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CS 4352.501 Human Computer Interactions I

Fall 2017

Homework 1: Requirements Document

Project: E-Commerce System

Work activity notes:

1. Customer might feel insecure buying products from a private seller. - cus1
2. Customer wants to compare prices of products from different sellers. - cus2
3. User might forget the account's passwords. - user1
4. Customer does not want to reveal private information to sellers. - cus3
5. Seller wants to let interested customers know when a product is restocked. - seller1
6. Customer wants to edit an existing order. - cus4
7. Customer does not know the exact name of the product that they need. - cus5
8. User use the system on multiple devices (PC, laptop, ipad, mobile phones). - user2
9. Seller can mark a product as out of stock when it is no longer available. - seller2
10. Seller gets paid when the product is delivered to buyer. - seller3

Extracted requirements:

Category 1: Browsing Items

1. After matching the searched keyword, relevant items are displayed in a table of 3 columns that include an image of the product, the price and name of the sellers.
(#2 - cus2)

2. Search engine features keyword recommendation. (#7 - cus5)
3. General user interface is responsive. (#8 - user2)

Category 2: Profile system

1. All seller accounts are available for a review and rating system that only certified buyers can participate. (#1- cus1)
2. There is a password recovery service that provides users with new passwords after filling out security questions. (#3 - user1)
3. Buyers has the option to hide personal data in their account settings box. (#4 - cus3)

Category 3: Inventory system

1. Buyer can choose option to be notified when out-of-stock item is available again. When seller restocks, the notification system will automatically email the buyer. (#5 - seller1)
2. Seller can mark an item to be out of stock in the item's profile in his inventory management window. (#9 - seller2)

Category 4: Orders management

1. There is a customer support feature where customer fills out a form with their order number and issues, which will be forwarded to and responded by a representative or the seller. (#6 - cus4)
2. The system implements a delivery tracking system that automatically transfer payment to seller account when it has been delivered to buyer. (#10 - seller3)

