Functional & Non-functional Requirements

Durham College, INFT-3201, Ghafouri Bakhsh, Fara

Ahmed Naveed, Alexzander Saddler, Graeme Jeffreys, Muhammad Yasir Patel, Valentine Sah

**Functional Requirements**

|  |  |
| --- | --- |
| User Registration & Login | Users should be able to create accounts, log in, and manage their profiles |
| Subscription Management | Users can pick and change their subscription plans (monthly, yearly, or different tiers). They can also pause/hold the subscription for a certain period or completely cancel if they want. The system auto-renews subscriptions unless they are canceled or on hold. |
| Product Catalog | A list of available subscription plans and past boxes should be accessible |
| Inventory | Admins can add or change product details (like name, genre, supplier, cost, etc.). They also need to keep track of inventory in real-time, including any overstock. Handling overstock transfers to Joe Nerds is part of this, with special transfer orders for moving extra items. |
| Payment Processing | Secure checkout with multiple payment methods (credit card, PayPal, etc.)  Auto-renewals triggered monthly or annually. |
| Order Tracking | Users should be able to track their orders and see delivery status |
| Personalization | Users should be able to set preferences for themes or fandoms |
| Customer Support | Provide contact options (email, chat, help center) for user queries |
| Admin Dashboard | Admins should manage inventory, orders, and subscriptions |
| Notifications | Users receive email/SMS notifications for order updates and promotions |
| Reviews & Ratings | Users should be able to review and rate past boxes.  Admins can moderate or respond to reviews. |
| Multi-Subscription & Account Linking | A single user account can run multiple active subscriptions at the same time. They should all be linked under one profile so it’s easier to manage everything. |
| Reports & Analytics | **Subscription Reports:**  Active vs. inactive subscriptions  Growth trends over time  Churn rate analysis  **Inventory Reports:**  Current stock levels  Item usage tracking  Overstock summaries and transfer details to Joe Nerds  **Financial Reports:**  Revenue by subscription type (e.g., monthly, yearly, premium)  Regional breakdown of income  Taxes collected  **Customer Insights:**  Most popular genres  Geographic distribution  Average subscription duration  **Report Management:**  Options to export or schedule these reports in various formats (PDF, CSV, Excel) |

**Non-Functional Requirements**

|  |  |
| --- | --- |
| Performance | The platform should handle high traffic without significant lag. |
| Security | Secure user data, encryption for payments, and GDPR compliance. |
| Scalability | System should support growth in users and product catalog. |
| Usability | User-friendly interface with easy navigation and clear UI. |
| Availability | 99.9% uptime to ensure continuous service. |
| Compliance | Adhere to e-commerce regulations and privacy laws. |
| Compatibility | Should work across desktop, mobile, and tablet devices. |
| Maintainability | Easy to update and modify without service disruption. |