

## Project Design Phase-II

### Solution Requirements (Functional & Non-functional)

Date	16th April 2025
Team ID	SWTID1744119659
Project Name	ShopEZ: One-Stop Shop for Online Purchases
Maximum Marks	4 Marks

#### **Functional Requirements:**

FR.No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	<ul style="list-style-type: none"><li>- Registration through Form</li><li>- Registration through Gmail</li><li>- Registration through LinkedIn</li></ul>
FR-2	User Confirmation	<ul style="list-style-type: none"><li>- Confirmation via Email</li><li>- Confirmation via OTP</li></ul>
FR-3	Cart & Checkout	<ul style="list-style-type: none"><li>- View product categories</li><li>- Search for products</li><li>- Filter and sort products</li></ul>
FR-4	Payment	<ul style="list-style-type: none"><li>- Multiple payment options (UPI, Card, Net Banking)</li><li>- Payment confirmation handling</li></ul>
FR-5	Order Management	<ul style="list-style-type: none"><li>- View order history</li><li>- Track current orders</li><li>- Cancel order</li></ul>

<b>FR-6</b>	Customer Support	<ul style="list-style-type: none"> <li>- Raise support ticket</li> <li>- Chat or message executive</li> <li>- View support history</li> </ul>
<b>FR-7</b>	Customer Support	<ul style="list-style-type: none"> <li>- Raise support ticket</li> <li>- Chat or message executive</li> <li>- View support history</li> </ul>
<b>FR-8</b>	Admin Panel	<ul style="list-style-type: none"> <li>- View user list</li> <li>- Manage product listings</li> <li>- Manage orders and delivery status</li> </ul>
<b>FR-9</b>	Delivery Integration	<ul style="list-style-type: none"> <li>- Generate delivery requests</li> <li>- Update delivery status</li> <li>- Notify customer upon delivery</li> </ul>

### **Non-Functional Requirements:**

<b>NFR.No.</b>	<b>Non-Functional Requirement (Epic)</b>	<b>Description</b>
<b>NFR-1</b>	Usability	The UI must be intuitive, responsive, and user-friendly for both mobile and desktop users.
<b>NFR-2</b>	Scalability	User data must be encrypted; authentication and authorization must be implemented using secure protocols (e.g., HTTPS, OAuth).
<b>NFR-3</b>	Reliability	The system should ensure consistent performance with a < 1% failure rate and handle failures gracefully.
<b>NFR-4</b>	Performance	The website must load within 3 seconds and support 50+ concurrent users without performance degradation.
<b>NFR-5</b>	Availability	The system should have 99.9% uptime and auto-recovery from minor crashes.

<b>NFR-6</b>	Scalability	The platform should support scaling to accommodate growing users and product inventory. Cloud-based deployment is preferred.
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