

Assignment 2

Requirements Document

Phone Repair Store

Software Engineering & Testing

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Client

Repair Phone Store

The Project

The aim of the project is to help our clients set up an online platform through which they're able to offer a variety of repair services to phones, directly to consumers. The main problem in hand being tackled, is to bridge the gap between, but also provide a seamless straight forward experience for the customer. The phone store aims to make fixing phones easier and better for both customers and store employees by fixing problems and situations that may arise. Customers may experience long waiting times which may cause poor customer service which can cause problems eventually. The store intends to improve this issue which will increase customers and revenue in the store.

Scope

The main function of the end platform is to make phone repair services easily viewable to any potential customers, allow them to access a description and price for each item, follow through by adding to the cart and even simply put in the delivery address to complete the order.

<u>Required</u>	<u>Functionality</u>
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Appointment Scheduling– Allows the customer to schedule an appointment for phone repairs, making things more organized for both customers and store staff.	
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Customer Database – Keeping records of repair history and information. So, if they come back in the future, it will make it more easy	
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Notification System – Notification for customers about their repair status so that they have an update on their appointment, SMS or email.

Walkthrough Scenarios

USER

Home page – A user begins on the homepage and is shown the main current featured repair services and option to continue further from each option.

Service– The Service page will display common problems that customers can request for repairs.

Device Info – User would be able to view any service they have chosen and choose the model & details of their phone. They will be able to see the price before deciding to move onto the final stage.

Checkout – After finalizing and being happy to proceed with the current info, they'll then receive a unique code with their receipt which will enable them to track the progress of their phone repair. A prompt beside the receipt will ask the user if they want to send a copy of the receipt to their email.

Product Requirements

Functional

- Product viewing – View a small list of services at the home page as well as the full list on the dedicated products page (product list stored in database)
- Product Details & Pricing – Access a small description / phrase about each mentioned product along with how much it'll be for the user to buy (stored in database)

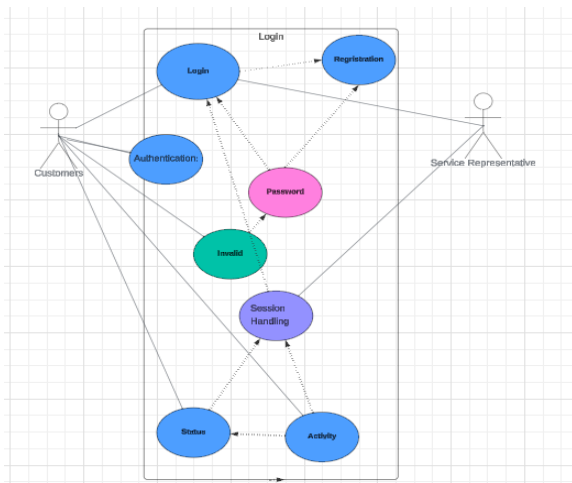
- Choose Repair Details – Enter choose make / model details prior to proceeding to generate a ticket for repair
- Register and Log in – Allow customers to register with the store along with log in with previously created accounts (stored in database)
- Database – Allow customers to check the status of their own repair tickets and ensure each one is being generated for every service request

Non – Functional

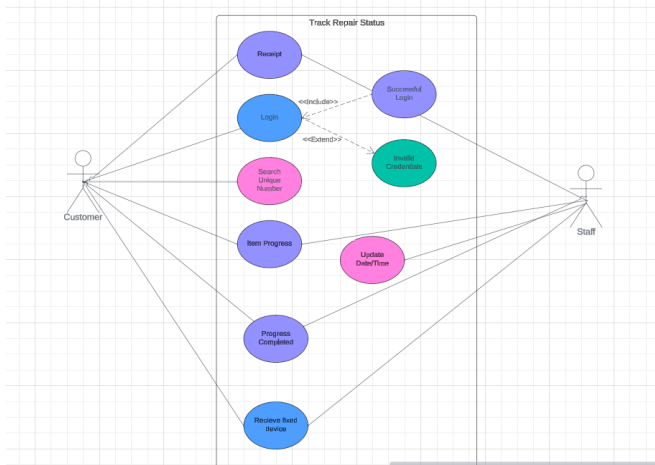
- Performance – any page regardless of how much is on it should load fast to avoid the user having to wait
- Usability – Relatively easy to use and navigate for anyone who isn't familiar with the page. Show what seems needed and make sure it isn't complicated
- Appearance – Aim to remain as consistent as possible throughout the entire process the user will take through areas such as header/footer, fonts, colors, layouts

Use Case Diagrams

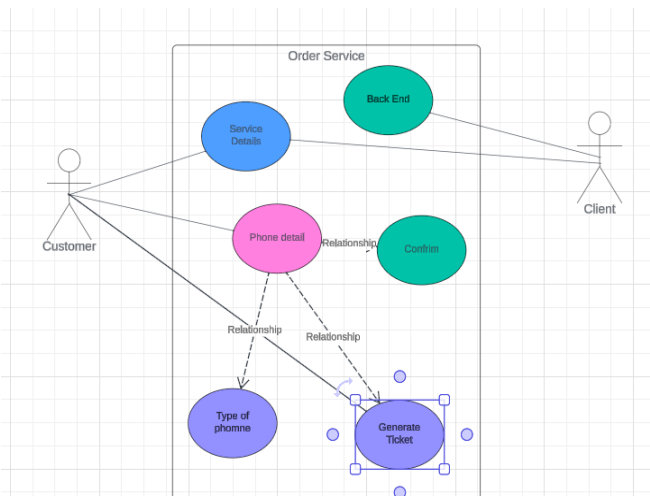
Login



Create a ticket Request

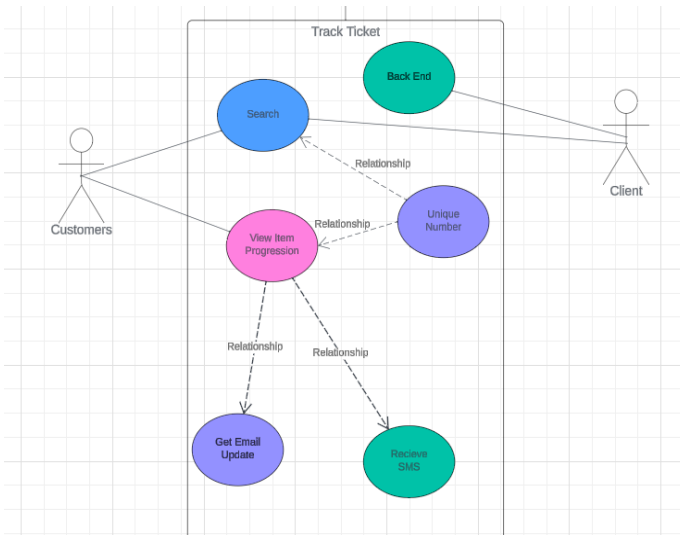


Order Service



Track


Ticket



Use Case Specification

Login	Registration: Allows users to sign up by providing necessary information. Login: Enables users to access their accounts by entering their credentials. Authentication: Verifies the identity of users during login using stored credentials. Password Management: Ensures secure storage and handling of user passwords. Session Handling: Manages user sessions to maintain login status and activities.
Create a ticket / Request	Once the decision on the service has been made, they'll proceed to generate a ticket A new ticket number will be generated to be added to the database Each ticket number will be associated to a user
Order Service	Read through chosen service details Choose phone details Confirm choice and proceed to generate a ticket
Track Ticket	Search using unique number View Item progress Receive SMS notification Get email updates on progress


Graphical User Interface

Repair Service (Link)	Header	Login/Register
Unique ID	 <p>Lorem ipsum dolor sit amet et delectus accommodare his</p>	
Footer		Social Media logo

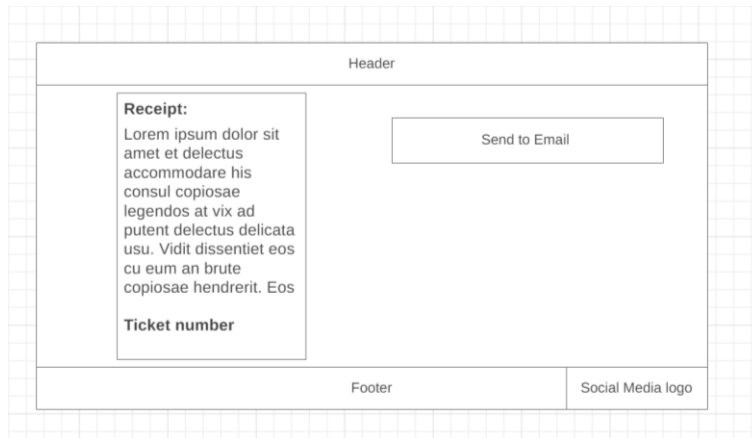
Home Page

Header		Login/Register
Cracked Screen	Water Damage	Battery Replace
USB Fixing	Boot loop	Missing Drivers/Api's
Footer		Social Media logo

Services Page

Header	
	Dropdown menu (Model) Dropdown menu
Submit	
Footer	

Service Details page



The wireframe for the Order Details page is a rectangular box divided into three main sections. The top section is a header bar labeled "Header". Below the header, the main content area is split into two columns. The left column contains a "Receipt:" section with a block of Lorem Ipsum text and a "Ticket number" label below it. The right column contains a "Send to Email" button. The bottom section is a footer bar labeled "Footer" on the left and "Social Media logo" on the right.

Header	
Receipt: Lorem ipsum dolor sit amet et delectus accommodare his consul copiosae legendos at vix ad putent delectus delicata usu. Vedit dissentiet eos cu eum an brute copiosae hendrerit. Eos Ticket number	<input type="button" value="Send to Email"/>
Footer	Social Media logo

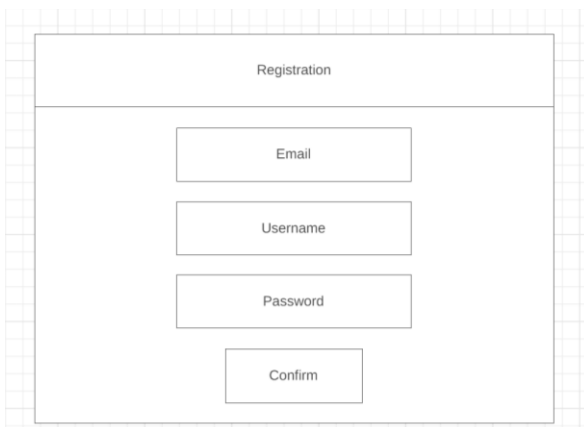
Order Details



The wireframe for the Login page is a vertical rectangle. At the top is a header bar labeled "Login". Below the header, there are three input fields stacked vertically, labeled "Username", "Password", and "Sign-in".

Login
<input type="text" value="Username"/>
<input type="text" value="Password"/>
<input type="button" value="Sign-in"/>

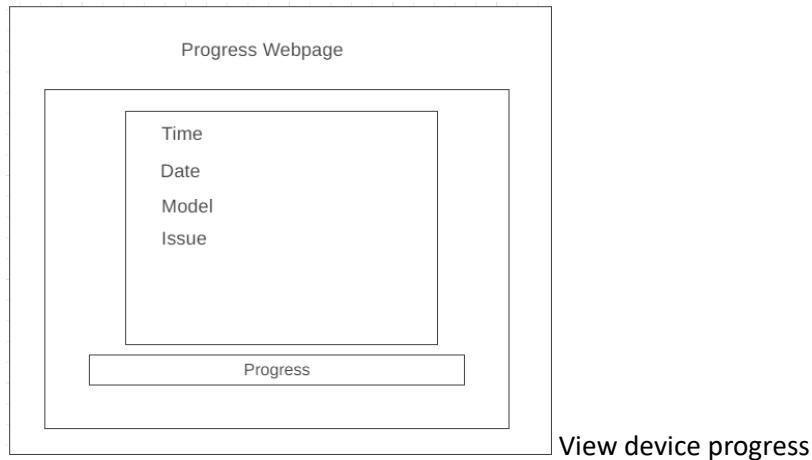
Login Page



The wireframe for the Registration page is a vertical rectangle. At the top is a header bar labeled "Registration". Below the header, there are four input fields stacked vertically, labeled "Email", "Username", "Password", and "Confirm".

Registration
<input type="text" value="Email"/>
<input type="text" value="Username"/>
<input type="text" value="Password"/>
<input type="text" value="Confirm"/>

Registration



Technical Requirements and Feasibility

The website will be developed using PHP for the server side along with HTML and CSS for the front-end. MYSQL is what will be used as a database system to store key details / information such as product details, user details, etc as it'll seamlessly integrate with PHP along with its scalability making it ideal for handling data in our scenario. Other key components such as XAMMP or Laragon and phpMyAdmin will help bring together the website with the backend storage/database side as they are relatively easy to use while still providing sufficient local data storage capabilities. Given the straightforward outline, JavaScript isn't necessarily required in this case to help reduce the complexity of the codebase while also improving performance.

In terms of the interface itself which any user that opens the website will see, the aim is that it'll be clean and simple so that any user can seamlessly navigate through from the home – product – cart – checkout for example or even when it comes to log in / registering. Other details to ensure overall smoothness would be the product listings themselves, the action taken to add to the cart, and completing the process of checkout.

Conclusion

After reviewing all the requirements and tasks in hand, the project appears to be possible as something to complete. By the end of the project a website is expected to be completed that allows any customer to easily have access to a wide variety of phones through the website, ensuring a smooth and relatively straightforward system / path. While its understood that some minor changes may take place as we progress based on the situation, it's expected to be relatively consistent with what the current plan is, at this stage.