Software Requirements Specification

for

AI-powered Chatbot for E-Commerce Website

Version 1.0

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Date: -

Table of Content

|  |  |  |
| --- | --- | --- |
| Sr. No | Content | Page No. |
| 1 | Introduction |  |
| 2 | Overall Description |  |
| 3 | External Interface Requirements |  |
| 4 | System Features |  |
| 5 | Other Non-functional Requirements |  |
| 6 | Other Requirements |  |

1. Introduction
   1. Purpose

This Software Requirements Specification (SRS) describes the functional and nonfunctional requirements for the AI-Powered Chatbot to be integrated into the E-Commerce Website domain named “Quick Shop”. The SRS covers the chatbot's capabilities for customer support, product discovery and recommendation, order status queries, cart and checkout assistance, returns and refunds support, escalation to human agents, analytics, and administrative/configuration interfaces. This document targets stakeholders, developers, testers, UX designers, and support teams and will be used as the authoritative reference during design, implementation, and testing.

* 1. Document Conventions
     + 1. **Requirement IDs:**
          1. Functional requirements use REQ-Fnn (e.g., REQ-F01).
          2. Nonfunctional requirements use REQ-NFnn.
       2. **Priority:** High / Medium / Low.
       3. **Status:** Draft / Approved / InProcess.
       4. **Font/Markup:** Use Markdown/IEEE style headings. Use italic for examples and monospace for API endpoints.
       5. **In progress placeholders:** Use TBD where information is pending.
  2. Intended Audience and Reading Suggestions
  3. Product Scope
  4. References

1. Overall Description
2. External Interface Requirement
3. System Feature
4. Other Non-Functional Requirement
5. Other Requirement