**Requirements Document – Version 1.2**

**Project name:** The Eliters Engine Web Portal

**Functional requirements:**

The system should be able to provide sign-in for following types of users:

1. Customers - Dealers (Admin, buyer and financier) and Distributors
2. Web administrator
3. Sales supervisor
4. Super administrator

**R1.** The system should be able to provide any kind of information only after the sign-in of any user.

**R2.** The system should not provide customers to sign-up because all the sign-in information is a responsibility of the client ERP. The username and sign-in password of the customer will be mailed to them.

**R3.** The system should request the customer to do the followings at the time of first sign-in,

**R3.1.** To set up security questions which will help them to recover in case of forgetting their password.

**R3.2.** Tochange their sign-in password.

**R3.2.1.** The minimum length will be 8 characters.

**R3.2.2.** The password should contain:

* One upper case letter
* One numeric
* One special character

**R3.2.3.** The password should be changed for every 90 days.

**R3.3.** Toagree to the terms and conditions.

**R4.** The system should use the encryption algorithms to secure the passwords and other sensitive information. We can choose any appropriate encryption algorithm.

**R5.** The system should display a dashboard which shows recent and incomplete activities and offers applicable to the customer. Promotion is like a container, which consist of offers.

**R5.1.** The system should display offers based on customer profile which includes customer type, state, zip code, region, credit limit, time zone and dealership.

**R6.** The system should provide a product catalog for customer to search for the desired products based on item code and item description. Auto completion should start after entering few characters

**R6.1.** The system should enable the customer to add products to the cart.

**R6.2.** The system should display the details of selected product, i.e. product code, product description.

**R6.3.** The system should restrict the customers to purchase the quantity of a product based on his/her profile. This criteria will be mentioned by client later.

**R6.4.** The system should allow customers to purchase the products. The payment process will be done by the third-party chosen by client.

**R6.5.** The system should save the incomplete orders.

**R6.6.** The system should allow to finish the incomplete orders later on.

**R6.7.** The system should allow to check the status of orders placed.

**R7.** The system should allow customers to report a complaint

**R7.1.** To a particular sales agent regarding product quality, minimum quantity, and a few more will be provided by the client.

**R7.2.** To web administrator regarding usage of the portal.

**R7.3.** Should able to check the status and close it or re-open the complaint, if it is not solved.

**R8.** The system should allow customers to send feedback to their respective sales agent. Customers can give any kind of feedback and can also free to attach any file or else he/she can write a free note.

**R9.** The system should allow customers to create the profiles of buyer and financier.

**R9.1.** Buyer should able to place an order.

**R9.2.** Financier should able to see invoices and can do payment for products ordered.

**Web administrator:**

**R10.** The system should enable the web administrator to:

**R10.1.** Troubleshoot the problems posted by customer by signing in as a customer

**R10.1.1** Should be able to mention the comments after resolving problem under the complaint which is posted to customer, where he/she can verify it.

**R10.1.2** Should be able to send the changes done to the customer through e-mail after resolving the problem.

**R10.1.3.** Should be able to check audit trail of customer orders.

**Sales administrator:**

**R11.** The system should enable the sales administrator to:

**R11.1.** Create and push the promotions & offers to the customer dashboard

**R11.1.1.** The system should able to provide certain limitations while creating offers & promotions like customer type, state, region, zip code, dealership, time zone, quantity ordered, date and credit limit and can create own promotion type.

**R11.2.** Track all the customer purchase orders, total purchase orders and shipment will be viewed.

**R11.2.1.** Should be able to track order activity.

**R11.2.2.** Should be able to track invoice activity.

**R11.3.3.** Should be able to track open orders.

**R11.4.** Troubleshoot the complaints posted by customer regarding product quality and warranty.

**R11.4.1.** Able to send a message/comment regarding complaint to the customer where he/she can able to see it through their sign-in.

**R11.5.** Enable to see the feedback given by customers.

**Super administrator:**

**R12.** The system should allow the super administrator to manage sales & web administrators.

**R12.1.** The system should not allow to create another super administrator.

**R13.** The system should allow to check audit trial of sales & web administrators.

## 

## Non-functional requirements:

**NFR1.** The system shall be able to maintain user session for 20 minutes. The user should be automatically logged out after a 20 minutes of inactivity.

**NFR2.** The system shall be able to show the search results for product with not more than 30 seconds of delay.

**NFR3.** The system shall be able to handle a maximum of 1000 requests simultaneously.

**NFR4.** The system shall provide a self-descriptive web site navigation.

**NFR5.** The system shall be able to maintain ACID properties for the order processing.

**NFR6.** The system shall be able to exhibit cross browser and cross device compatibility.

**NFR7.** The system shall be able to maintain uniformity through the all features.