**SOFTWARE REQUIREMENT SPECIFICATION FOR ONLINE FUNERAL MANAGEMENT SYSTEM**

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**30-09-2019**

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# 1. Introduction

**1.1 Purpose**

* The Online Funeral Management System(FMS) is intended to provide complete solutions for vendors as well as customers through a single gateway using the internet as the sole medium. It will enable vendors to setup online funeral shops (products, accessories etc.), customer to browse through the shop and purchase them online without having to visit the shop physically. The administration module will enable a system administrator to approve and reject requests for new shops and maintain various lists of product category.

**1.2 Scope**

Initial functional requirements will be: -

* Secure registration and profile management facilities for Customers
* Browsing through the funeral management system to see the items that are there in each category of products like coffins and funeral accessories.
* Adequate searching mechanisms for easy and quick access to particular products and services.
* Uploading ‘Most Purchased’ items in each category of products in the Shop.
* Maintaining database of customers of different needs.
* Shop employees are responsible for internal affairs like processing orders, assure home delivery, getting customer's delivery-time feedback, updating order's status and answering client's queries online.
* Adequate payment mechanism and gateway for all popular credit cards, cheques and other relevant payment options, as available from time to time.

Initial nonfunctional requirements will be: -

* Secure access of confidential data (user’s details).
* 24 X 7 availability
* Better component design to get better performance at peak time
* More payment gateways.
* Dynamic price model by which prices can be changed based on demand and supply

**1.3 Definitions, Acronyms and Abbreviations**

Not applicable

**1.4 References**

Not applicable

**2. Overall Description**

**2.1 Product Perspective**

* FMS is aimed towards the vendors who want to reach out to the maximum cross-section of customer.This project envisages bridging the gap between the seller and the customer. FmS should be user-friendly, ‘quick to learn’ and reliable software for the above purpose. FMS is intended to be a stand-alone product and should not depend on the availability of other software. It should run on both UNIX and Windows based platform.

**2.2 Product Functions**

* User: Administrator
* Functions: The Administrator is the super user and has complete control over all the activities that can be performed. The application notifies the administrator of all shop creation requests, and the administrator can then approve or reject them. The administrator also manages the list of available product categories. The administrator can also view and delete entries in the guestbook.
* User: Customer/Guests
* Functions: A Customer can browse through the FMS and choose products to place in a virtual shopping cart. The shopping cart details can be viewed and items can be removed from the cart. To proceed with the purchase, the customer is prompted to login. Also, the customer can modify personal profile information (such as phone number and shipping address) stored by the application. The customer can also view the status of any previous orders, and cancel any order that has not been shipped yet.
* User: Employees
* Functions: Purchase department under a Purchase manager to overlook purchasing activities if warehousing needs arise.
* Functions: Sales department under a Sales manager who will look after the sale of products and services, the most important activity.
* Functions: Accounts department under an Accounts manager to look after the accounting activities of the enterprise

## 2.3User characteristics

* The user should be familiar with the Shopping Mall related terminology like Shopping cart/Checking out/Transaction etc.
* The user should be familiar with the Internet.

**2.4 Operating Environment**

The OFS is a website that shall operate in all famous browsers, for a model we are taking Microsoft Internet Explorer versions 7.0, 8.0 and 9.0 .

**3. Specific Requirements**

**3.1 Functional Requirements**

1. **Administrator:**

* **Database Management:** Control the database and keep track of all records of customers and employee details.
* **Contact and Giving Permission to Vendors:** Contact with the vendors and give permission to sell their product under the site after testing the product’s quality.
* **View all details:** View the details of all employees and control the whole site.
* **Advertising the Site:** Responsible for making advertisements for the site.

1. **Customers:**

* **Login:** Customers must have a valid login id to enter into the site.
* **Registration:** New users can sign up by creating new ID.
* **View and edit Own Details:** Can view/edit his personal details, payment details, anddetails about services provided.
* **Choosing and comparing products:** Can view all available products and can compare them and make a choice for purchasing products.
* **Purchasing:** Can purchase any product through valid credit card.
* **Giving Feedback to Customer Care:** Can give feedback to the 24X7 Customer Care Service center about their impression for the site and services.
* **Logout:** Customer must logoutof the site after purchasing products.

1. **Visitors:**

* **Visiting the Site:** Can only visit the site without registration.
* **Register**

1. **Shop Owner:**

* **Taking Permission from Administrator:** Vendors must take permission from the Administrator for selling their products under the site. Administrator will test product’s quality according to its market price to permit vendor for selling purpose.
* **Consulting with Administrator:** Can consult with the Administrator regarding product’s quality and advertisements.
* **Advertising Vendor’s Own Products:** Responsible for making advertisements of his products, but the site will not be responsible for any kind of advertisements about products.

**Payment**

The user given options with various modes of payment (online payment through credit/debit cards, via net or mobile banking or cash on delivery) out of which he chooses one. The chose mode of transaction is carried therefore by proper verification and authentication of bank details.