



Product Management by Staff

R00019 - Bulk upload of products



R00018 - Stock management

R00024 – Out of stock alerts

R000104 - Stock level



R00079 - Product imports/ exports



R00023 – Wandering

R000102 - Processed/ unprocessed orders



R00040 - Administration rights



R00069 - Product feeds

R00050 – Stock status



R00077 Product departments

Gifts, high quality prints and CDs as well as books



Multiple product catalogues

Support for multiple schema, categories, subcategories, products, attributes, product relationships, bundles and / or stock keeping units



Product Selection by Customer

R00043 - Browse by themes



Offers and promotions



R00034 - Product ranking



R00011 - Cross sell/ promotions

R00013 - Algorithmic bestsellers



R00028 - Ratings and reviews



R000100 - Product



R00009 - Merchandising widget



R00041 – Search results

R00030 - Video and audio



Multiple images for a single product

R00015 - Image zoom

R00020 - Categories/ subcategories



R00017 – Product/offer highlighting

R00042 – Filter options



R00053 – Integrate with other
websites/ services



R00039 - Notify a friend



R00012 – Recently viewed items

R00025 – Out of stock alternatives

Shopping Basket

R01000 Add product to basket

R01002 View basket

R01001 Remove product from basket

R01003 Change product quantities in
basket

Single shopping basket for all
transaction streams

R00044 - Abandon basket email



R00080 - PSP and shopping basket

Single basket discounts for combinations of products

Persistent basket summary including product images

R00038 - Wish list

Progress indicators

Checkout

R00087 - Anonymous/ guest check out



Purchaser details

R00092 – Delivery details/s



R00089 - Email confirmation of order

R05001 Option to register after purchase



R00082 - Integrated PSP



Gift Aid

Register without purchasing

R00083 - PSP testing

R0007 – Email confirmation of account registration



R00088 - PayPal



R00096 - Terms and conditions



R00054 - Gifts



R00091 – Post code look up service



Sign up to BL One Newsletter

R0005 - Third Party Data



R00093 – Donation option at checkout

R0004 - Referral Channel



R00085 - VAT

R00014 - Discounts Voucher Code System

R00022 - Real time pricing



R00081 - Data Protection/ PCI DSS compliance and Security

R00084 - Transactional charges

R00052 – Delivery timescales



R00094 - Pick up from the British Library



1

R00098 - Split delivery



1

Basket abandonment emails

Secure purchase and delivery of document, image and audio downloads

Order Management by Staff

R000101- Orders



R00095 - Search orders

R00049 – Order tracking



R000109 - Pick lists



R00090 – Dispatch confirmation

Account Management by Customer

R0008 – Email confirmation of changes to account

R01004 Order tracking by user



R0003 - Interests and e-newsletters



R01005 Verification of email



Donations

Make a stand alone donation

Improve visibility to increase revenue

Make regular donations



Customer Interaction

R00060 – Customer surveys

R00062 - Customer segmentation

Business customers

R000103 - Mailing lists



R000116 - Customer Management
Infrastructure (CMI)

R0002 – Registration without
purchasing



R00064 – Follow up emails to
encourage customer reviews

R00029 Respond to reviews

R00035 - CRM related loyalty
functionality



Social media integration



R00051 – In stock notification



R00061 – Inbuilt Customer Survey

R00070 - Blog

R00086 - Telephone orders and
refunds

R00063 - Provide customer feedback

Related products

Monitor and react to customer
behaviour



Mobile Terminal

R00057 - Mobile terminals

Reports

R00078 - Oracle Financials

R00099 - Sales/ revenue



R000105 - Discount usage



R000107 - User Profiles



R000108 - Customer reports



R000117 - Reporting System

R000110 - Customer product reports



Site Design

Integration with Sitecore CMS

R00036 - Social media



R00047 - Information pages



R00048 – Support the British Library
messaging



R00056 - Multi-lingual messaging



R00058 - Customised 404 error page

R00065 - SEO

R00066 - Descriptive URLs

R00067 - Landing pages and meta descriptions

R00068 - SEO advice

R00071 - Page titles, meta data, headers

R00076 - Breadcrumbs

R00097 - Reassurance on security and privacy



R00027 - Web analytics



R000114 – Adhere to Library web requirements



Accessibility

R00010 - Behavioural merchandising



R00016 – Multiple product images

R00029 Respond to reviews

R00059 - Audio track listings available as tabbed option

R00072 - Robot.txt file

R00073 - Alt tags

R00074 - Redirects

R00031 - Slideshow

R00032 - Look inside

R00045 - Goal tracking



R00075 - Internal links

Cross platform compatibility



Product Management



Non Functional Requirements

R0001 - Customer Data



Integration with CRM

Integration with CMI



Integration with Sitecore Digital Marketing System (Sitecore DMS).

R00033 - Mobile-optimised



Data backps

R000111 – Availability



R000112 – Service Level Agreement

R000115 – Penetration testing



R000113 – Capacity

R000106 - Support



R00046 - Avoid duplication (canonical urls)

R0006 – Data Protection



R000118 – British Library Technical Standards



R00026 - Testing/ optimisation

Provision of a robust and well documented API

Deployment capability



Online and Offline Sales

Physical shop



Identify Sales Channel



Staff Administration

Security, permission and workflow access

Finance

Multiple payment transaction types



Data feed for Oracle E Business Suite

Compliance with Library's internal
financial reporting arrangements



Compliance with the Library's
statutory reporting responsibilities

Auditing

Misc

Intellectual Property Rights

Training of library developers and
business staff