
X Team

**Online Computer Store
Software Requirements Specification
For Feature**

Version 1.0

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Software Requirements Specification	Date: 03/30/2021
Phase 1	

Revision History

Date	Version	Description	Author
03/18/21	1.0	Analyze and break down work.	Randy Castillo, Chelsea Lantigua, Yasiris Ortiz, Shazad Outar
03/23/21	1.0	Work Revision and modifications	Randy Castillo, Chelsea Lantigua, Yasiris Ortiz, Shazad Outar
03/27/21	1.0	Discuss user case models.	Randy Castillo, Chelsea Lantigua, Yasiris Ortiz, Shazad Outar
03/29/21	1.0	Final revision	Randy Castillo, Chelsea Lantigua, Yasiris Ortiz, Shazad Outar

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Software Requirements Specification

1. Introduction

The Software Requirements Specification (SRS) provides an overview of the document. It includes the purpose, scope, definitions, acronyms, abbreviations, references, and overview of the SRS. This document aims to give the reader a complete understanding of the Online Computer Store desktop app to be developed. This document starts by providing a resume of what the purpose of the application is. It follows up with the scope and the definitions and clarification of abbreviations used throughout the document. The overview description section includes everything that has to do with modeling use cases for surveys and reports. In this section, we show the diagrams for each of the cases with the different users. Lastly, we have the supporting information section, which contains the appendix, tables, and the works cited section referring to the outside resources we have used.

1.1 Purpose

This document aims to establish the behavior, requirements, and specifications of the application to be developed. We will develop a Computer online store software by providing an efficient online management system. The document works as our development plan, describing the requirements and functionalities of the system and subsystems.

1.2 Scope

This SRS applies to our implementation of an online computer store. This system's users include registered customers, visitor customers, store clerks, delivery companies, and a manager. This application's scope is for the placement of online orders, managing online customer accounts, accepting credit card information, handling company orders, and recording customer information securely. Our user case diagrams outline the actions each user can make. This SRS document serves to specify the requirements and features used and required by the system. This document outlines and models how the application will handle events and handle different permissions for each user of this application.

1.3 Definitions, Acronyms, and Abbreviations

This section of the Software Requirements Specification contains the definitions and abbreviations of the most common terms mentioned in this document. For the abbreviations, we used the expansion and description for the reader to have a better understanding.

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- **Store clerk:** registered user who works most likely as a manager's assistant. They decide the delivery company that will ship/send products to customers.
- **Visitor:** user that can browser in the program and sees the listing of computers, parts of the computers, and discussion forums. For the visitor to have access to more features will have to become a registered user by creating a valid account.
- **Manager:** registered user who chooses the suggested and three most popular computers per number of sales. They have the power to have a store clerk that will mainly deal with the delivery companies. They can suspend both clerks and customers who have warnings.
- **Customer:** this is the user who is already registered and needs to add a valid credit card to purchase in the store. A registered user can browse their personal purchasing history, comment on forums, and add reviews on the purchased products.
- **Delivery company:** user who bids on each item available in the delivery subsystem. This user competes against other delivery companies in terms of price and service quality. Companies should always provide tracking information to the customers.
- **OS:** Abbreviation for Operating System, a program or series of programs that control the operation of a computer and directs the processing of the user's programs.
- **Linux:** This type of operating System exists underneath all the other software on a computer.
- **Windows:** computer operating system developed by Microsoft Corporation to run personal computers (PCs).
- **Mac OS:** computer operating system developed by the American computer company Apple Inc.
- **Discussion forum:** a feature of our system where registered customers will discuss products with one another.
- **Rate items:** this is a free opinion about a transaction submitted by the customer or buyer about a product. They can rate store items referring to the cost, item description, or just customer service.
- **Taboo list:** a list maintained by the Store Clerk about words or phrases registered customer view as violating words, sentences, or attitude. The manager will determine whether such terms need to be placed on the list.
- **Avoid list:** a list maintained by the system that contains emails of users who are not allowed to be registered customers. Registered customers who have been thrice warned are placed on this list and are no longer able to use the system.
- **Betting System:** A feature of our system where at least two delivery companies will bet on how much they will charge for shipping an item. The store clerk determines the winner of this bet, and the decision should be based on who is charging the least amount of money.

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1.4 References

This subsection provides a list of all documents and websites that we referenced elsewhere in the Software Requirements Specification. For the development of our desktop application, we used the following resources for our reference. More information about the cites can be found in the works cited section of this document:

Source	Description	Date accessed
Amazon	We referred to Amazon to see how they display their products and their descriptions as well as the prices and section where customers can rate items and have discussions.	03/22/2021
eBay	We referred to eBay in the Bids/Offer section of their website where any user with a valid account can bid on any items as well as offer them a list of items they did not win.	03/23/2021

1.5 Overview

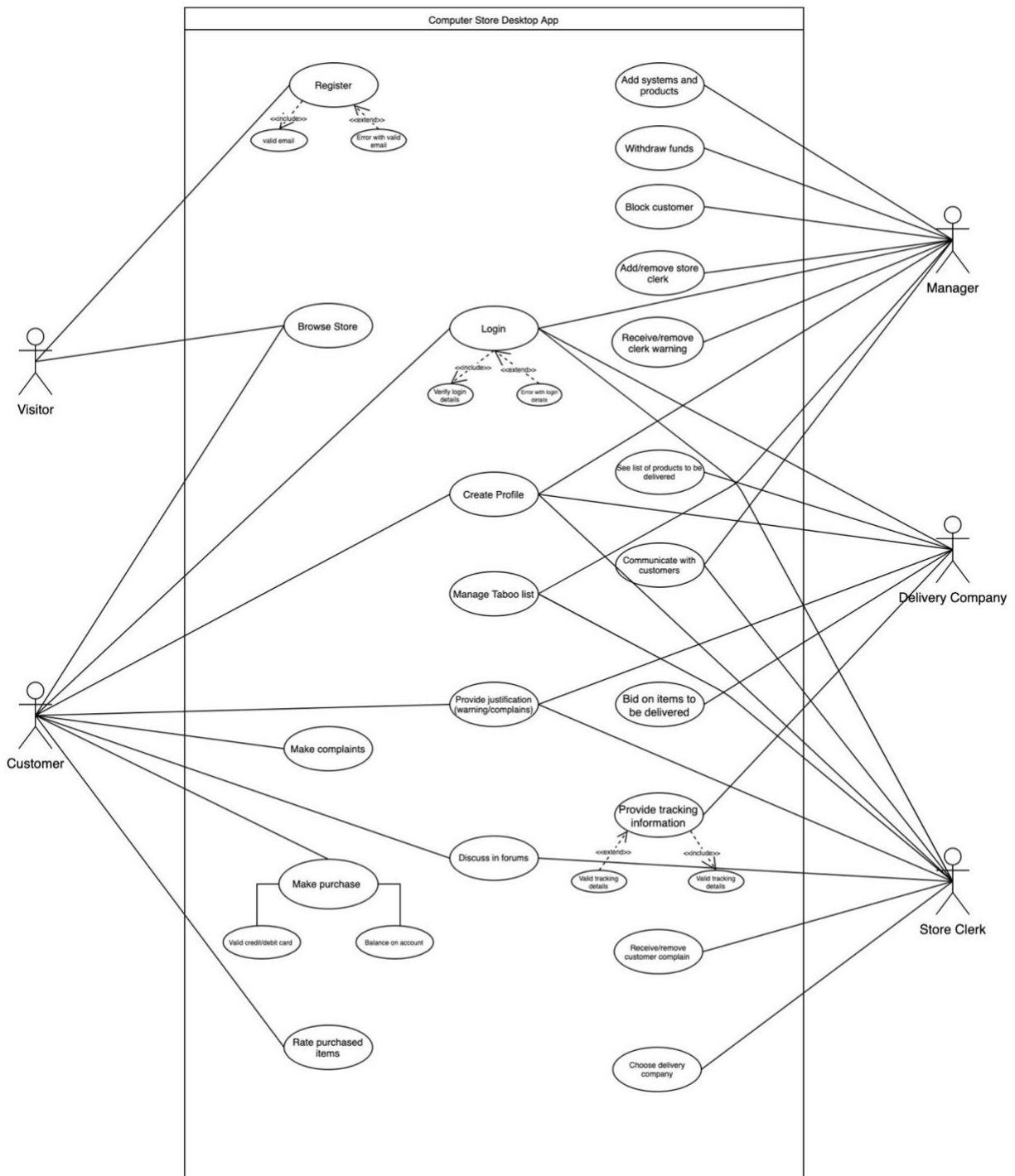
This document describes users who will engage with this system, the system's software design, the definitions and acronyms used in the document, and the system's assumptions. Section 2 is where the use-case model surveys are located. Section 3 is where specific requirements are provided to show the use-case reports and the supplementary requirements. Section 4 provides the supporting information to clarify anything in the report.

2. Overall Description

The document provides an overview of the significant features and functionalities of the system and subsystems. This section detailed the different use case model scenarios from all the types of users in the application, and contains the assumptions, dependencies, use case reports, and system requirements.

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2.1 Use-Case Model Survey



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- **Visitors:** visitors can browse the store and register to create an account with a valid email address.
- **Customers:** customers can log in into their account, browse the store, create/edit their profile, discuss in forums, make purchases with a valid card or balance in the account, rate bought items, make complaints, and provide justifications for complaints/warnings.
- **Store Clerks:** store clerks can log in into their account, create/edit their profile, communicate with costumers, receive/remove customers complaints, provide justification for their complaints/warnings, manage taboo list, and choose delivery company based on lowest bid.
- **Delivery company:** the delivery companies can log into their account, create/edit their profile, see the list of products to be delivered, bid on items to be delivery, provide tracking information, and provide justifications for complaints.
- **Manager:** the store manager can log in into their account, create/edit their profile, add computer operating systems and items, remove funds from sales, manage taboo list, add and remove store clerks, receive and remove clerk warnings, block customers, and communicate with customers.

2.2 Assumptions and Dependencies

Assumptions: The online store is assumed to work as follow:

- User:
 - View the 3 suggested systems
 - View top 3 best sellers' items
 - View and browse computers, computer parts, and discussion forums
 - Can register as a customer
- Customer:
 - Create user profile. Provide:
 - Name
 - Email
 - Password
 - Money/Credit card
 - Home address
 - Make purchase of product/s
 - See orders history
 - See order delivery status
 - Votes/ rate on purchased items
 - Participate in discussion forums
 - Provide justifications for warnings/complains

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- Store manager:
 - Create profile.
 - Add/change 3 suggested system
 - Add/remove store clerks
 - Remove costumer
 - Receive/Remove customer complains
 - Receive/Remove clerk cheating warnings
 - Maintenance of taboo list
- Store Clerks
 - Create profile.
 - Communicate and help customers
 - Choose delivery company for items
 - Maintenance of taboo list
 - Provide justifications for warnings/complains
- Delivery company
 - Create profile
 - See list of items to be delivered
 - Bid on items to be selected as the delivery provider for the items
 - Provide tracking information for items
 - Provide justifications for warnings/complains

Dependencies:

- All new customers start as an unregistered visiting user which can only browse the store. This new user will also have an option to register which will allow the visitor to make an account with a valid email address. Approval for store clerks and delivery company's registration will be made by the manager.
- A customer type user will be able to create a profile, make a purchase, and discuss in the forums.
- When a customer makes a purchase the credit card information of that user needs to be checked and the balance available to the customer is to be used. If the customer does not have enough funds in their account to pay for the order than the transaction will not go through and they will get a message about the error.
- A store clerk type user will be able to oversee discussions in customer forums to provide warnings to customers when they use a word from the list of taboo words and receive customer complaints. A store clerk will also be able to choose the delivery company to be used, create a profile, and communicate with customers.

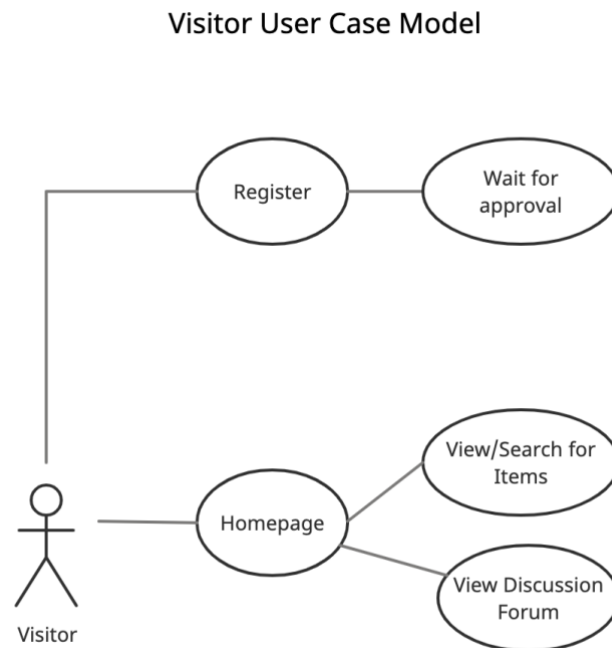
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- A manager type user will be able to oversee and have access to all of the actions and permissions that a store clerk user and a customer user have access to. In addition, managers will have the role of adding/removing items from the application and adding/removing clerks from the clerk position.
- The delivery company involved will be able to register through the application as a delivery company, see the list of products to be delivered, bid with other delivery companies on items to be delivered, and provide tracking information to the customers.

3. Specific Requirements

3.1 Use-Case Reports

3.1.1 Visitor User Case Model



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USE CASE – VISITOR CUSTOMER	USE CASE DESCRIPTION
Homepage	Visitor customers will be able to view items on home page, the option to search for items and the option to view the discussion forum.
View and Search for Items	Visitor customers will be able to view items on the homepage and will be able to search for additional items.
View Discussion Forum	Visitor customers will view the discussion forum.
Register	Create an approved/valid account.

3.1.2 Registered Customer User Case Model

Registered Customer User Case Model

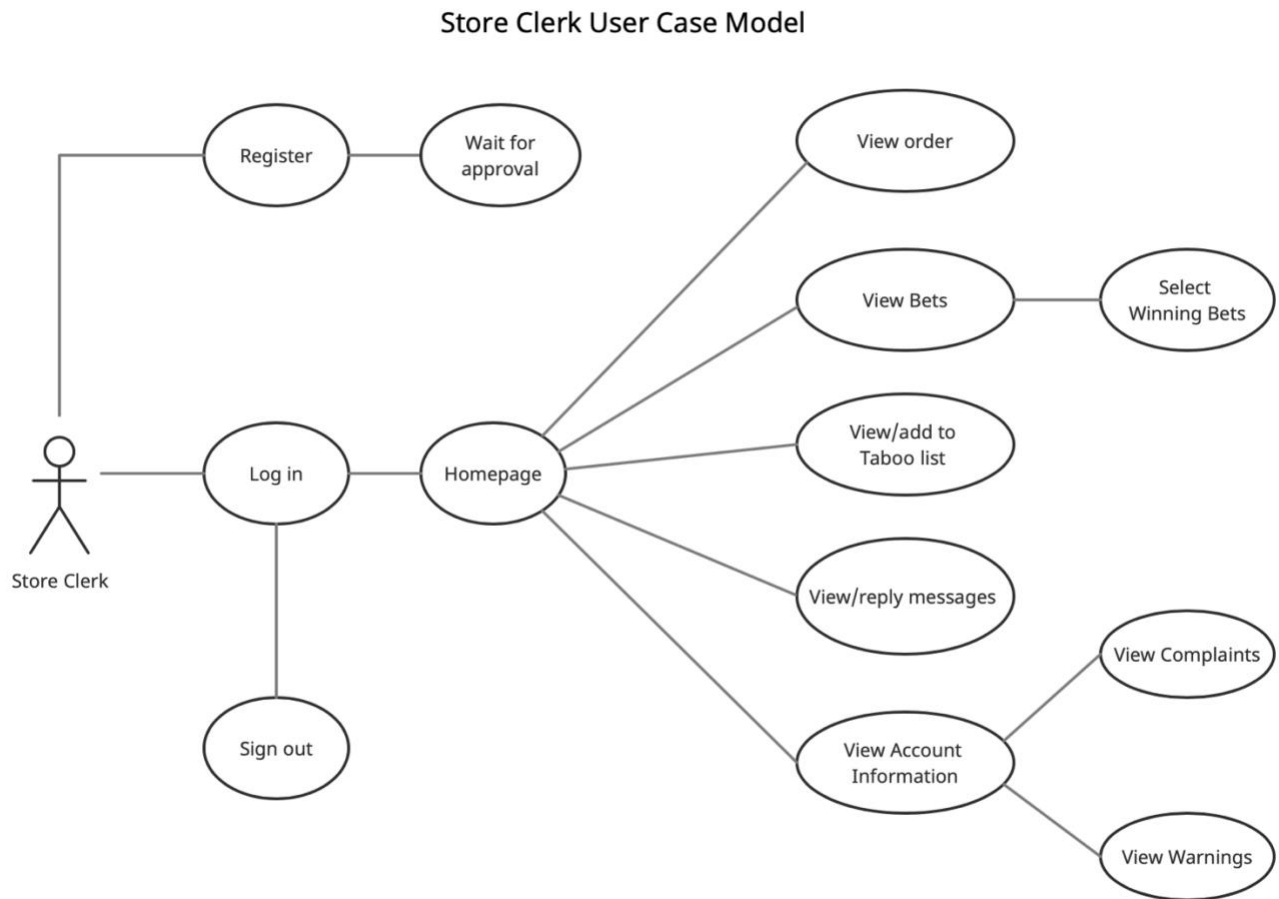


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USE CASE – REGISTERED CUSTOMER	USE CASE DESCRIPTION
Register	A customer/visitor can register using information like their name, and a valid email to get an approved account.
Login	Register customer will login using email and password.
Sign Out	Register customer will be able to sign out of their account.
Homepage	Register customer will be able to view and search for items on home page. They will also have other options to view discussion forum, to view their account information, to chat with store clerks, and to sign out of their account.
View and Search for Items	Register customers will be able to view items on the homepage. They also have the option to search for additional items, to click on items to get their description, and to buy items.
View/Edit Account Information	Registered customers will be able to view information about their account like the warnings they have. They will also have the options to view or justify complaints against them, to view orders history, and to view their payment information.
View Order History	Registered customers will be able to make complaints about delivery companies and store clerks they worked with, to check their order status and tracking information, and to rate items they bought.
Chat with Store Clerks	Registered customers will be able to chat with Store Clerks about products
Access Discussion Forum	Registered customers will be able to view and add to the discussion forum.

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3.1.3 Store Clerk User Case Model

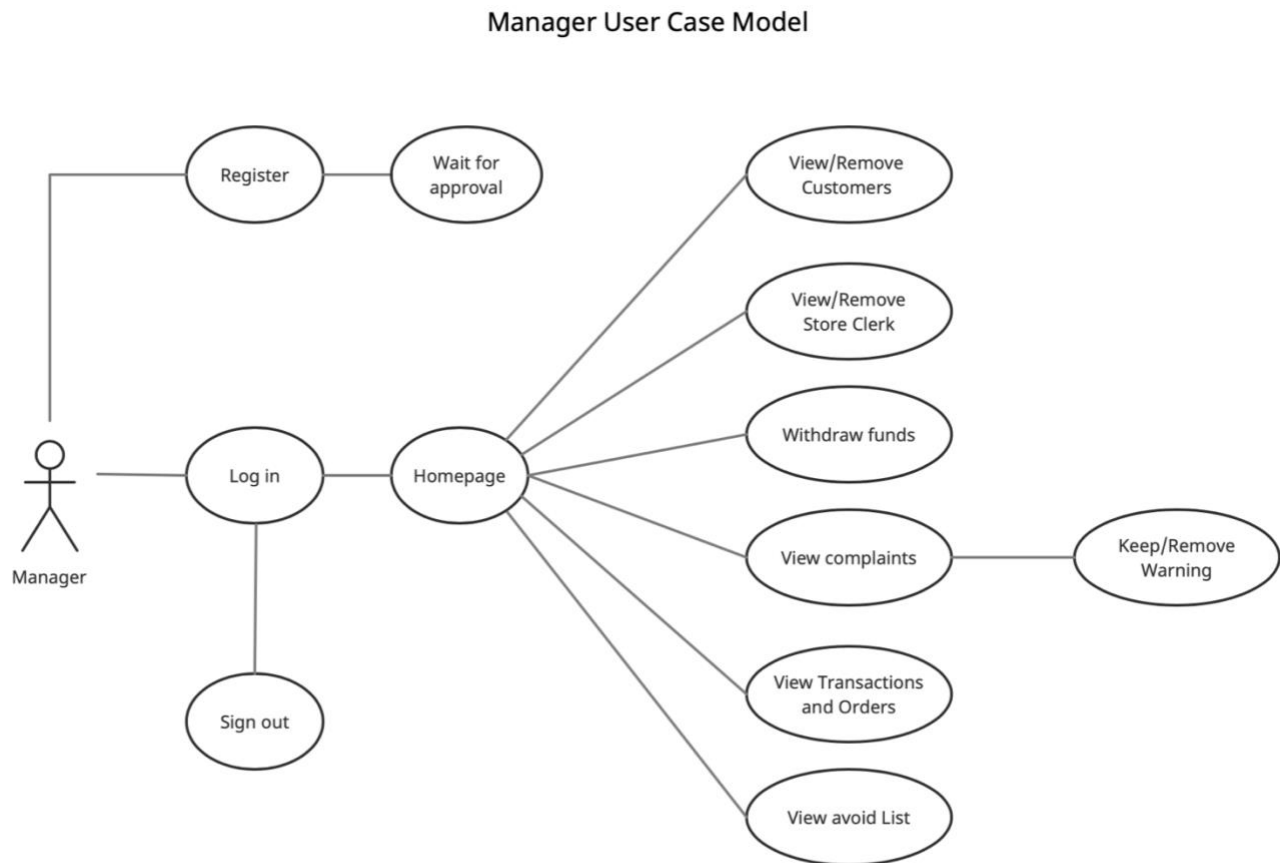


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USE CASE – STORE CLERK	USE CASE DESCRIPTION
Register	Store Clerks can register using information like their name, and valid email. Registration will need to be approved.
Login	Store Clerks will login using email and password.
Sign Out	Store Clerks will be able to sign out of their account.
Homepage	Store Clerks will be able to access links to view the orders assigned to them, to view incoming bets, to view and modify the taboo list, to view messages directed to them, and their account information.
View Orders	Store clerks will be assigned to the different orders placed by the registered customers.
View Bets	Store Clerks will be able view orders that are open for betting and will see bets other companies have placed.
Select Winning Bets	Store clerks determine which delivery company wins the bet to deliver the products of the order. They will explain their reasoning to the manager if they selected a bet that was not the lowest.
View/Add to Taboo list	Store Clerks will be able to add to the taboo list if a registered customer complained about language on the discussion forum and the manager approves of putting the language in to the taboo list.
View/Reply Messages	Store Clerks will be able to view messages directed to them from registered customers, the manager, and delivery companies. They will also be able to respond to them.
View Account Information	Store Clerks will be able to view information about their account like complaints and warning.

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3.1.4 Manager User Case Model

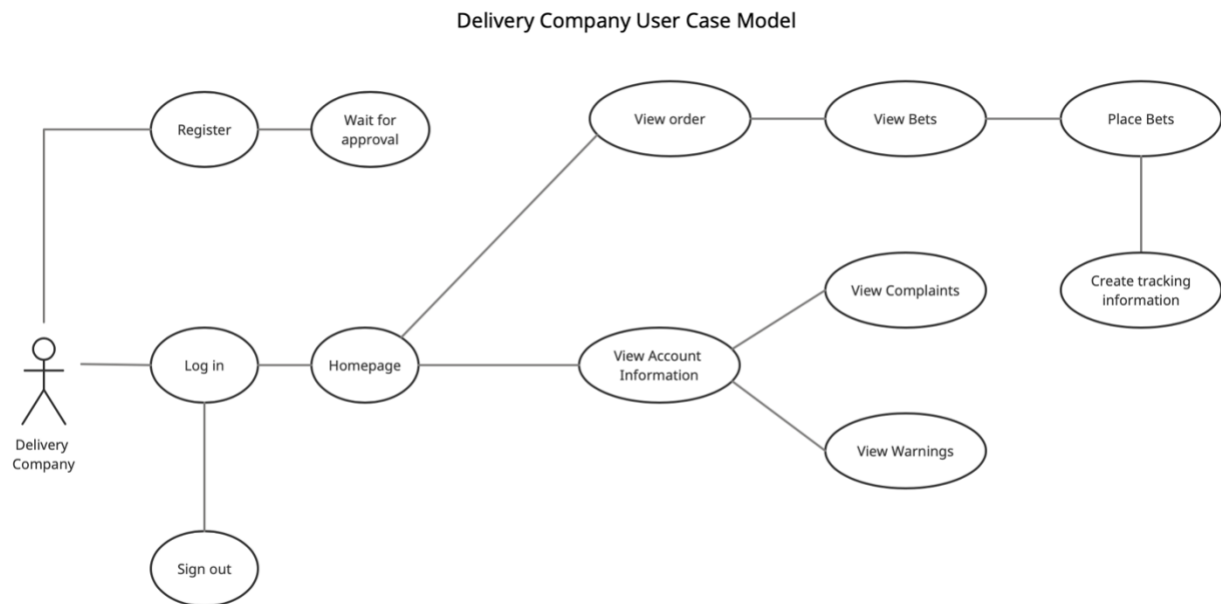


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USE CASE – MANAGER	USE CASE DESCRIPTION
Register	A user can register as store Manager. The registration has to be approved.
Log in	Manager with the valid account can log into their account.
Sign Out	Managers can sign out of their account.
Create a Profile	Manager can create a profile with their personal information.
Add/Remove Store Clerk	Managers have the power to add or remove a store clerk.
Discuss in Forum	Managers will be able to read and write in the forum discussions.
Add/Remove Systems/Products	Managers will be able to add up to 3 systems and the top products by sale.
Receive/Remove Store Clerk Warning	Managers can receive and remove store clerk warnings.
Withdraw Balance	Managers can withdraw balance from their accounts.
View Transactions and Orders	Managers will be able to view all the transactions that have been made on the system. They will also be able to view the order associated to the transaction.

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3.1.5 Delivery Company User Case Model



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USE CASE – DELIVERY COMPANY	USE CASE DESCRIPTION
Register	Delivery Company can register using information like their name and email. Registration will need to be approved by the Manager.
Login	Delivery Company will login using email and password.
Sign Out	Delivery Company will be able to sign out of their account.
Homepage	Delivery Company will be able to view items on home page but will also be able to access links to view their account information and customer orders.
View Orders	Delivery Company will view items for customer orders that need to be shipped and those which have been shipped.
View Bets	Delivery Company will view orders that are open for betting and will see bets other delivery companies have placed.
Place Bets	Delivery Company will be able to select the parts of an order they want to ship.
Create Tracking Information	Delivery Company will generate tracking information associated to their orders. This will be updated to the order.
View Account Information	Delivery Company will be able to view information about their account like complaints and warning.
View Complaints	Delivery Company will be able to view complaints made against them and complaints they have made about other users.
View Warnings	Delivery Company will be able to view the number of warning they currently have.

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3.2 Supplementary Requirements

System Details

- Display Home page with 3 suggested system and best sellers' products
- Display information of the selected products
- Browse Products and discussion forum.

Browsing Facility

- Browse products in categories such as operating system, and parts.
- Display all searched matching products or not result in search.

Customer Profile

- Allow users to create a profile with personal information.
- Delete or update profile.
- Add or remove Credit card information and balance.
- Vote on purchased product/s.
- Discuss on forums.
- Display order history.

Betting System

- Provide delivery companies the tools to bid on items to be shipped.
- Provide store clerks the option to choose the lowest bid for each item.
- Provide a warning to the manager if the lowest bid for an item is not chosen.
- Provide the store clerk the tools to explain their reasonings to a manager if they select a bid that is not the lowest.

Votes and Discussion Options

- Provide customers the options to discuss with other customers.
- Provide customer the option to complain about purchased product/s, delivery, or store clerk.
- Provide customer the option to vote/comment on purchased product/s
- Provide customer, clerks, and delivery companies the option to dispute warning.

Customer Orders

- Provide detailed information for customers order/s once it is approved.

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- Provide tracking information when items in an order are shipped.

Shopping Cart

- Provide shopping cart feature to buy product/s.
- Allow users to add/remove products in shopping cart.

4. Supporting Information

- Access our Prototype wireframing here:
<https://www.figma.com/file/EISlhimF7mwX4P1R95N777/Homepage?node-id=9%3A53>
- Works Cited:
"Mac OS." *Encyclopædia Britannica, Encyclopædia Britannica, Inc.,*
www.britannica.com/technology/Mac-OS.
"Microsoft Windows." *Encyclopædia Britannica, Encyclopædia Britannica, Inc.,*
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