. The question posed was: “What aspects do you want to improve?” The findings are represented in a column graph.

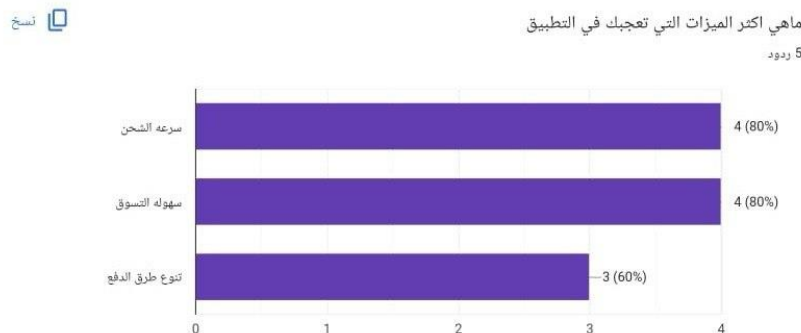


Figure 2 : The graph highlights that speed of delivery and ease of shopping are the most important features for users, reflecting their preferences in the online shopping experience.

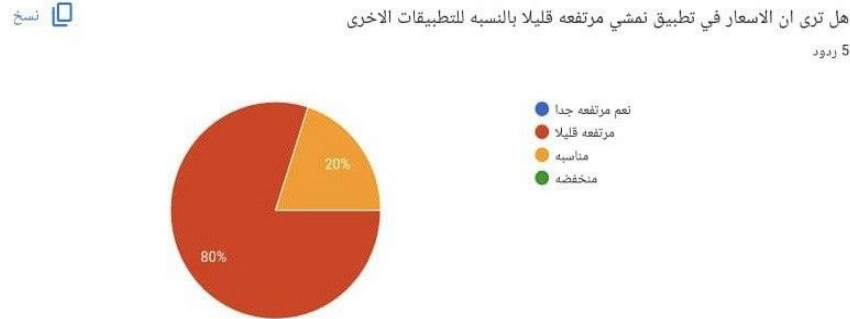


Figure 3 : The results of the third question, which involved five respondents sharing their views on the prices of the Namshi app compared to other applications, reveal a negative perception of Namshi's pricing. The overwhelming majority of users consider the prices to be very high.

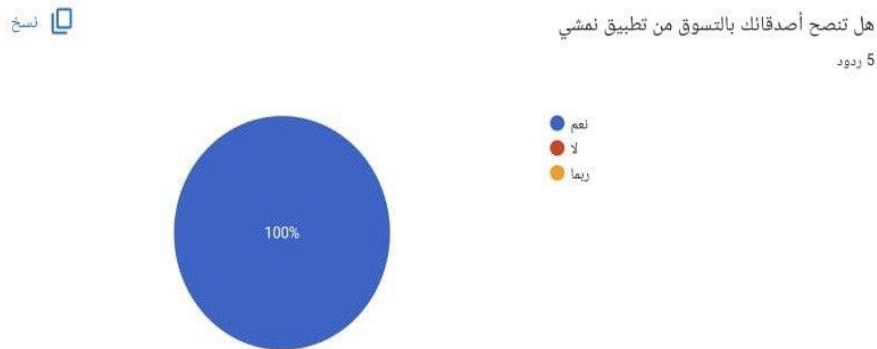


Figure 4 : This image presents the results of a survey question asking users if they would recommend the Namshi app to their friends. The pie chart illustrates that 100% of the respondents answered "Yes," indicating unanimous support for recommending the app to others.

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 titles, 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

-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:

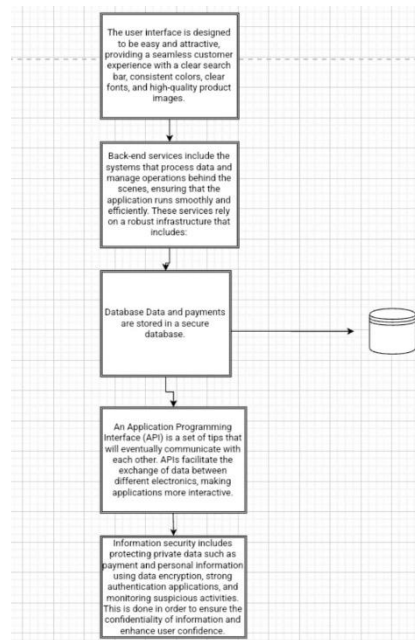


Figure 5

3.2 Interfaces:

The Namshi app comprises multiple front-end components, including the home screen (Figure 6), login (Figure 7), home page, search (Figure 8), product details, payment, order tracking, and user profile. The back end supports API services and databases, such as PostgreSQL or MongoDB, and utilizes cloud services like AWS to host data. The app features robust security measures, technical support, and integration with payment gateways such as Stripe and PayPal. Overall, the application structure consists of several key components.



Figure 6

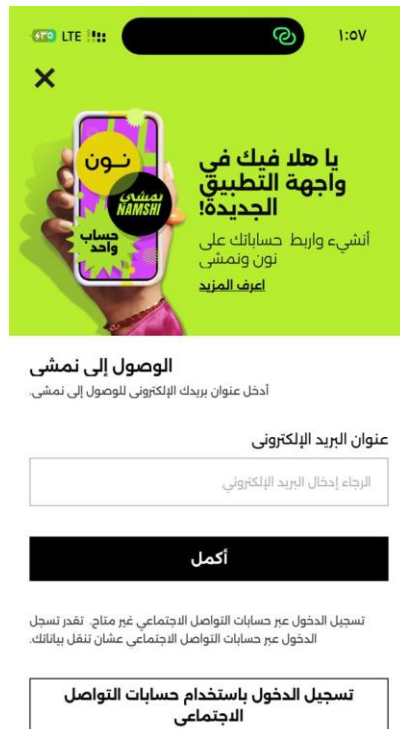


Figure 7



Figure 8

3.3 Sequence diagram, purchasing and payment processes:

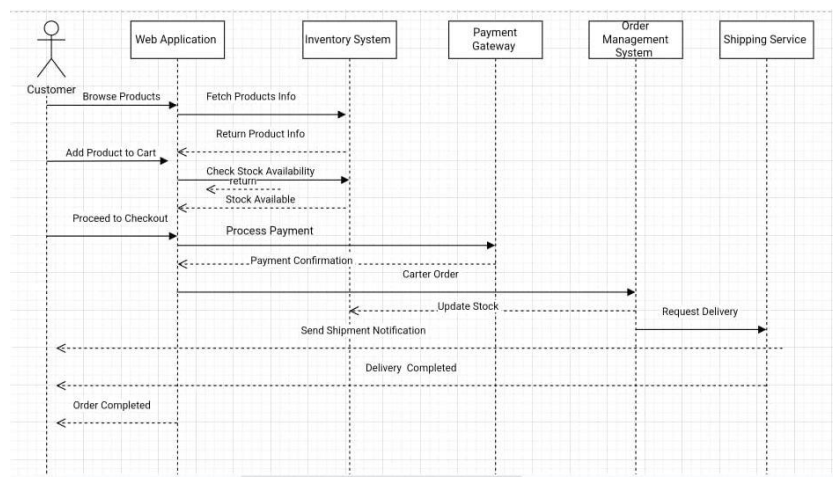


Figure 9

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.

3.5 Conclusion

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.