Functional & Non-functional Requirements

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**Functional Requirements**

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| User Registration & Login | * What authentication methods should be supported (e.g., email/password, social login, two-factor authentication)? * Should there be different access levels for different user roles (e.g., admin, regular user)? * Is their a specific age limit to login? * What kind of username and password should I put in? * What personal details should users provide during registration? |
| Subscription Management | * What are the key subscription tiers, and how flexible should they be? * Should users receive reminders before an auto-renewal occurs? * What policies should be in place for refunds or subscription pauses? |
| Product Catalog | * How frequently does the product catalog need to be updated? * When does it update? * How often it will give updates? * Is once a week or once a month? |
| Inventory | * What inventory tracking system should be implemented to prevent overstock or shortages? * How should transfers to Joe Nerds be handled in case of overstock? |
| Payment Processing | * What payment methods should be prioritized (credit card, PayPal, cryptocurrency, etc.)? * How should users be notified of payment failures or billing issues? * Should users be able to save their payment details for future transactions? * What security measures should be in place to protect payment information? |
| Order Tracking | * What order tracking system should be integrated for real-time updates? * Will the order of the tracking system work in a good efficient way? * Should users receive real-time shipping updates via email or SMS? * Should there be an estimated delivery date displayed for each order? |
| Personalization | * How should users specify their preferences for themes or fandoms? * Should there be AI-based recommendations for subscription boxes? |
| Customer Support | * What customer support channels should be available (live chat, email, phone, chatbot)? |
| Admin Dashboard | * What key metrics should be available to admins for managing inventory and subscriptions? |
| Notifications | * How will users receive notifications from Nerdblock? * Will it be by receiving SMS messages? |
| Reviews & Ratings | * Should admins have the ability to moderate or remove inappropriate reviews? * Should users be able to edit their reviews after submission? |
| Multi-Subscription & Account Linking | * Can single user account run multiple active subscriptions at the same time. * Should users all be linked under one profile so it’s easier to manage everything? |
| Reports & Analytics | * What types of reports are most critical for business decision-making? * How often should reports be generated, and in what formats? * Should analytics be integrated with third-party tools (e.g., Google Analytics, Tableau)? |

**Non-Functional Requirements**

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| Performance | * What is the expected maximum number of users the platform should support simultaneously? * How quickly should pages load under normal and peak traffic conditions? * Should there be performance monitoring tools in place (e.g., New Relic, Datadog)? |
| Security | * What level of encryption should be used for user data and payments? * Should there be multi-factor authentication (MFA) for user accounts? * What compliance standards must be met (GDPR, PCI-DSS, etc.)? * How should data breaches or security incidents be handled? |
| Scalability | * Should the system be able to handle a sudden spike in subscriptions (e.g., Black Friday sales)? * How should the platform scale when new product categories or services are added? * Should there be a cloud-based or on-premise hosting solution? |
| Usability | * What level of accessibility compliance should the platform meet (WCAG 2.1, ADA)? * Should there be a mobile-friendly design or a dedicated mobile app? * How should the onboarding process be designed for new users? |
| Availability | * What is the minimum uptime requirement (e.g., 99.9%)? * Should there be a backup server or disaster recovery plan in place? * How should system downtime or maintenance windows be communicated to users? |
| Compliance | * What legal and e-commerce regulations must the platform follow? * Should there be an age restriction for certain products or subscriptions? * How should user data retention and deletion policies be handled? |
| Compatibility | * What browsers and devices should the platform support (Chrome, Safari, mobile, tablet, etc.)? * Should there be integrations with third-party tools (e.g., accounting, CRM, email marketing platforms)? |
| Maintainability | * How frequently should the system receive updates and patches? * Should there be automated testing to detect bugs before deployment? * Should there be a staging environment for testing before launching new features? |