Software Requirements Specification (SRS)

E-Commerce System

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1. Introduction

This Software Requirements Specification aims to describe the Functionality, External Interfaces, Attributes and Design Constraints imposed on Implementation of the software system described throughout the rest of the document. Throughout the description of the software system, the language and terminology used should unambiguous and consistent throughout the document. It provide a clear knowledge about our E-commerce website as what is it, how we will design, description about monitoring and using procedure, security of this site etc. For further information it is divided into few sections for more details.

1.1 Purpose

This E-commerce website will build up as our project proposal. Here we will provide product service for our customer. This Software Requirements Specification illustrates, in clear terms, the system's primary uses and required functionality that we will design for a user friendly website. We will keep on eyes on visitor's attention is to create a beautiful website. We must keep attention in genuine market research and in building a creative ecommerce website.

1.2 Intended Audience

Intended audience can be defined by the following two things.

1. Intended customers.

2. Intended products.

Intended customers: Initially, in our country the main target group was tech-savvy young generation but because of this pandemic the target group changed dramatically. Nowadays people from all socio economic condition are becoming dependent on ecommerce. The following demographics are

- Students
- Senior citizens
- Homemakers
- Service holders
- Businessman

Intended Products: All kinds of products will be available on this site.

- Grocessarys: Rice, flour, salt, pulse, oil etc.
- Medicines: insulin, paracetamol, saline etc.
- Electronics: Fridge, TV, AC, Washing matching, headphone, mouse, keyboard, laptop.
- FMCG products: Shampoo, oil, soap, hair colour, facewash, body wash etc.
- Hygiene products: Handwash, sanitizer, hand cream, diaper, sanitary napkin, handrub.
- Clothes: Saree, salwar kameez, palazzo, t-shirt, pants, polo shirt etc.

Business is tied in with interfacing individuals to our organization. we would prefer not to yell into the void advising individuals to purchase our item, and clients would prefer not to scan the void for the items they need.

On the off chance that we need our business to succeed, it's vital to comprehend who our objective clients are to get our item in the right hands.

1.3 Intended Use

The Intended use of the product refers to its normal use by end users or consumers. Our target users are those who are most likely to buy from us. Resist the temptation to be too general in the hopes of getting a larger slice of the market. That's like firing 10 bullets in random directions instead of aiming just one dead center of the mark - expensive and dangerous.

Few primary user types are:

- Price buyers. These customers want to buy products and services only at the lowest possible price.
- Relationship buyers.
- Value buyers.

1.4 Product Scope

This E-commerce website will have some usual options with some customer friendly system. Firstly there will account creation for customer and administration will approve or decline this customer account for security purpose. The system will allow customers to browse, search, select, and add products to a shopping cart with more details about inventory. This system is designed to provide automation support for the process of placing products for sale on the Internet and facilitating the actual sale with comparing with other product for

the customer evaluation. Business is tied in with interfacing individuals to our organization. we would prefer not to yell into the void advising individuals to purchase our item, and clients would prefer not to scan the void for the items they need.

1.5 Risk Definition

E-commerce business has given a lot of exposure and access to a larger audience. It was certainly not possible to achieve through conventional retailing methods.

However, it has also made business owners and customers prone to serious security threats.

The seven most inevitable threats to e-commerce include:

- Online security breach
- Client disputes and refunds
- Violation of Intellectual property
- Low SEO ranking
- Credit cards scams
- Poor customer service
- Weak authentication methods

2. Overall Description

This application will develop in Django and python as a user friendly web based application. In our proposed application, there will be a set up for online shopping where products will display with proper description as customers can browse through the shops and purchase their desired product. There will be an administration for maintain approving and rejecting for new vendors or shops by their category. This system will provide customers by purchasing products without

visiting the shop physically. This system will make close bonding of customers and shoppers with less timing.

2.2 User Classes and Characteristics

This site user simply can be anyone who needs their desired product and has access to the Internet and a web browser from all over the country.

2.4 User needs

It is assumed that the user is familiar enough with a computer to operate the browser, keyboard and mouse and is capable of browsing to our simple user-friendly website. All of the scale of age's people can be access into our website and will search for their desire product simply.

2.4 Constraints

E-Commerce has become one of the most popular mediums of transactions in recent years. While it does offer quite a lot of benefits to both buyers and sellers, it is not totally free from disadvantages.

1. **Security:** One of the main limitations of E-Commerce is security. In most cases, people are hesitant to provide their personal and financial details in spite of advanced data encryption security systems in place.
2. **Lack of Privacy:** To some extent, the privacy of a customer is compromised in E-Commerce. You need to provide your personal details, such as an address, telephone number, and so on to the seller.
3. **Tax Issue:** In the case of different geographical locations, sales tax becomes an issue. Many a time seller have faced problems in the computation of sales tax.

4. **Fear:** In spite of the popularity, there still resides an element of doubt in the mind of people when it comes to online shopping.
5. **Product Suitability:** As already mentioned, it is not possible for people to physically examine the <u>product</u> in E-Commerce. In many cases, the original product may not match the picture or specifications in the E-Commerce site.
6. **Cultural Obstacles:** As the process of E-Commerce encompasses customers across the globe, the habits, traditions, and culture differ.
7. **Huge Technological Cost:** Last but not the least; a lot of money needs to be invested to be built up the technical infrastructure needed to run an E-Commerce business.
8. **Delivery Guarantee:** Many people fear that their product might not be <u>shipped</u> or the website might be a fraud.

2.5 Assumptions

It's not really enough to have a website. These days we must create a total web presence, but you've also got to create strategy based on overall objectives.

1. What our customers search.
2. People will go to the contact page to find us.
3. People will find our site by "searching" for it(SEO should be good)

3. Requirements

This section provides requirement overview of the system. These requirements should include at a minimum a description of every input into the system, every output (response) from the system and all functions performed by the system in response to an input or in support of an output. The requirement should be externally perceivable by users, operators, or other external systems.

3.1 Functional Requirements

This section provides requirement overview of the system. Various functional modules that can be implemented by the system will be

- ● Host the website on the internet.

- ● If customer wants to buy the product then he/she must be registered, unregistered user can't go to the shopping cart.

- ● Register account and Log in using Google account or email and log out.

- ● View product details with and without logging in.

- ● Search products.

- ● Log in to add, remove, change the quantity of the products in the cart.

- ● Place order by selecting products from the cart and payment using credit card or cash on delivery.

- ● Chat with support for any customer related issues.

- ● After payment or surf the product the customer will logged out

- ● Notify customers via email for product availability information.

3.2 Non Functional Requirements

● **Performance Requirements**

The system has to be able to handle maximum possible quick response and fast

Update of orders and records. To maintain a smooth user experience the server

have to be working 24x7 so that any user can access the system.

● **Safety Requirements**

This whole application and the corresponding database is password protected so any update of new product entries is strictly handled by admin himself and the users can only place an order by logging to the system.

● **Security**

The system is password protected which will prevent any kind of data breach. No one should be able to access the data in the database without proper authentication.

● **Software Quality Attributes**

> **Maintainability:** The application has to be built in such a way so that it could be easily maintained. Also it should be capable of including new requirements in any module of the system.

> **Reliability:** This application will be able to handle multiple orders at a time. When a particular user places an order, those corresponding information regarding the order needs to be updated to the server immediately so that other users don't have to face any trouble.

> **Portability:** This application can be easily accessible via any operating system.