



ASSIGNMENT

LEVEL 5

COMP50022 : Server Side Programming

IF2321SE

Name: Mohamed Ithhaf Mohamed Dhanish (CB0095262)

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Instruction to candidates

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- 2. Cases of plagiarism will be penalized.**
- 3. The assignment should be submitted as softcopy via LMS.**

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Introduction

Welcome to "Zeot," a magnificent paradise for collectors of expensive watches. In the realm of online shopping, Zeot occupies a distinctive niche that is only dedicated to the craft of fine watchmaking. This exclusive website caters to affluent consumers and offers an unrivaled selection of high-end timepieces that are the epitome of accuracy, workmanship, and refinement. In this study, we set out on a quest to define the essence of Zeot, exploring the foundation of our company and illuminating the unique experiences it offers to both our devoted staff members and distinguished customers.

Zeot is the pinnacle of online luxury watch shopping; it serves as a gathering place for both lovers and enthusiasts. We take great delight in selecting a distinctive catalogue that includes a variety of fine watches, each of which exudes a classic elegance. Zeot's goal is to make purchasing watches online into an art form where each tick of the clock is not simply a passing moment but an everlasting expression of taste and elegance.

Zeot serves as a conduit for our devoted users to discover the greatest horological inventions. They may easily browse, find, and buy watches made with extraordinary beauty and workmanship here. The curators of this opulent watch emporium are our committed administrators, who keep an eye on everything from product selection to the upkeep of the platform's integrity. Users and administrators work together to power Zeot, a platform where luxury is more than simply a commodity.

GitHub Link

[Click Here](#)

Explanation of my solution

ZEOT

ZEOT is a revolutionary e-commerce CRM (Customer Relationship Management) website that caters to the growing demand for sophisticated and elegant watches. As a niche store specializing in both men's and women's timepieces, ZEOT offers a curated selection of the finest and most stylish watches on the market. Our platform is designed to provide an unparalleled shopping experience, combining the convenience of online shopping with personalized customer service.

One of the key features of ZEOT is its user-friendly interface, which allows customers to easily navigate through our extensive collection of watches. Our website is thoughtfully designed to showcase the exquisite craftsmanship and timeless beauty of each timepiece. With high-resolution images and detailed product descriptions, customers can explore the intricate details and features of the watches before making a purchase.

ZEOT, the e-commerce CRM website, offers a range of benefits through its CRM system, revolutionizing the way customers interact with the platform and enhancing their overall shopping experience. Here's an explanation of what ZEOT offers through its CRM system and how it works:

In summary, ZEOT is a niche e-commerce CRM website specializing in sophisticated and elegant watches for both men and women. With its user-friendly interface, personalized customer service, secure shopping environment, and commitment to customer satisfaction, ZEOT aims to redefine the way people shop for watches and establish itself as a premier destination for watch enthusiasts.

Technologies and packages I used

Laravel: Popular PHP framework Laravel is renowned for its clean syntax and powerful capabilities. It is a great option for rapidly and effectively creating online applications since it makes chores like routing, database administration, and authentication simpler.

Jetstream: A robust basis for creating web applications is provided by Jetstream, a scaffolding for Laravel. It has built-in authentication and user management capabilities that make creating user accounts and roles simpler.

Livewire: Livewire is a Laravel package that makes it possible for web applications to include real-time, reactive components. It makes it possible to create interactive features without writing a lot of JavaScript code, improving user experience while keeping Laravel simple.

Alpine.js is a simple JavaScript framework that makes it easy to add interactivity to web pages. It is a viable option for improving the user experience without the complexity of a more involved framework because it is lightweight and simple to implement into applications.

Axios: Axios is a JavaScript library used to send client-side HTTP requests. It is frequently combined with Vue.js or other front-end frameworks to asynchronously retrieve data from the server. It probably aids in data retrieval and real-time updates.

Tailwind CSS: Designing and creating online apps is made easier with the help of Tailwind CSS, a utility-first CSS framework. Adding utility classes directly to HTML, enables the creation of personalized and responsive designs, greatly accelerating the development process.

Data Model

Mind Map

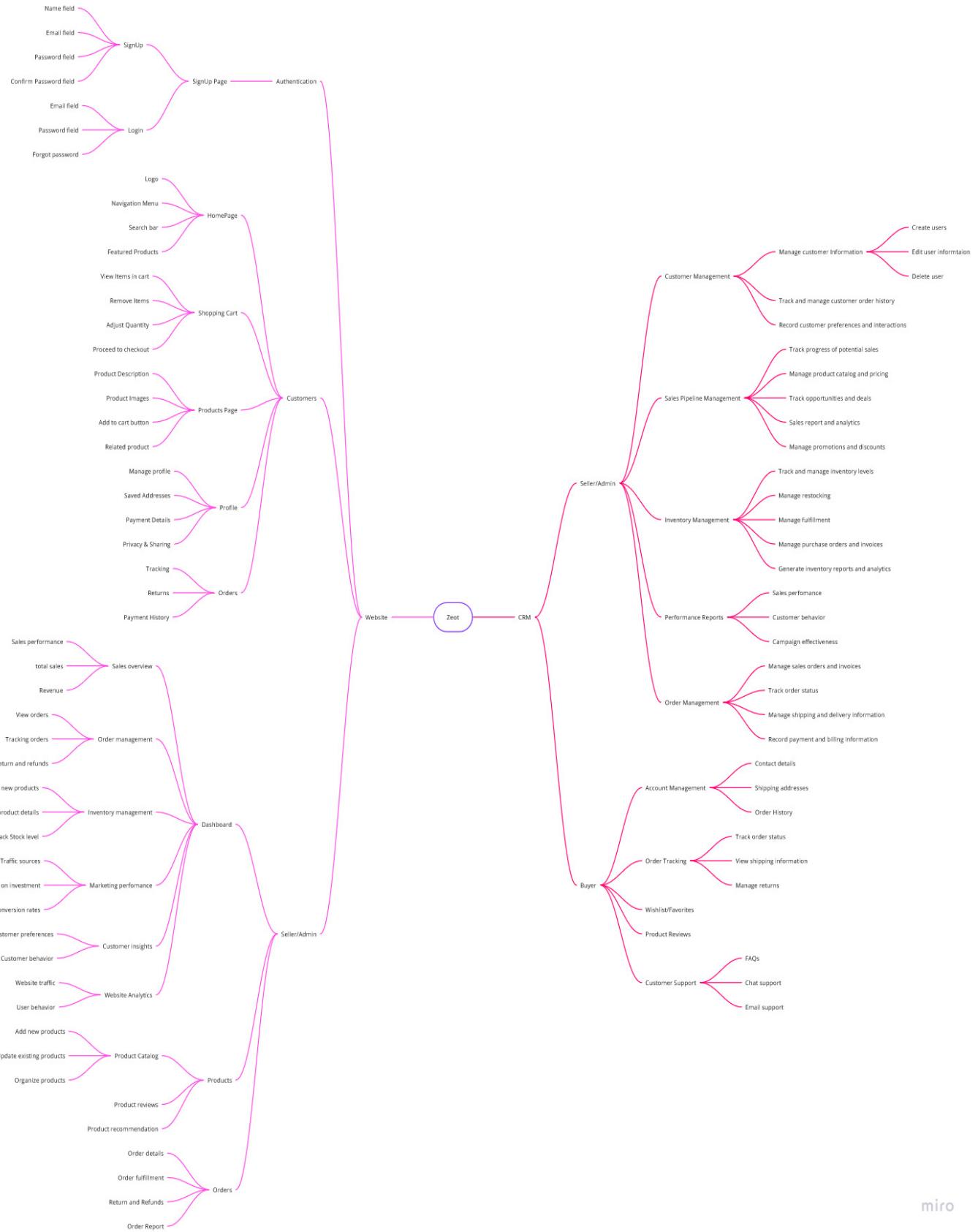


Figure 1: Mind Map

Entity Relationship Diagram

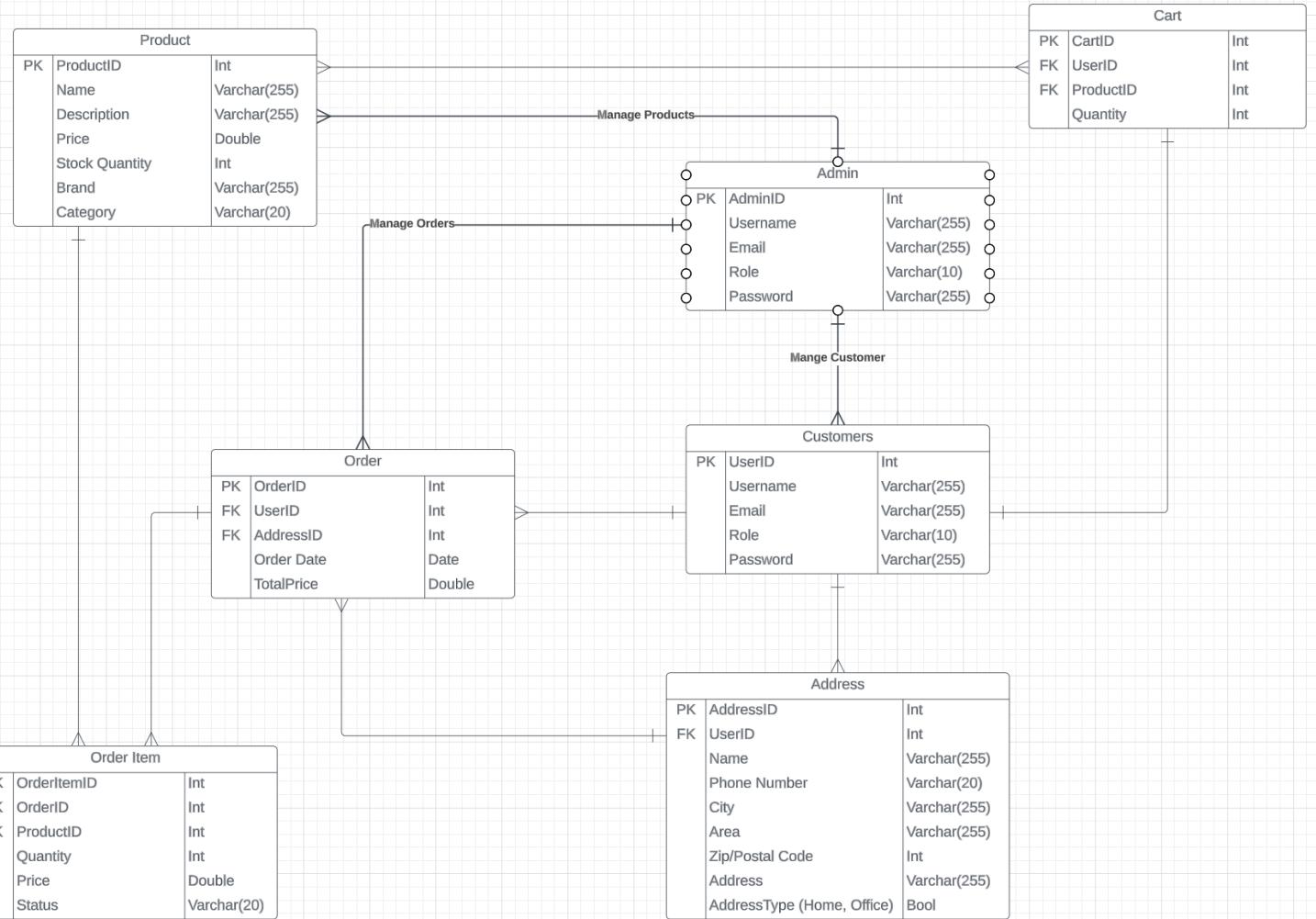


Figure 2: ER Diagram

Database Layer (Eloquent Models)

User Model

```
namespace App\Models;

use Illuminate\Contracts\Auth\MustVerifyEmail;
use Illuminate\Database\Eloquent\Factories\HasFactory;
use Illuminate\Foundation\Auth\User as Authenticatable;
use Illuminate\Notifications\Notifiable;
use Laravel\Fortify\TwoFactorAuthenticatable;
use Laravel\Jetstream\HasProfilePhoto;
use Laravel\Sanctum\HasApiTokens;

65 references | 0 implementations
class User extends Authenticatable
{
    use HasApiTokens;
    use HasFactory;
    use HasProfilePhoto;
    use Notifiable;
    use TwoFactorAuthenticatable;

    /**
     * The attributes that are mass assignable.
     *
     * @var array<int, string>
     */
    0 references
    protected $fillable = [
        'name',
        'email',
        'password',
    ];

    /**
     * The attributes that should be hidden for serialization.
     *
     * @var array<int, string>
     */
    0 references
    protected $hidden = [
        'password',
        'remember_token',
        'two_factor_recovery_codes',
        'two_factor_secret',
    ];

    /**
     * The attributes that should be cast.
     *
     *
```

Figure 3: User Model

Products Model

```
1 <?php
2
3 namespace App\Models;
4
5 use Illuminate\Database\Eloquent\Factories\HasFactory;
6 use Illuminate\Database\Eloquent\Model;
7 use Illuminate\Support\Facades\Storage;
8
9 class Product extends Model
10 {
11     use HasFactory;
12     protected $fillable = [
13         'name',
14         'price',
15         'description',
16         'brand',
17         'category',
18         'quantity',
19         'image',
20     ];
21
22
23     public function getPhotoUrlAttribute()
24     {
25         if ($this->image) {
26             return Storage::url($this->image);
27         }
28
29         return null;
30     }
31
32     public function shoppingCartItems()
33     {
34         return $this->hasMany(ShoppingCart::class);
35     }
36
37     public function orderItems()
38     {
39         return $this->hasMany(OrderItem::class);
40     }
41 }
42
43
```

Figure 4: Products Model

Cart Model

```
<?php

namespace App\Models;

use Illuminate\Database\Eloquent\Factories\HasFactory;
use Illuminate\Database\Eloquent\Model;

15 references | 0 implementations
class ShoppingCart extends Model
{
    use HasFactory;

    0 references
    protected $fillable = [
        'user_id',
        'product_id',
        'quantity',
    ];

    0 references | 0 overrides
    public function product()
    {
        return $this->belongsTo(Product::class);
    }
    0 references | 0 overrides
    public function user()
    {
        return $this->belongsTo(User::class);
    }
}
```

Figure 5: Cart Model

Order Model

```
<?php

namespace App\Models;

use Illuminate\Database\Eloquent\Factories\HasFactory;
use Illuminate\Database\Eloquent\Model;

14 references | 0 implementations
class Order extends Model
{
    use HasFactory;

    0 references
    protected $fillable = [
        'user_id',
        'address_id',
        'total_price',
        'status',
        'payment_method',
        'payment_status',
    ];

    0 references | 0 overrides
    public function orderItems()
    {
        return $this->hasMany(OrderItem::class);
    }

    0 references | 0 overrides
    public function user()
    {
        return $this->belongsTo(User::class);
    }

    0 references | 0 overrides
    public function userAddress()
    {
        return $this->belongsTo(UserAddress::class, 'address_id');
    }
}
```

Figure 6: Order Model

Order Item Model

```
<?php

namespace App\Models;

use Illuminate\Database\Eloquent\Factories\HasFactory;
use Illuminate\Database\Eloquent\Model;

7 references | 0 implementations
class OrderItem extends Model
{
    use HasFactory;

    0 references
    protected $fillable=[
        'order_id',
        'product_id',
        'quantity',
        'price',
        'status',
    ];

    0 references | 0 overrides
    public function order()
    {
        return $this->belongsTo(Order::class);
    }

    0 references | 0 overrides
    public function product()
    {
        return $this->belongsTo(Product::class);
    }
}
```

Figure 7: Order Item Model

User Address Model

```
namespace App\Models;

use Illuminate\Database\Eloquent\Factories\HasFactory;
use Illuminate\Database\Eloquent\Model;

16 references | 0 implementations
class userAddress extends Model
{
    use HasFactory;

    0 references
    protected $fillable = [
        'user_id',
        'name',
        'phone',
        'city',
        'area',
        'address',
        'address_type'
    ];
}
```

Figure 8: User Address Model

Revenue Metrics Model

```
namespace App\Models;

use Illuminate\Database\Eloquent\Factories\HasFactory;
use Illuminate\Database\Eloquent\Model;

14 references | 0 implementations
class RevenueMetric extends Model
{
    use HasFactory;
    0 references
    protected $fillable = [
        'order_id',
        'brand',
        'category',
        'total_revenue',
        'date',
    ];
}
```

Figure 9: Revenue Metrics Model

User Engagement Metrics Model

```
namespace App\Models;

use Illuminate\Database\Eloquent\Factories\HasFactory;
use Illuminate\Database\Eloquent\Model;

2 references | 0 implementations
class UserEngagementMetric extends Model
{
    use HasFactory;

    0 references
    protected $fillable = [
        'user_id',
        'number_of_visits',
        'user_retention_rate',
        'average_order_value',
    ];
}
```

Figure 10: User Engagement Metrics Model

User Visit Model

```
namespace App\Models;

use Illuminate\Database\Eloquent\Factories\HasFactory;
use Illuminate\Database\Eloquent\Model;

6 references | 0 implementations
class UserVisit extends Model
{
    use HasFactory;

    0 references
    protected $fillable = [
        'user_id',
        'number_of_visits',
        'visited_at'
    ];

    0 references | 0 overrides
    public function user()
    {
        return $this->belongsTo(User::class);
    }
}
```

Figure 11: User visit model

Product View Model

```
namespace App\Models;

use Illuminate\Database\Eloquent\Factories\HasFactory;
use Illuminate\Database\Eloquent\Model;

0 references | 0 implementations
class ProductView extends Model
{
    use HasFactory;

    0 references
    protected $fillable = [
        'product_id',
        'user_id',
        'viewed_at',
    ];

    0 references | 0 overrides
    public function product()
    {
        return $this->belongsTo(Product::class);
    }
}
```

Figure 12: Product View Model

Most Added to Cart Model

```
namespace App\Models;

use Illuminate\Database\Eloquent\Factories\HasFactory;
use Illuminate\Database\Eloquent\Model;

2 references | 0 implementations
class MostAddedToCartProduct extends Model
{
    use HasFactory;

    0 references
    protected $fillable = [
        'product_id',
        'user_id',
    ];

    0 references | 0 overrides
    public function product()
    {
        return $this->belongsTo(Product::class);
    }
}
```

Figure 13: Most added to Cart Model

Cart Abandoned Products Model

```
namespace App\Models;

use Illuminate\Database\Eloquent\Factories\HasFactory;
use Illuminate\Database\Eloquent\Model;

3 references | 0 implementations
class AbandonedProducts extends Model
{
    use HasFactory;

    0 references
    protected $fillable = [
        'product_id',
        'user_id',
    ];

    0 references | 0 overrides
    public function product()
    {
        return $this->belongsTo(Product::class);
    }
}
```

Figure 14: Cart Abandoned Products Model

System Functionalities and Interface

Customer Interfaces

Sign Up

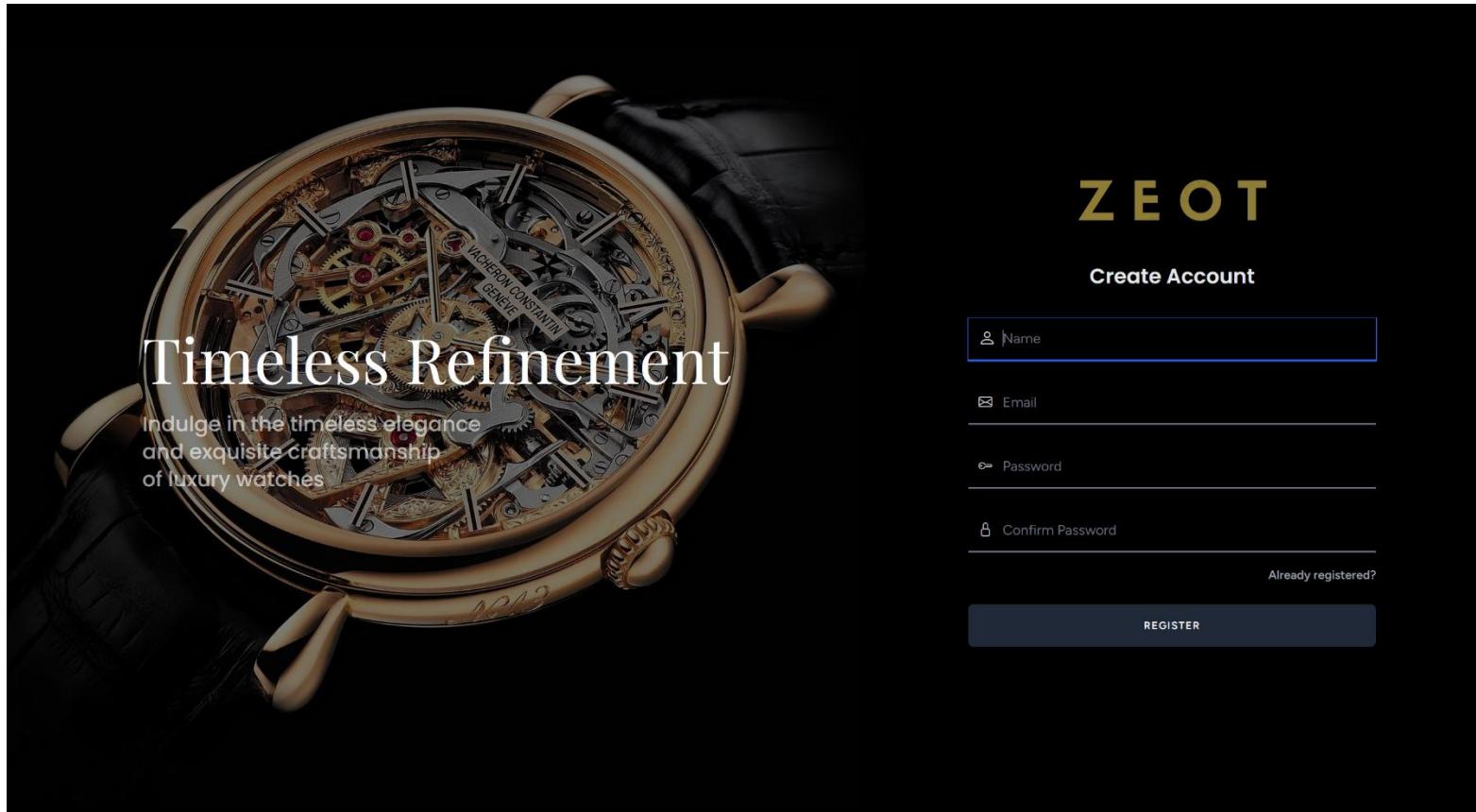


Figure 15: Sign Up Interface

This is how new users register for accounts on the website. Users have to provide their name, email address, and password in order to register, and their respective accounts are successfully created once they click the register button. The registration process is user-friendly and straightforward which will encourage new users to join the platform.

Login Interface

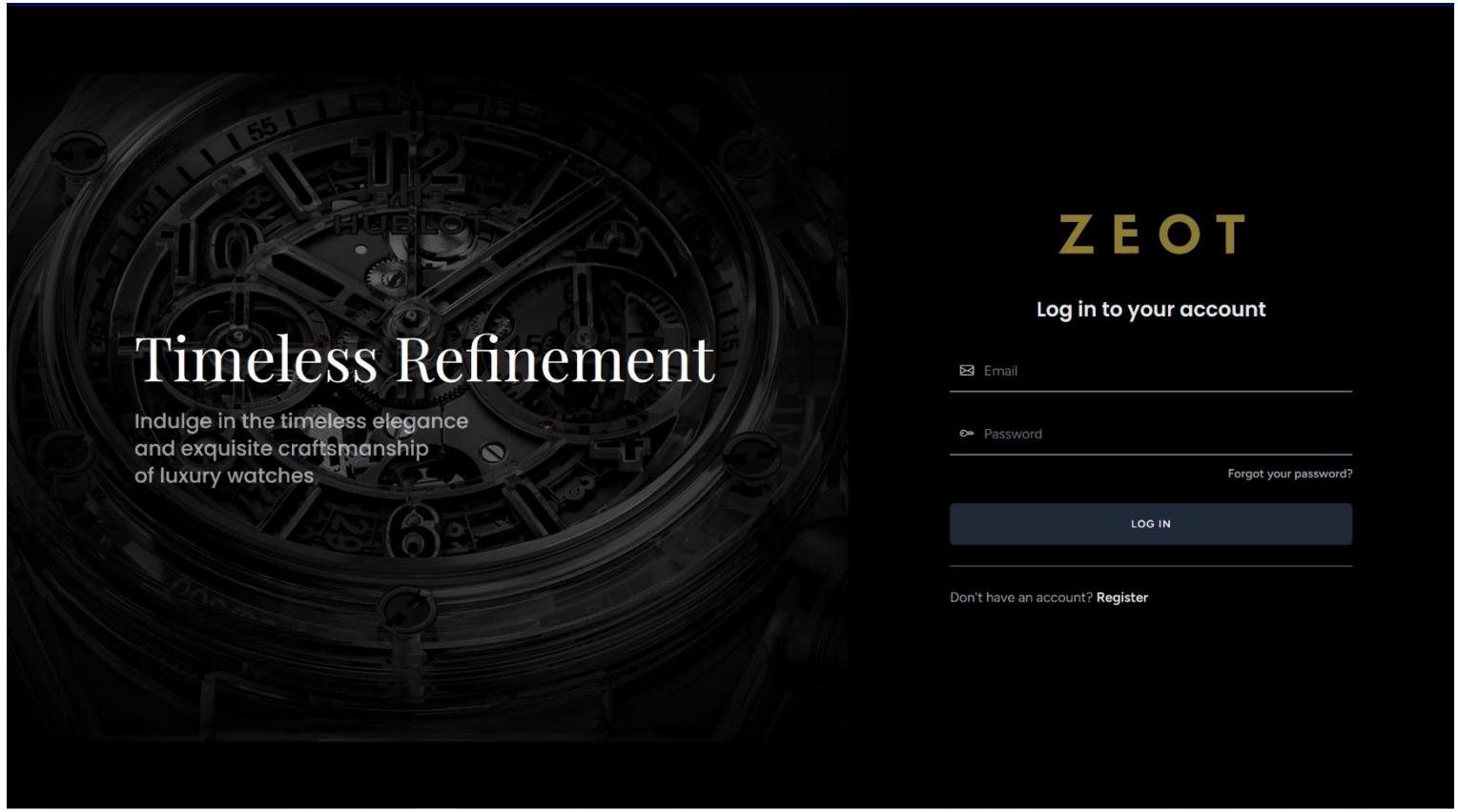


Figure 16: Login Interface

registered email address, as well as the password that goes with it. Only people who are authorized to access their accounts may do so thanks to this authentication step.

Products Page

ZEOT

Home

Products

Contact Us

Logout



FILTER

Search

Category:

Sort:

Order

Brand:

Stock:

Price Range



Rolex
LKR 5,000



Daniel Wellington
LKR 48,000



Fossil
LKR 40,000



Women's Tissot
LKR 60,000



Daniel Wellington
LKR 35,000



Patek Philippe Golden Ellipse
LKR 115,000



Patek Phillippe Gondolo
LKR 125,000

ZEOT
Timeless elegance,
crafted to perfection.



2023 all Right Reserved Term of use ZEOT

Quick Links

Home

Products

Contact Us

Contact Us

Email

Phone

Address

Legal

Privacy Policy

Terms of Use

Figure 17: Products Page Interface

A wide range of products strategically chosen to improve the shopping experience are available on the products page. It offers a variety of potent filter choices, such as real-time search, category selection, sorting preferences, order customization, brand selection, stock availability checks, and the ability to set price ranges. Users are able to navigate through our extensive selection with ease thanks to these straightforward standards, which also allow them to customize their search to suit their particular interests and guarantee they will find what they are searching for.

Product Details Page



Figure 18: Product Details Interface In Stock

Product In stock



Product Out of Stock

Figure 19: Product Details Interface Out of Stock

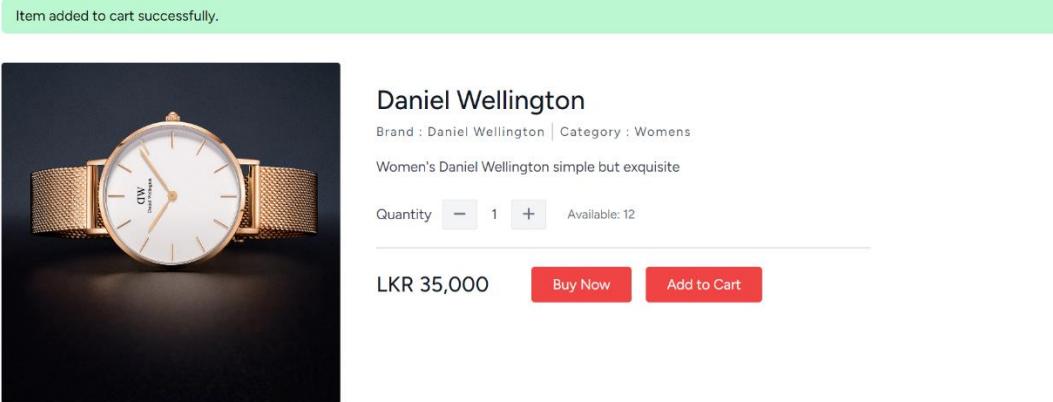


Figure 20: Product Details Added to Cart Interface

When add to cart button is clicked the product gets added to the cart with a success message and cart icon updating with the number of items in the cart.

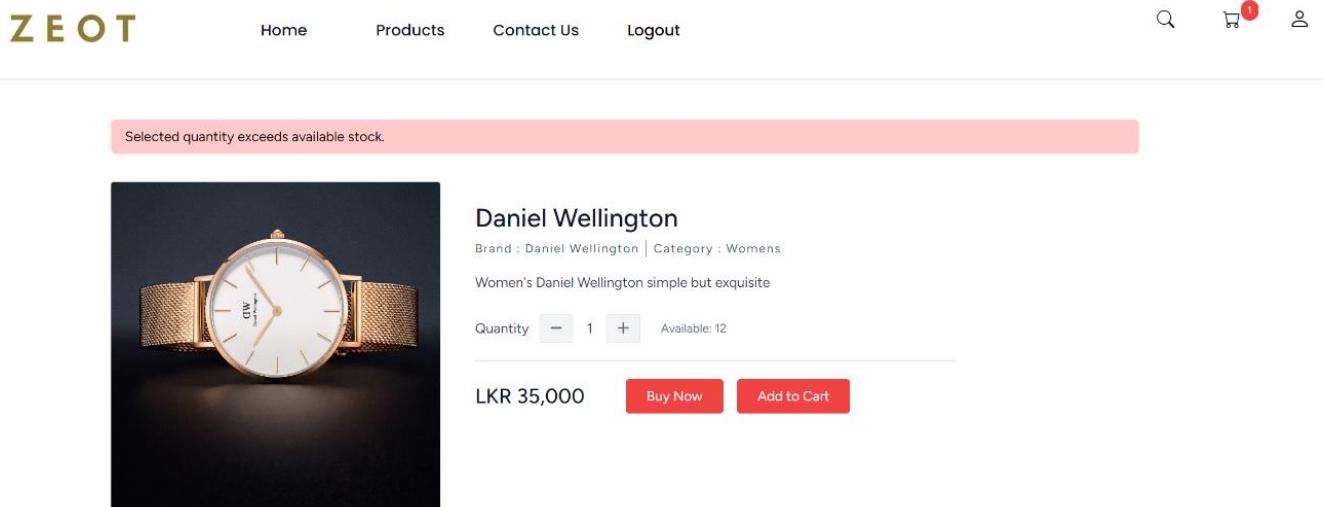


Figure 21: Product Details Selected Quantity Exceeds interface.

When selected Quantity exceeds stock Quantity an error message is displayed.

Cart Page

The screenshot shows the ZEOT Cart Page. At the top, there is a navigation bar with links for Home, Products, Contact Us, and Logout. On the right side of the navigation bar are icons for search, a shopping cart with a red notification badge, and user profile.

The main content area is titled "Your Cart". It displays two items:

- Daniel Wellington**: Brand: Daniel Wellington, Category: Womens. Price: LKR 35000.00. Quantity: 1. Buttons for -1, +1, and delete.
- Women's Tissot**: Brand: Tissot, Category: Womens. Price: LKR 60000.00. Quantity: 1. Buttons for -1, +1, and delete.

To the right of the cart items is an "Order Summary" box:

Order Summary	
Subtotal	LKR 0
Total	LKR 0

A red "Proceed to Checkout" button is located at the bottom right of the cart area.

This screenshot shows the same ZEOT Cart Page as above, but with a difference: both items in the cart now have their "Select All" checkboxes checked (indicated by a checked checkbox icon).

The "Order Summary" box reflects the updated total:

Order Summary	
Subtotal	LKR 95000
Total	LKR 95000

The "Proceed to Checkout" button remains at the bottom right.

Figure 22: Cart Page

The shopping center is the cart page, which has a neat presentation of all the items the user has added for consideration. Here, the user has complete control over their choices. They may change quantities, delete items, and even simplify their options by choosing all or just certain products for a simple checkout process and if the user tries to checkout without selecting a product a popup will be displayed saying no item(s) selected. The user has a clear understanding of the cost of their order thanks to the fact that the Total amount updates in real-time when the user changes the items in the cart.

Check Out

The screenshot shows the ZEOT website's check-out process. At the top, there is a navigation bar with links for Home, Products, Contact Us, and Logout. On the right side of the header, there are icons for search, cart (with a red notification bubble showing '2'), and user profile.

The main content area starts with a section titled "Select Delivery Address:" containing a button "+ Add New Address". Below it are two address options:

- Satoru Gojo
(+94) 776694551
Shinju, Tokyo - 12, Shinju street, Tokyo
home
- John Wick
(+94) 769558455
Colombo, Colombo 8 - 18, Albert Road, Colombo 8
office

To the right, an "Order Summary" box displays:

Order Summary	
Subtotal	LKR 35000
Total	LKR 35000

A red "Place Order" button is located at the bottom right of the summary box.

Below the delivery address section, there is a product item displayed:

ZEOT
 Daniel Wellington
Daniel Wellington, womens

Quantity: 1 LKR 35000.00

Figure 23: Check out Page Interface

This screenshot shows the same ZEOT website interface as Figure 23, but with a modal window open over the content area. The modal is titled "Add New Address" and contains the following fields:

Full Name:	<input type="text"/>
Mobile Number:	<input type="text"/> +94
City:	<input type="text"/>
Area:	<input type="text"/>
Address:	<input type="text"/> House no. / building / street / area
Address Type:	<input type="radio"/> Home <input type="radio"/> Office

At the bottom of the modal are "Close" and "Submit" buttons. The background of the page is dimmed to indicate the modal is active.

Order Placed Successfully

Check your order history for more details

[Continue Shopping](#)[View Order History](#)

Figure 24: Order Placed Successfully Interface

The user will discover a brief description of the goods they have chosen on this page of the checkout process, giving them one more opportunity to examine their selections. The user has the choice to use previously stored addresses for convenience or, if necessary, to immediately create and save a new address. Once customers are pleased with their purchase and address information, they only need to click "place order" to start the process. The user is seamlessly redirected to a confirmation page when the order is successfully placed.

User Profile

ZEOT

- Manage Profile
- My Profile
- Address Book
- My Orders
- My Cart
- [Back to Shopping](#)
- Home
- Products
- Logout

Manage Profile

Profile Information

Update your account's profile information and email address.

Name:

Email:

[SAVE](#)

Update Password

Ensure your account is using a long, random password to stay secure.

Current Password:

New Password:

Confirm Password:

[SAVE](#)

The screenshot shows the ZEOT user profile interface. On the left sidebar, there are several navigation links: Manage Profile, My Profile, Address Book, My Orders, My Cart, Back to Shopping, Home, Products, and Logout. The main content area has three sections: 1) Two Factor Authentication, which informs the user they have not enabled it and provides an 'ENABLE' button. 2) Browser Sessions, which lists sessions on other devices (Windows - Chrome and Windows - Firefox) and a 'LOG OUT OTHER BROWSER SESSIONS' button. 3) Delete Account, which explains the permanence of deletion and features a red 'DELETE ACCOUNT' button.

Two Factor Authentication
Add additional security to your account using two factor authentication.

You have not enabled two factor authentication.

When two factor authentication is enabled, you will be prompted for a secure, random token during authentication. You may retrieve this token from your phone's Google Authenticator application.

ENABLE

Browser Sessions
Manage and log out your active sessions on other browsers and devices.

If necessary, you may log out of all of your other browser sessions across all of your devices. Some of your recent sessions are listed below; however, this list may not be exhaustive. If you feel your account has been compromised, you should also update your password.

Windows - Chrome
127.0.0.1, This device

Windows - Firefox
127.0.0.1, Last active 11 minutes ago

LOG OUT OTHER BROWSER SESSIONS

Delete Account
Permanently delete your account.

Once your account is deleted, all of its resources and data will be permanently deleted. Before deleting your account, please download any data or information that you wish to retain.

DELETE ACCOUNT

Figure 25: User Profile Interface

The user can update their profile information, passwords, add two-factor authentication for their account, log out of all browser sessions, and finally, they can delete their account here. These options give them a seamless profile management experience.

User Address Book

The screenshot shows the 'Manage Addresses' section of the ZEOT application. On the left, a dark sidebar menu includes links for 'My Profile', 'Address Book' (which is currently selected), 'My Orders', 'My Cart', 'Back to Shopping', 'Home', 'Products', and 'Logout'. The main content area has a title 'Manage Addresses' and a button '+ Add New Address'. Below this, two address entries are listed in boxes with edit and delete icons:

Address Details	Actions
Satoru Gojo (+94) 776694551 Shinju, Tokyo - 12, Shinju street, Tokyo home	
John Wick (+94) 769558455 Colombo, Colombo 8 - 18, Albert Road, Colombo 8 office	

The screenshot shows a modal dialog titled 'Add New Address' over the 'Manage Addresses' page. The sidebar menu on the left is identical to the previous screenshot. The modal contains fields for entering new address details:

Field	Description
Full Name:	<input type="text"/>
Mobile Number:	<input type="text"/> +94
City:	<input type="text"/>
Area:	<input type="text"/>
Address:	<input type="text"/> House no. / building / street / area
Address Type:	<input type="radio"/> Home <input type="radio"/> Office

At the bottom of the modal are 'Close' and 'Submit' buttons.

Manage Profile

My Profile

Address Book

My Orders

My Cart

Back to Shopping

Home

Products

Logout

Manage Addresses

+ Add New Address

Satoru Gojo

(+94) 776694551

Shinju, Tokyo - 12345

home

Edit Address

Please fill out all the fields.

Full Name:

Satoru Gojo

Mobile Number:

+94 776694551

City:

Shinju

Area:

Tokyo

Address:

12, Shinju street, Tokyo

Address Type:

Home

Office

Close

Update

8, Albert Road, Colombo 8

Figure 26: User Address Book Interface

This is the user's address book, where they can create, modify, and remove their addresses. This enables a flawless checkout process when buying a product.

User Orders

The screenshot shows the 'Order History' section of the ZEOT application. On the left is a dark sidebar with the ZEOT logo and navigation links: Manage Profile, My Profile, Address Book, My Orders, My Cart, Back to Shopping, Home, Products, and Logout. The main area has a header 'Order History' with search and filter options ('Search...', 'Show All'). Below is a table of orders:

User	Email	Contact	Address	Date	Status	Total Price
user	user@gmail.com	(+94)769558455	18, Albert Road, Colombo 8	2023-09-06 04:41:21	Daniel Wellington Qty: 2 Price: LKR 48000.00 Processing	LKR 108000.00
user	user@gmail.com	(+94)769558455	18, Albert Road, Colombo 8	2023-09-06 04:41:41	Women's Tissot Qty: 1 Price: LKR 60000.00 Completed	LKR 60000.00
user	user@gmail.com	(+94)769558455	18, Albert Road, Colombo 8	2023-09-06 15:24:27	Daniel Wellington Qty: 1 Price: LKR 35000.00 Declined	LKR 160000.00
user	user@gmail.com	(+94)769558455	18, Albert Road, Colombo 8	2023-09-06 15:24:36	Patek Phillippe Gondolo Qty: 1 Price: LKR 125000.00 Declined	LKR 70000.00
user	user@gmail.com	(+94)769558455	18, Albert Road, Colombo 8	2023-09-06 15:24:36	Patek Philippe Golden Ellipse Qty: 1 Price: LKR 115000.00 Pending	LKR 115000.00

Figure 27: User Orders Interface

Here, the user may easily view all of their previous orders, which are each neatly organized by their current status, such as "pending," "processing," "completed," or "declined." Order retrieval is made simple by our real-time search, which enables users to quickly find a certain prior order amid the sea of transactions. Our user-friendly filtering system also enables the user to categorize orders by their status and by a specific time period, providing the utmost ease for monitoring their purchasing journey.

Admin Interfaces

Admin Dashboard

Z E O T

- Dashboard
- Customers
- Manage Products
- Manage Orders
- Settings
- Profile
- Logout

Analytics

Revenue Metrics

LKR 1,082,000.00	LKR 35,000.00 -95%	LKR 967,000.00 +741%
Total Revenue	Monthly Revenue	Last 6 Months
LKR 116,700.00		
Average Order Value (AOV)		

Revenue Trend

Revenue by Category

Category	Total Revenue
Womens	LKR 577,000.00
Mens	LKR 505,000.00

Revenue by Brand

Brand	Total Revenue
Patek Philippe	LKR 255,000.00
Patek Phillippe	LKR 250,000.00
Tissot	LKR 240,000.00
No Brand	LKR 197,000.00
Daniel Wellington	LKR 140,000.00

Z E O T

- Dashboard
- Customers
- Manage Products
- Manage Orders
- Settings
- Profile
- Logout

5

User Visits
User Retention Rate: 100%

Select Period:

Last 7 Days

Product Metrics

Top 5 Best Sellers

Name	Price	Total Quantity Sold
Daniel Wellington	48000.00	6
Daniel Wellington	35000.00	6
Rolex	5000.00	4
Women's Tissot	60000.00	4
Patek Phillippe Gondolo	125000.00	2

Most Viewed products

Name	Price	Total Views
Daniel Wellington	35000.00	93
Women's Tissot	60000.00	54
Fossil	40000.00	19
Rolex	5000.00	15
Daniel Wellington	48000.00	8

Top 5 Most Added to Cart Products

Name	Price	Total Added to Cart
Rolex	5000.00	8

Most Abandoned products

Cart Abandonment Rate: 21.74%

Name	Price	Total Abandoned
Rolex	5000.00	3
Fossil	40000.00	2

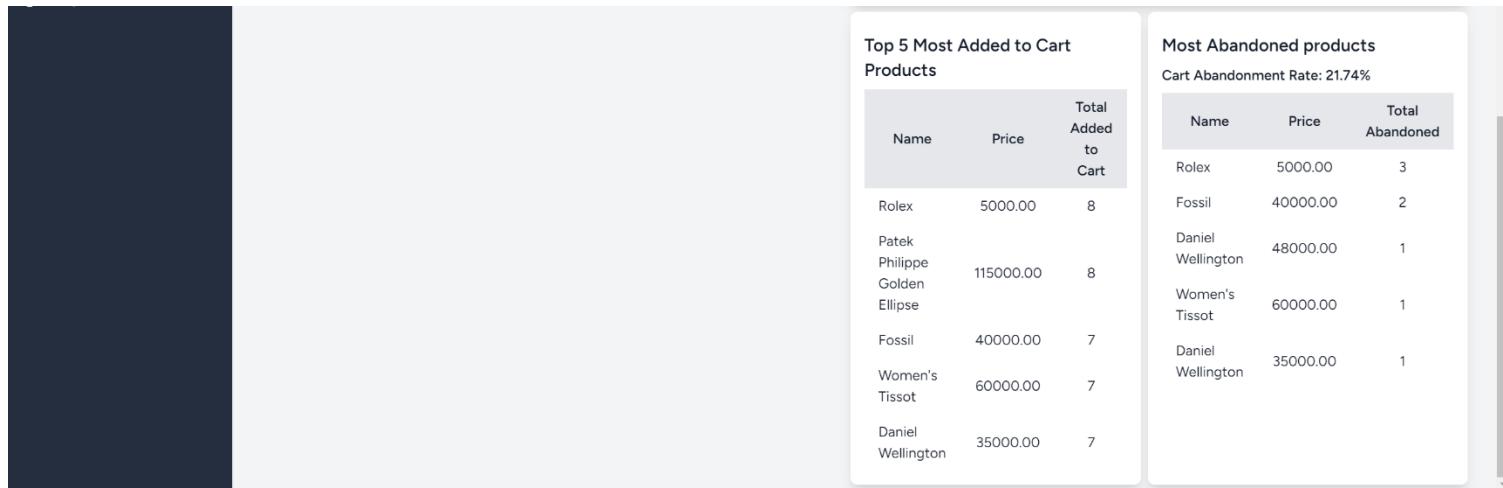


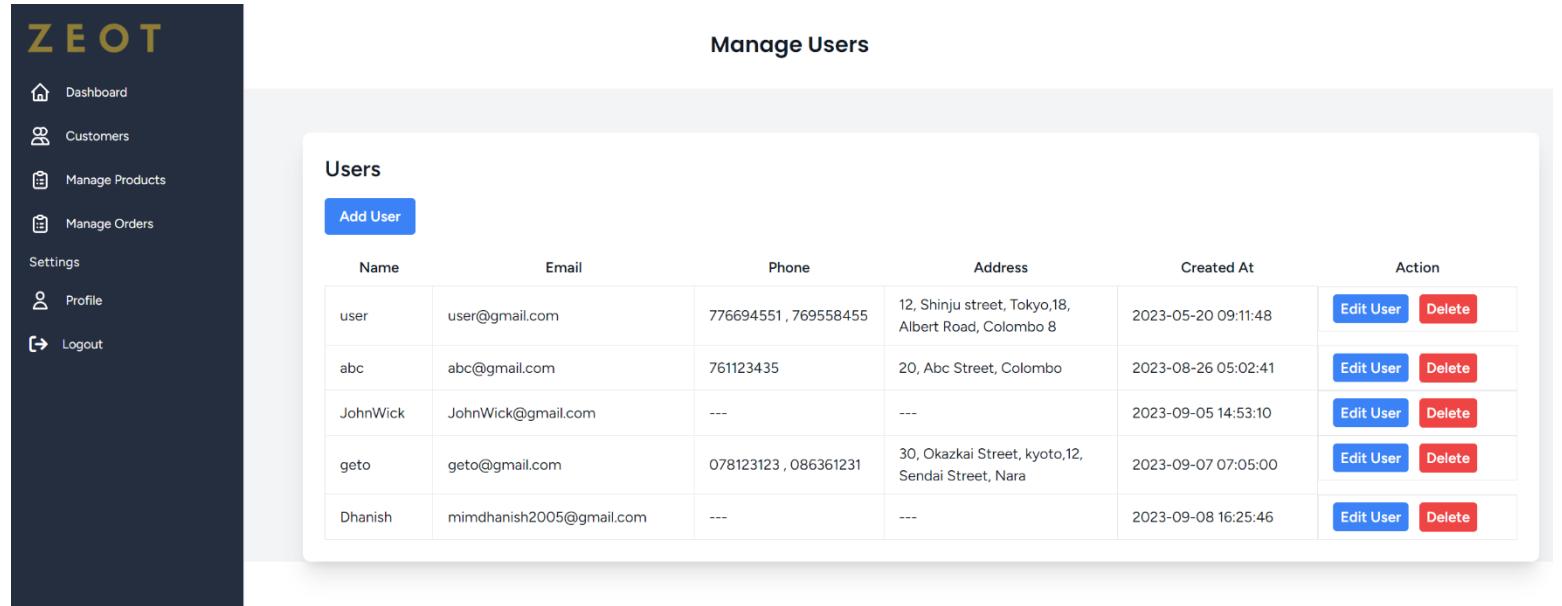
Figure 28: Admin Dashboard Analytics Interface

A thorough set of analytics is available on the admin dashboard, giving the admin a thorough understanding of how well the website is performing. Administrators have access to key revenue metrics, such as total revenue, revenue for the current month with a percentage increase over the previous month, and revenue over the previous six months with a percentage increase over the previous six months. For a more thorough view of sales patterns, the revenue insights go even further and break down revenue by brand and category.

Administrators have access to user engagement analytics including total user visits and the option to filter visits based on specified time frames. User retention numbers are also easily accessible, providing insight into the platform's capacity to hold onto its user base.

In terms of product metrics, administrators can gain valuable insights into product performance. This includes identifying the top 5 best-selling and most-viewed products, as well as the top 5 products that are frequently added to carts. The dashboard also highlights products with high abandonment rates, helping to optimize the shopping experience. The Cart Abandonment Rate is a crucial metric that underscores areas for improvement in the user journey. In essence, the admin dashboard equips administrators with the tools needed to make data-driven decisions and enhance the overall performance of the website.

Admin Manage Customers



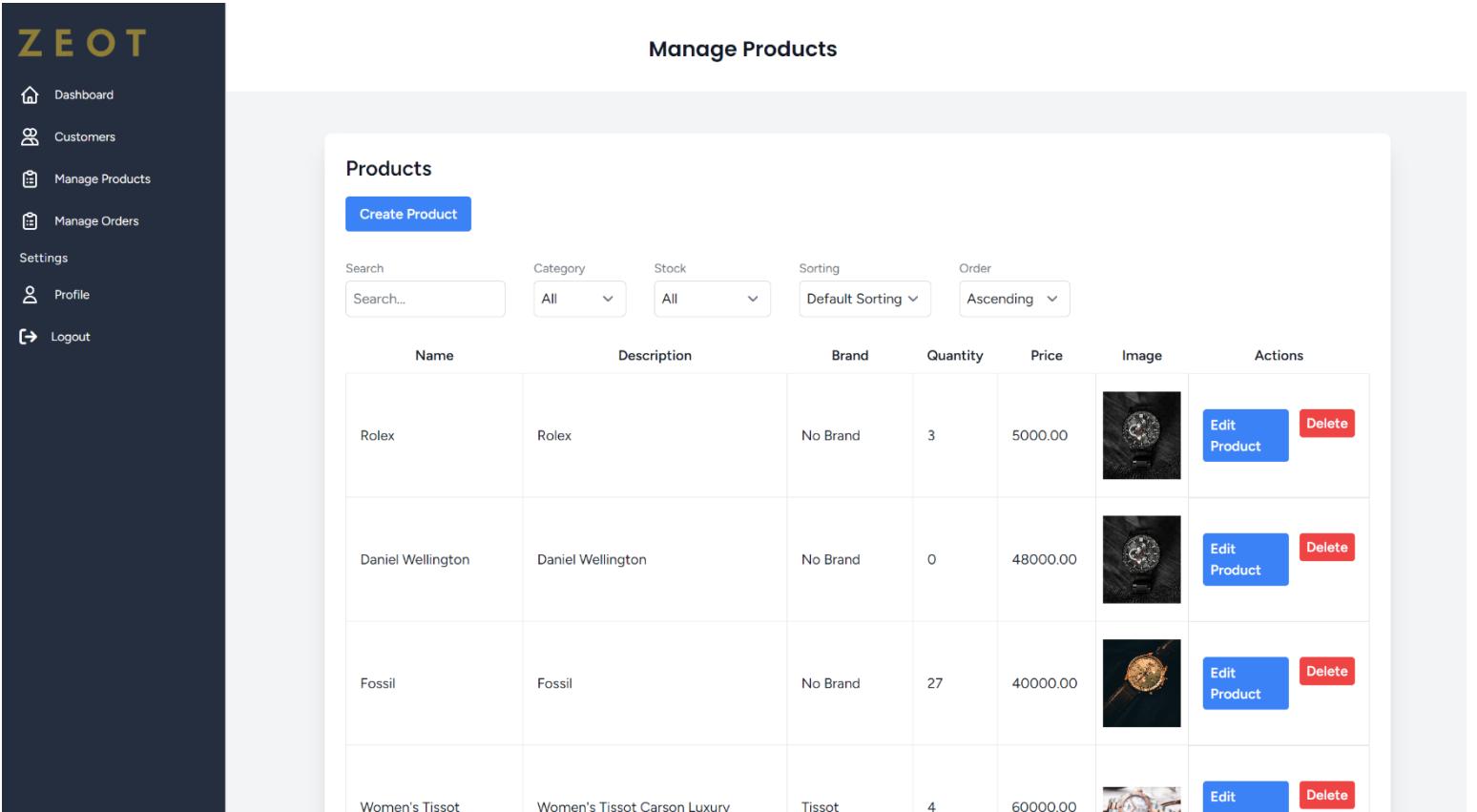
The screenshot shows the 'Manage Users' section of the admin interface. On the left is a dark sidebar with the 'ZEOT' logo and navigation links: Dashboard, Customers, Manage Products, Manage Orders, Settings, Profile, and Logout. The main area has a title 'Manage Users' and a sub-section 'Users'. It features a table with the following data:

Name	Email	Phone	Address	Created At	Action
user	user@gmail.com	776694551 , 769558455	12, Shinju street, Tokyo,18, Albert Road, Colombo 8	2023-05-20 09:11:48	<button>Edit User</button> <button>Delete</button>
abc	abc@gmail.com	761123435	20, Abc Street, Colombo	2023-08-26 05:02:41	<button>Edit User</button> <button>Delete</button>
JohnWick	JohnWick@gmail.com	---	---	2023-09-05 14:53:10	<button>Edit User</button> <button>Delete</button>
geto	geto@gmail.com	078123123 , 086361231	30, Okazkai Street, kyoto,12, Sendai Street, Nara	2023-09-07 07:05:00	<button>Edit User</button> <button>Delete</button>
Dhanish	mimdhanish2005@gmail.com	---	---	2023-09-08 16:25:46	<button>Edit User</button> <button>Delete</button>

Figure 29: Admin Manage Customers Interface

Admin can manage their customers where this includes create, edit and remove a customer.

Admin Manage Products



The screenshot shows the 'Manage Products' section of the admin interface. On the left is a dark sidebar with the 'ZEOT' logo and navigation links: Dashboard, Customers, Manage Products, Manage Orders, Settings, Profile, and Logout. The main area has a title 'Manage Products' and a sub-section 'Products'. It features a table with the following data:

Name	Description	Brand	Quantity	Price	Image	Actions
Rolex	Rolex	No Brand	3	5000.00		<button>Edit Product</button> <button>Delete</button>
Daniel Wellington	Daniel Wellington	No Brand	0	48000.00		<button>Edit Product</button> <button>Delete</button>
Fossil	Fossil	No Brand	27	40000.00		<button>Edit Product</button> <button>Delete</button>
Women's Tissot	Women's Tissot Carson Luxury	Tissot	4	60000.00		<button>Edit Product</button> <button>Delete</button>

Figure 30: Admin Manage Products Interface

Admins can effortlessly add new products to the catalog, update product details, or remove products as needed. Searching for a specific product is a breeze with our search functionality, and administrators can further streamline their product view by filtering based on category, stock availability, sorting preferences, and order specifics.

Admin Manage Orders

The screenshot shows the 'Manage Orders' section of the ZEOT admin interface. On the left is a dark sidebar with the ZEOT logo and navigation links: Dashboard, Customers, Manage Products, Manage Orders (which is selected), Settings, Profile, and Logout. The main area has a title 'Manage Orders' and a sub-section 'Orders'. It features a search bar and a dropdown for filtering ('All'). Below is a table with columns: Order ID, Customer ID, Customer Name, Customer Email, Customer Mobile No., Customer Address, Order Date, Items, and Total Price. The table contains two rows of order data. Each row includes a detailed view of the order items and buttons to update the status (e.g., Processing, Completed) or change the status (Update Status).

Order ID	Customer ID	Customer Name	Customer Email	Customer Mobile No.	Customer Address	Order Date	Items	Total Price
89	92	user	user@gmail.com	(+94)769558455	18, Albert Road, Colombo 8	2023-09-06 04:41:21	Daniel Wellington Qty: 2 Price: LKR 48000.00 Processing Update Status Update Status	LKR 108000.00
							Women's Tissot Qty: 1 Price: LKR 60000.00 Completed Update Status Update Status	
							Daniel Wellington Qty: 1	

Figure 31: Admin Manage Orders Interface

In order to ensure clear communication and the tracking of each order's progress, admin can seamlessly update the status of placed orders. Administrators have the option to quickly retrieve particular orders by using the search tool. Additionally, the admin has the choice to filter orders according to their status, making it easier to manage orders at various stages. Administrators may filter orders by a certain time period for a more arranged view, making it simple to manage and examine order history.

Admin Profile

The screenshot displays the Admin Profile interface with a dark sidebar on the left containing navigation links: Dashboard, Customers, Manage Products, Manage Orders, Settings, Profile, and Logout.

Manage Profile

Profile Information
Update your account's profile information and email address.

Name: admin
Email: admin@gmail.com

SAVE

Update Password
Ensure your account is using a long, random password to stay secure.

Current Password
New Password
Confirm Password

SAVE

Two Factor Authentication
Add additional security to your account using two factor authentication.

You have not enabled two factor authentication.
When two factor authentication is enabled, you will be prompted for a secure, random token during authentication. You may retrieve this token from your phone's Google Authenticator application.

ENABLE

Browser Sessions
Manage and log out your active sessions on other browsers and devices.

If necessary, you may log out of all of your other browser sessions across all of your devices. Some of your recent sessions are listed below; however, this list may not be exhaustive. If you feel your account has been compromised, you should also update your password.

Windows - Chrome
127.0.0.1, This device

LOG OUT OTHER BROWSER SESSIONS

Delete Account
Permanently delete your account.

Once your account is deleted, all of its resources and data will be permanently deleted. Before deleting your account, please download any data or information that you wish to retain.

DELETE ACCOUNT

Figure 32: Admin Profile

Folder Structure (Files and Folders)

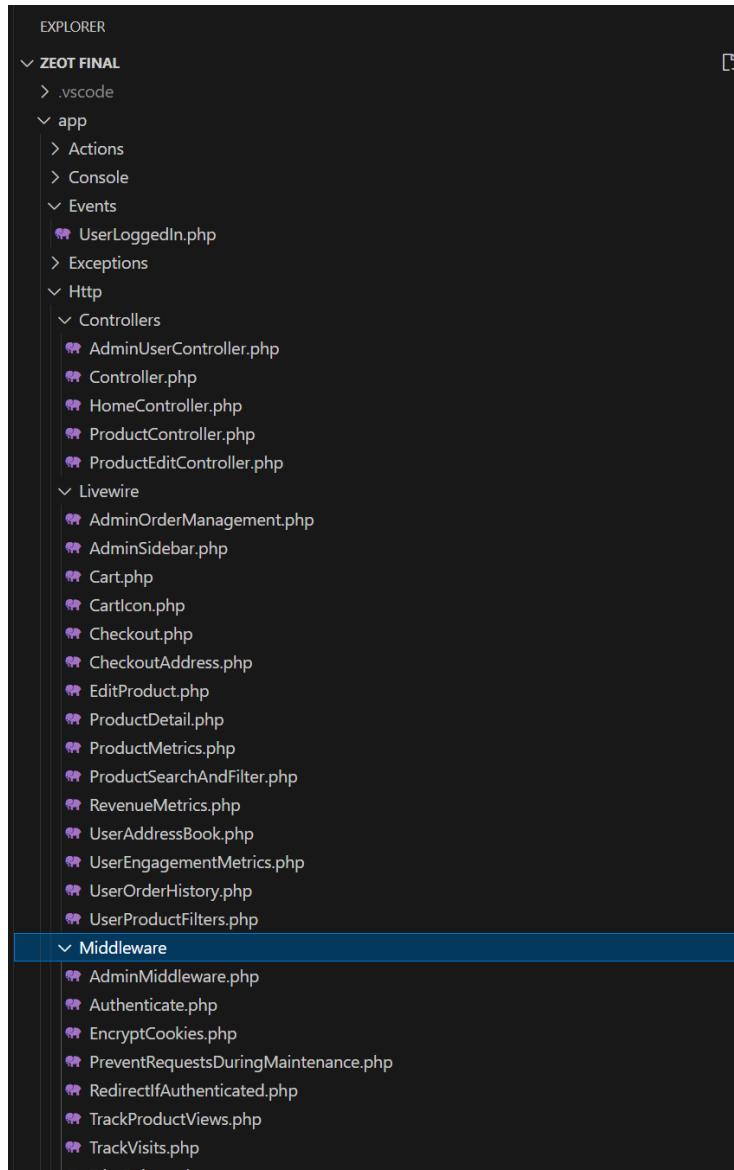


Figure 33: Folder Structure 1

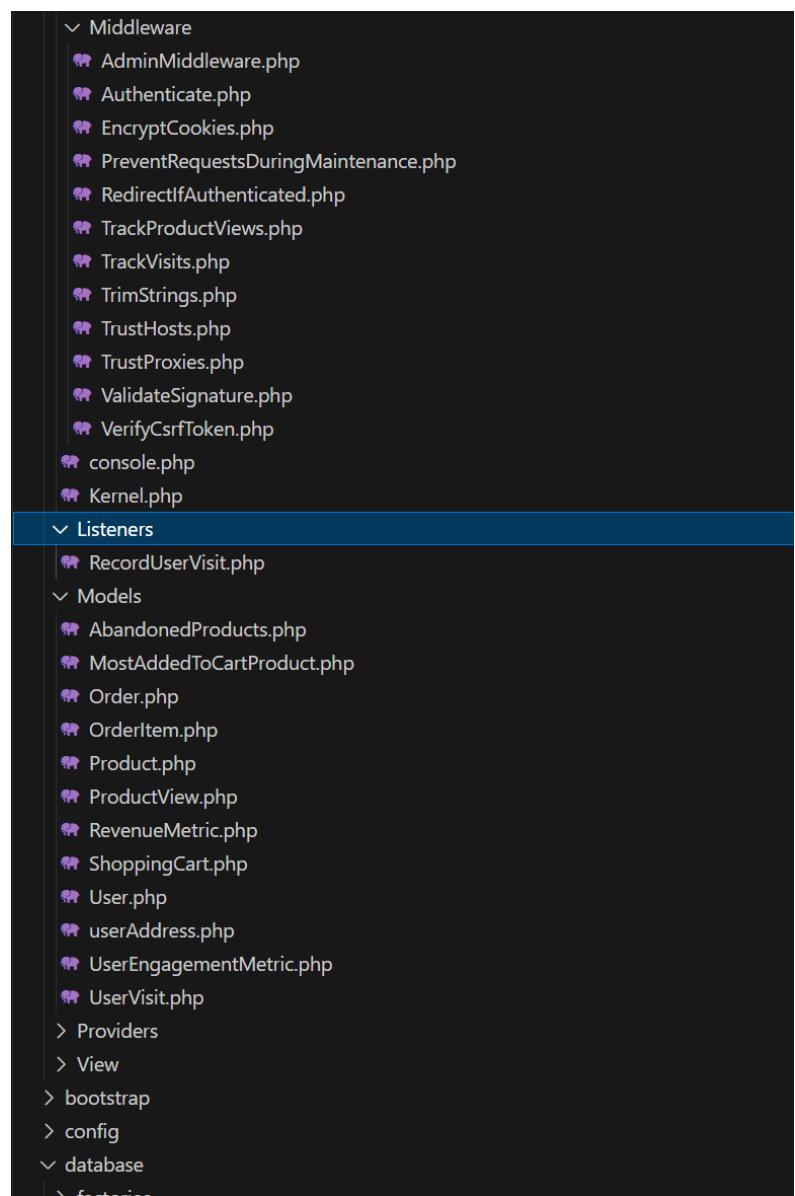


Figure 34: Folder Structure 2

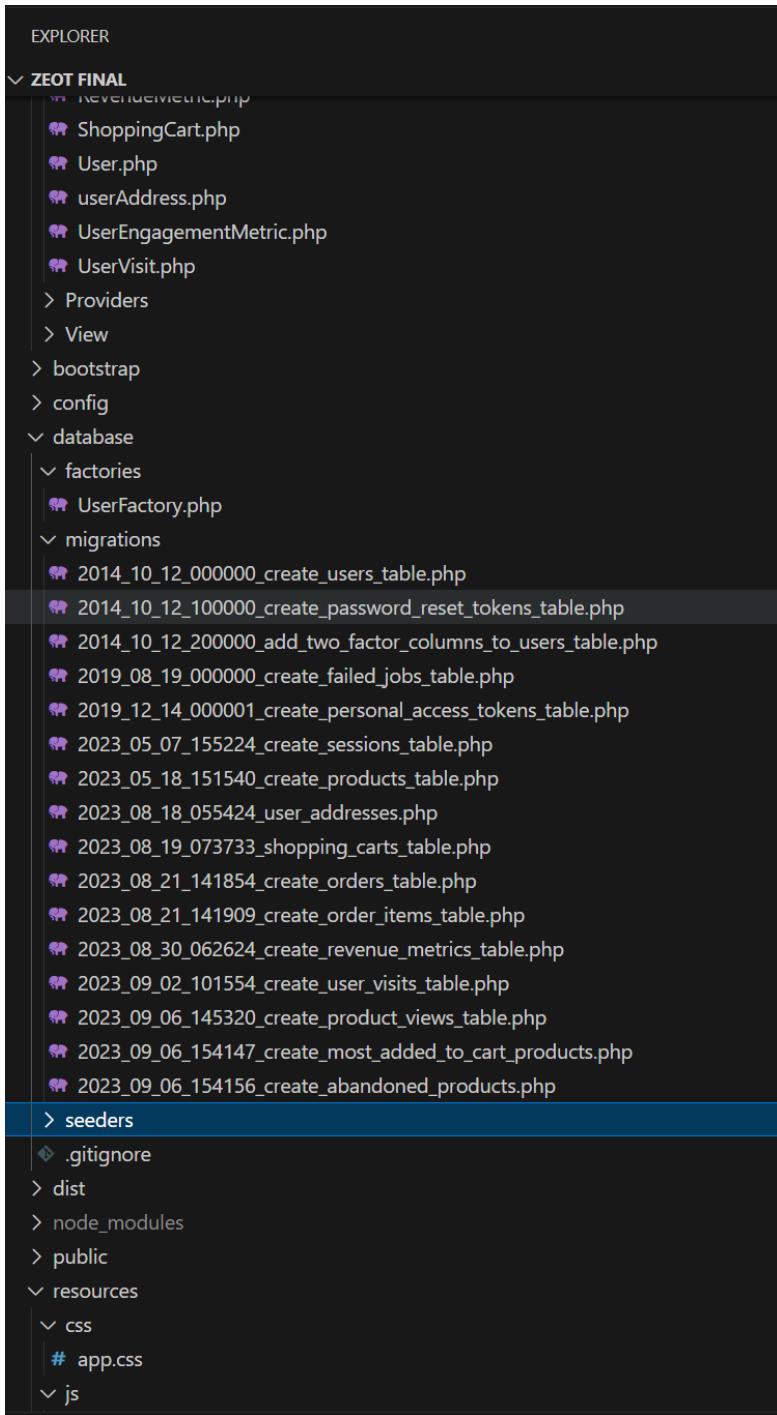


Figure 36: Folder Structure 3

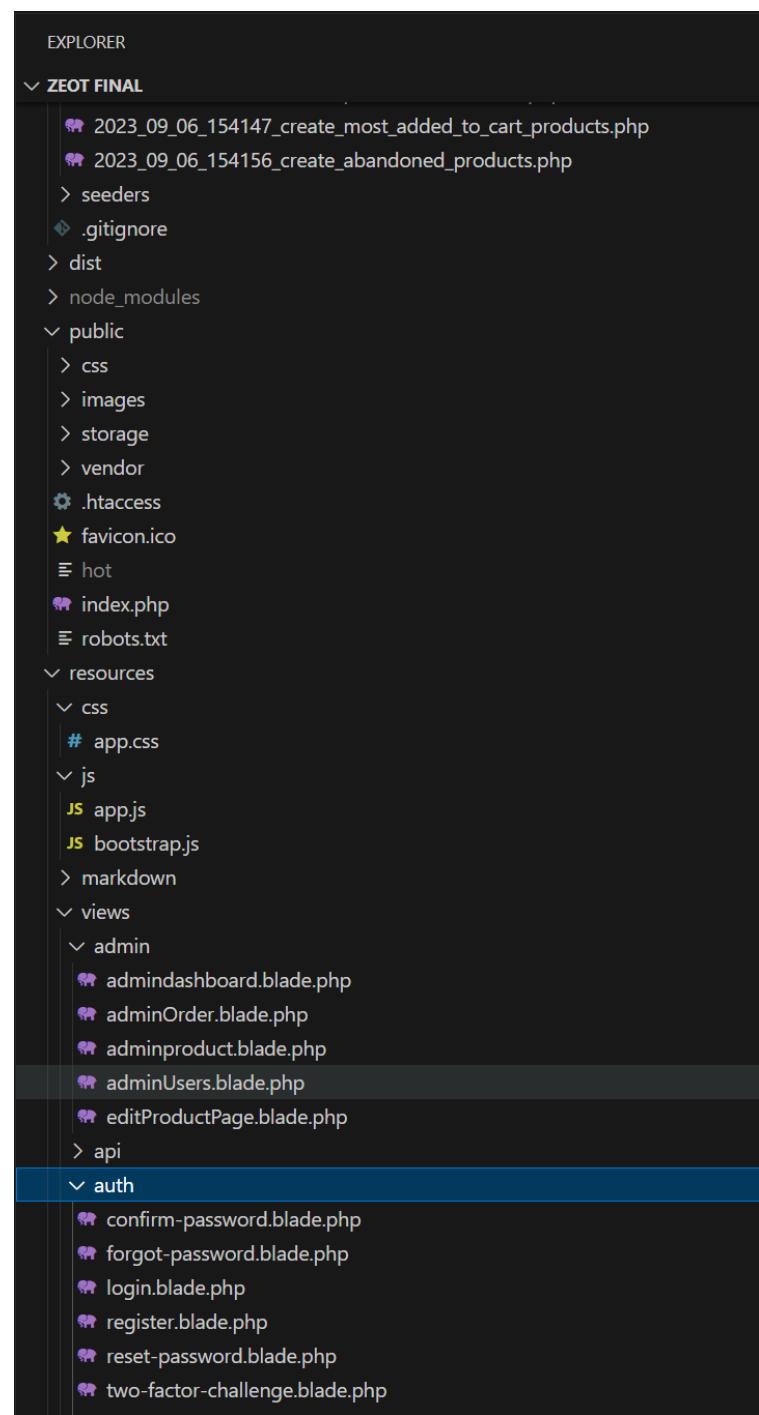


Figure 35: Folder Structure 4

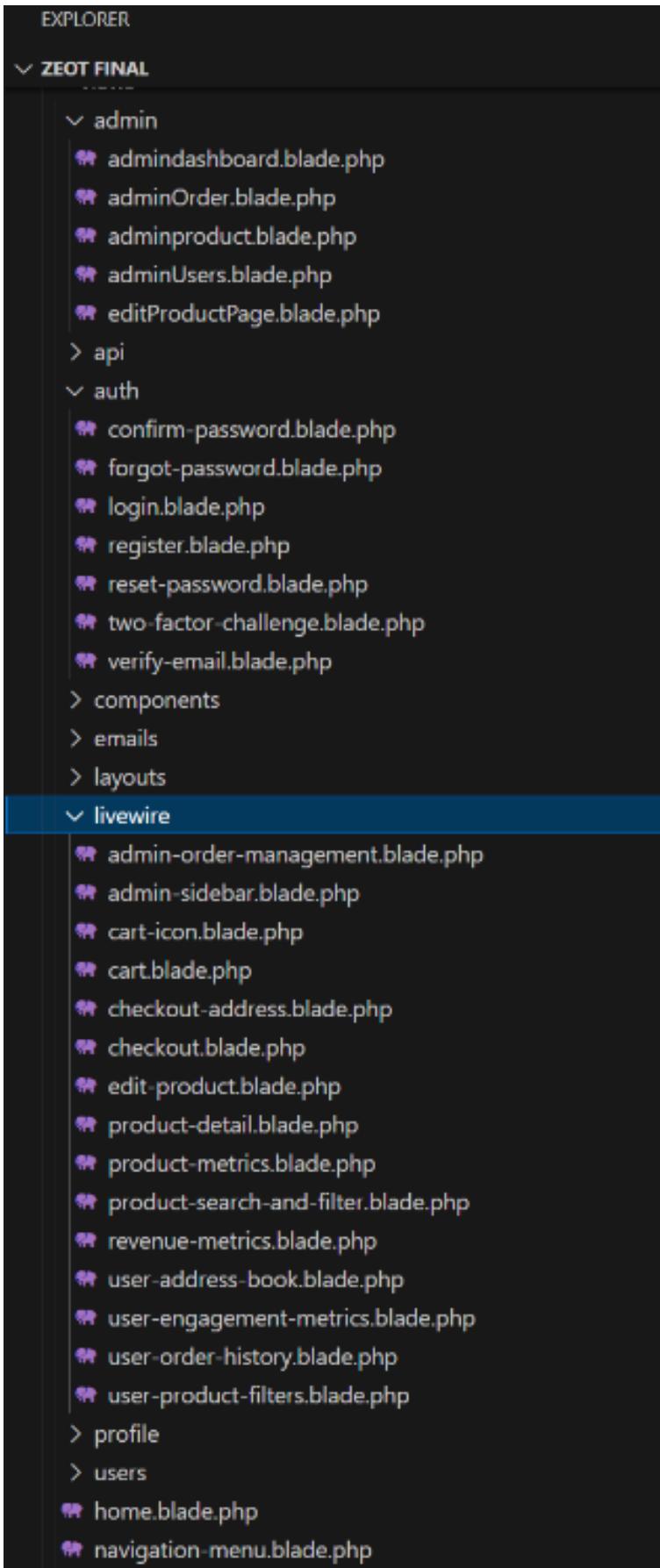


Figure 38: Folder Structure 5

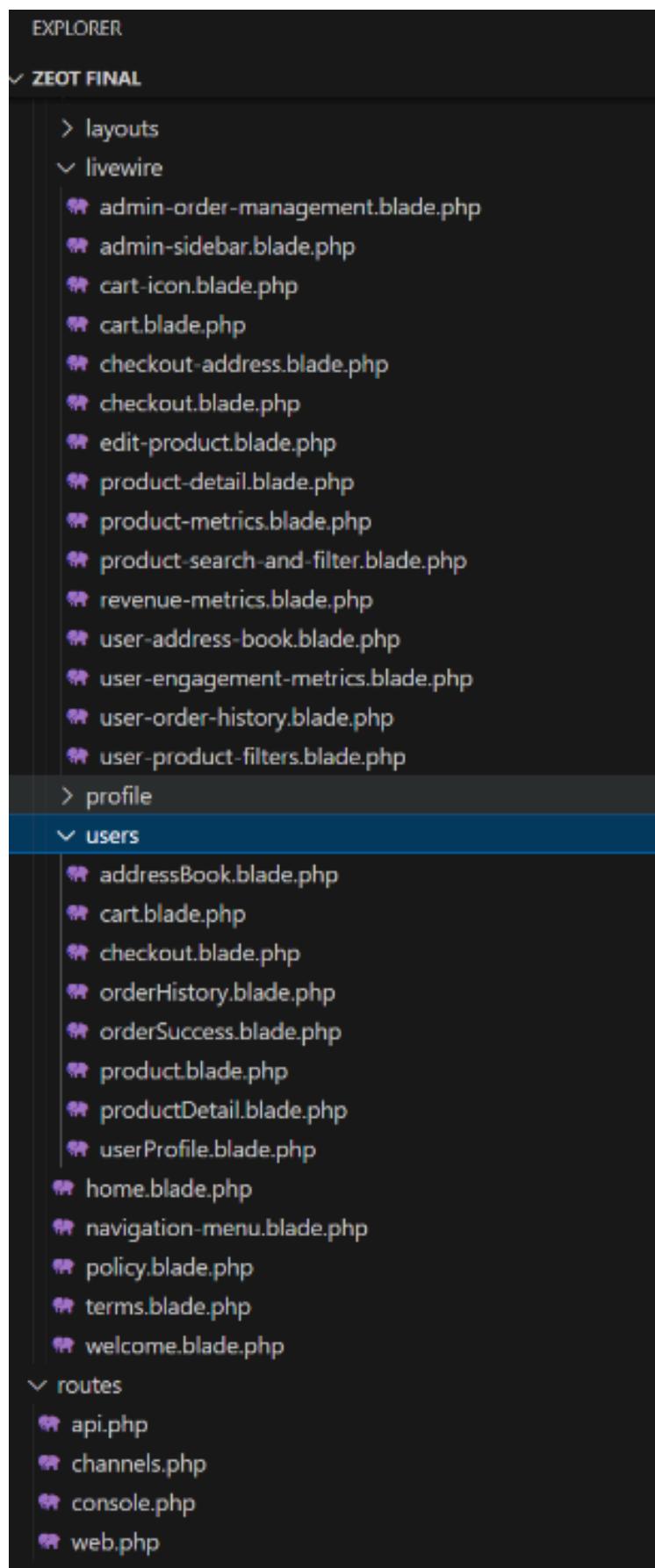


Figure 37: Folder Structure 6

Testing for Functionality, Usability and Performance

In the software development lifecycle, testing is a crucial step that aims to guarantee the accuracy and dependability of the program. We have established three main testing goals: functionality testing, usability testing, and performance testing, in order to obtain a thorough evaluation of our system.

Functionality Testing

Objective: Functionality testing's main goal is to make sure that all of the system's parts and features work properly and in accordance with the requirements.

Importance: Functionality testing is important since it makes sure that the system performs as intended and satisfies user expectations. It is crucial for finding and fixing flaws, mistakes, or functional inconsistencies, lowering the possibility of a poor user experience.

In this testing phase:

- We carefully evaluate each feature's functionality before implementing it, from user registration and product searches through the checkout procedure.
- The testing procedure is intended to find any possible flaws and identify any variations from expected behavior.
- A system that is strong dependable and aligned with user demands and corporate objectives is the result of successful functionality testing.

Functionality Test cases for customers

Test Case	Test Description	Input	Expected Outcome	Actual Result	Status
TCase -1	Verify successful Registration	User navigates to the registration page and provides valid registration information (name, email, password).	User account is created successfully.	The user account is created without errors.	Pass
TCase 2	Registration Error	User provides a invalid email or a weak password	User receives an error message prompting them to enter a valid email address or a password with 8 characters or higher.	The system correctly detects the invalid email or password and displays an error message.	Pass
TCase 3	Login	User Enters a valid email and password, and in valid email and password	User should get successfully logged in if the credentials are correct or prompts with an error message saying invalid credentials	The system correct detects the email and password and according Logs in the user or prompts an error	Pass
TCase 4	User Views Product Page	User navigates to the product page	Product page loads with a list of products	Product page loads as expected	Pass
TCase 5	User Filters Products	User applies multiple filters (e.g., Search, Category, Sort, Order, Brand, Stock, Price)	Products matching the selected filters are displayed	Filtered products match the expected products	Pass
TCase 6	User Changes Product Display Order	User selects a display order (e.g., ascending)	Products are displayed in the selected order	Products display in the correct order	Pass
TCase 7	User Adds Product to Cart	User clicks "Add to Cart" if the product is available in stock	Product is added to the cart	Product is successfully added to the cart	Pass
TCase 8	User Attempts to Add Out-of-Stock Product to Cart	User clicks "Add to Cart" for an out-of-stock product	"Add to Cart" button is disabled, and a message indicates product unavailability	"Add to Cart" button is disabled, and the message is displayed	Pass

TCase 9	User Modifies Cart Quantity	User changes the quantity of a product in the cart	Cart updates to reflect the new quantity and price	Cart updates correctly	Pass
TCase 10	User Removes Product from Cart	User removes a product from the cart	Product is removed from the cart, and the cart total is updated	Product is successfully removed, and the cart total is accurate	Pass
TCase 11	User Selects Products for Checkout	User selects all products and specific products for checkout	All selected products are marked for checkout	Selected products are correctly marked	Pass
TCase 12	User Selects Existing Address for Shipping	User selects an existing address for shipping	Address is populated in the shipping section	Selected address is correctly displayed	Pass
TCase 13	User Adds a New Shipping Address	User adds a new shipping address during checkout	New address is saved and available for selection	New address is successfully added	Pass
TCase 14	User Places an Order	User confirms the order after reviewing details	Order is placed, and a confirmation message is displayed	Order is successfully placed	Pass
TCase 15	User Accesses Profile Settings	User navigates to the profile settings page	Profile settings page loads with user information	Profile settings page loads correctly	Pass
TCase 16	User Updates Profile Information	User updates their profile information	Updated information is saved successfully	Information is correctly updated	Pass
TCase 17	User Accesses Address book and Edits Address in Address Book	User edits an existing address	Edited address is updated in the address book	Address is correctly edited	Pass
TCase 18	User Deletes Address from Address Book	User deletes an address from the address book	Address is removed from the address book	Address is successfully deleted	Pass

Functionality Test cases for admin

Test Case	Test Description	Input	Expected Outcome	Actual Result	Status
TCase 19	Admin Views Dashboard Analytics	Admin selects the analytics section	Dashboard displays revenue metrics, user engagement metrics, and product metrics based on the selected date	Dashboard correctly shows the selected analytics metrics	Pass
TCase 20	Admin Selects Date Range for Analytics	Admin chooses a date range (start and end dates) for analytics	Dashboard correctly updates the analytics for the selected date range	Dashboard correctly updates the analytics for the selected date range	Pass
TCase 21	Admin Views Customer List	Admin selects the customer management option	A list of customers is displayed, including their names, emails, and contact information	Customer list is shown as expected	Pass
TCase 22	Admin manages Customers	Admin Creates, Edits, and deletes a customer	The selected customer is Created, Edited or deleted	Customer is Created, or Updated or Deleted as expected	Pass
TCase 23	Admin Manages Products	Admin selects product management	Product management page loads with a list of products, including their names, categories, and prices	Product list is displayed as expected	Pass
TCase 24	Admin Filters Products	Admin uses filters (e.g., search by name, category)	Product list updates to show only the matching products based on the applied filters	Filtered product list displays correctly	Pass
TCase 25	Admin manages Products	Admin Creates, Edits, and deletes a Product	The selected Product is Created, Edited or deleted	Product is Created, or Updated or Deleted as expected	Pass

TCase 26	Admin Manages Orders	Admin selects order management	Order management page loads with a list of orders	Order list is displayed as expected	Pass
TCase 27	Admin Updates Order Status	Admin updates the order status	Order status is successfully updated	Order status is successfully updated	Pass

Usability Testing

Objective: Usability testing's objective is to determine if the system's user interface (UI) and overall user experience (UX) meet user expectations and are user-friendly and intuitive.

Importance: Usability is essential to user retention and satisfaction. An intuitive system improves the user experience, lowers the learning curve, and makes sure that users can accomplish their objectives with ease. It is crucial in establishing the system's overall effectiveness.

In this testing phase:

- We evaluate how easily users can navigate the system, find products, and accomplish tasks within the application.
- The evaluation of the user interface's readability, the workflows' comprehensibility, and the effectiveness of interactions is the main objective.
- Increased user engagement, lower abandonment rates, and a better reputation for the system are all effects of good usability outcomes.

Usability Test Cases for Customers

Test Case	Test Description	User Scenario	Expected User Actions	Expected User Outcomes	Actual User Actions	User Feedback	Status
UT-01	User Navigation	User attempts to find a product	User is instructed to locate a specific product	User should easily find and access the product	User navigates to the product without difficulty	User found the product quickly	Pass
UT-02	Search Functionality	User searches for a product	User searches for a product using keywords	Relevant search results are displayed	User enters keywords and receives relevant search results	Search results were helpful	Pass
UT-03	Filter Usage	User applies filters to narrow down product selection	User wants to filter products by category, price, and brand	Filtered product list matches user preferences	User successfully applies filters and finds desired products	Filters were effective in refining search	Pass
UT-04	Product Page Interaction	User explores a product page	User clicks on a product to view details and add to cart	Detailed product information is displayed, and the product is added to the cart	User easily accesses product details and adds to cart	Product details were informative, and cart functionality was user-friendly	Pass
UT-05	Cart Management	User manages items in the cart	User attempts to change product quantities and proceed to checkout	Cart updates reflect quantity changes, and the checkout process is intuitive	User successfully modifies cart contents and proceeds to checkout	Cart adjustments and checkout process were straightforward	Pass
UT-06	Checkout Process	User goes through the checkout process	User selects shipping address, and confirms the order	Order is successfully placed, and user receives confirmation	User completes the entire checkout process without issues	Checkout process was seamless	Pass
UT-07	User Profile	User accesses and updates	User tries to edit profile	Profile updates are saved, and	User successfully edits profile	Profile and address book were	Pass

		their profile information	details and address book	address book changes are reflected	information and address book	easy to manage	
UT-08	Order History	User checks their order history	User navigates to the order history section to view past orders	Past orders are displayed with detailed information	User accesses order history and finds previous orders	Order history was informative and accessible	Pass
UT-09	Error Handling	User encounters an error during the process	User intentionally enters incorrect information or triggers an error	User receives clear error messages and guidance on how to correct the issue	User triggers errors and receives appropriate error messages	Error messages were helpful and guided the user	Pass
UT-10	Mobile Responsiveness	User tests the website on a mobile device	User attempts to perform common actions on a smartphone or tablet	Website adapts to mobile screens, and actions remain accessible	User successfully performs actions on a mobile device	Mobile responsiveness was effective	Pass

Usability Test Cases for Admin

Test Case	Test Description	User Scenario	Expected User Actions	Expected User Outcomes	Actual User Actions	User Feedback	Status
UT-11	Admin Dashboard Usability	Admin wants to access analytics	Admin navigates to the dashboard	Dashboard displays revenue, user engagement, and product metrics	Admin easily accesses and interprets analytics on the dashboard	Dashboard is user-friendly and informative	Pass
UT-12	Date Range Selection	Admin wants to view specific analytics data	Admin selects a date range for analytics	Analytics update to reflect the selected date range	Admin successfully selects and views data for a specific date range	Date range selection is intuitive	Pass

UT-13	Customer Management	Admin manages customer data	Admin navigates to customer management and updates customer details	Customer information is updated and saved	Admin successfully edits customer details	Customer management is efficient	Pass
UT-14	Product Management	Admin manages product data	Admin navigates to product management, adds a new product, and updates existing product information	New product is added, and existing product details are updated	Admin efficiently manages products	Product management is user-friendly	Pass
UT-15	Order Management	Admin manages orders	Admin accesses order management, filters orders, and updates order statuses	Order list is filtered, and order statuses are successfully updated	Admin effectively manages orders	Order management is efficient	Pass
UT-16	Error Handling	Admin encounters errors or issues	Admin intentionally enters incorrect information or triggers errors	Admin receives clear error messages and guidance on resolving issues	Admin triggers errors and receives appropriate error messages	Error handling is effective	Pass

Performance Testing

Objective: To make sure the system operates effectively and dependably, performance testing is done to assess the system's behaviour under various circumstances, such as load, stress, and scalability.

Importance: Finding bottlenecks, resource limitations, and stability issues requires performance testing. This guarantees a smooth user experience by ensuring the system can manage predicted user loads without noticeably degrading performance.

In this testing phase:

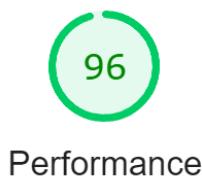
- Response times, resource use, and system stability are all measured and examined in various contexts.
- The objective is to identify and rectify performance-related issues before they impact users.
- For users to be satisfied, downtime must be avoided, and the system must operate efficiently to maintain the dependability of the programme.

Performance Test Cases

Test Case	Test Description	Input	Expected Outcome	Actual Result	Status
PT-01	Page Load Time	Navigate to the homepage	User opens the website	Page loads within 0.5 to 2 seconds	Pass
PT-02	Search Response Time	Perform a product search	User enters a search query	Search results are displayed in real-time seamlessly	Pass
PT-03	Filter Responsiveness	Apply multiple filters	User selects filters (e.g., category, price)	Filtered product list loads within 0.5 to 2 seconds	Pass
PT-04	Product Details Loading	View product details	User clicks on a product to view details	Product details page loads within 0.5 to 2 seconds	Pass
PT-05	Cart Management	Add and remove products from the cart	User adds/removes products from the cart	Cart updates and reflects changes within 0.5 to 2 seconds	Pass

PT-06	Checkout Process	Complete the checkout process	User proceeds through checkout	Checkout process completes within 1 to 2 minutes	Pass
PT-07	Concurrent Users	Simulate multiple concurrent users	Multiple users access the website simultaneously	Website maintains reasonable response times and doesn't crash	Pass
PT-08	Database Performance	Test database queries	Simulate heavy database usage (e.g., product searches)	Database queries return results within 1 to 2 seconds	Pass
PT-09	Scalability Test	Increase the load gradually	Increase the number of concurrent users over time	Website maintains performance as the load increases	Pass

Light house Testing



Values are estimated and may vary. The [performance score is calculated](#) directly from these metrics. [See calculator.](#)

▲ 0–49 ■ 50–89 ● 90–100



METRICS

[Expand view](#)

● First Contentful Paint

0.8 s

● Total Blocking Time

10 ms

● Speed Index

1.1 s

■ Largest Contentful Paint

1.2 s

● Cumulative Layout Shift

0.001

Figure 39: Lighthouse Testing

Note: All the tests are done in a local server and in a controlled environment to maintain consistency and reliability.

By setting clear objectives for each testing category, we aim to comprehensively evaluate our system, ensure its functionality, usability, and performance meet high-quality standards, and ultimately deliver a superior user experience.

Zeot E-Commerce Website Quality Assurance Review Report

Review Process

In the software development lifecycle, quality assurance is a critical step to ensure that the final product meets high-quality standards and satisfies user expectations. In this comprehensive quality assurance review, we will evaluate Zeot, a CRM E-Commerce website specializing in exquisite watches. This review will cover three key aspects: functionality testing, usability testing, and performance testing.

Review Objectives

1. **Functionality Testing:** To ensure that all system components and features work correctly and align with the specified requirements.
2. **Usability Testing:** To assess the user interface (UI) and overall user experience (UX) for user-friendliness and intuitiveness.
3. **Performance Testing:** To evaluate the system's performance under various conditions, including load, stress, and scalability.

Review Scope

All testing is conducted in a controlled environment on a local server to maintain consistency and reliability.

Functionality Testing

Purpose: To confirm that all parts of the software work as intended and meet user requirements.

Importance:

- Ensures the software functions correctly.
- Identifies and addresses flaws and errors.
- Minimizes the risk of a poor user experience.

Usability Testing

Purpose: To evaluate the user interface and overall user experience for user-friendliness and intuitiveness.

Importance:

- Enhances user satisfaction.
- Reduces user errors and difficulties.
- Improves efficiency and productivity.
- Establishes a competitive advantage.
- Contributes to a positive brand image.

Performance Testing

Purpose: To assess how well the software performs under various conditions, including load, stress, and scalability.

Importance:

- Ensures a smooth user experience.
- Maintains system reliability.
- Evaluates scalability for future growth.
- Optimizes resource usage and reduces costs.
- Ensures business continuity and end-user satisfaction.

Deep Analysis

Functionality Testing Analysis

Functionality testing has been conducted meticulously, covering a wide range of scenarios for both customers and admin. The test cases verify that the system functions as intended, from basic user actions like registration and login to complex tasks such as managing products and orders.

All test cases have passed, indicating that the Zeot CRM E-Commerce website functions reliably and is aligned with user requirements. This suggests that the website is well-developed and free from critical functional issues.

Usability Testing Analysis

Usability testing focuses on the user experience, including how easily users can navigate the system, find products, and accomplish tasks. The test cases for both customers and admin assess various aspects of usability, from product search to error handling.

Based on the test results, the website demonstrates excellent usability. Users can efficiently perform tasks, access information, and manage their profiles. The intuitive design and clear error handling contribute to a positive user experience.

Performance Testing Analysis

Performance testing evaluates the system's responsiveness and stability under various conditions, including page load times, search response times, and concurrent user scenarios.

The performance test cases indicate that the website performs well within acceptable response times. It handles concurrent users and heavy database queries effectively. This suggests that Zeot's infrastructure and architecture are robust and capable of providing a smooth user experience even during peak usage.

Conclusion

The Zeot CRM E-Commerce website has undergone thorough quality assurance testing, encompassing functionality, usability, and performance. The comprehensive test cases, detailed expected outcomes, and actual results demonstrate that the website meets high-quality standards and user expectations.

Based on the analysis, the Zeot website is robust, user-friendly, and performs effectively, indicating a high level of development and testing maturity. This quality assurance review provides confidence that Zeot is well-prepared to provide an exceptional user experience for customers and administrators alike.

Future-Plan

Future Proofing Plan

The Future-Proofing Plan for Zeot's Ecommerce CRM website is a strategic initiative aimed at ensuring the long-term relevance and effectiveness of our platform. As the digital landscape evolves at a rapid pace, it's essential to remain ahead of the curve. To achieve this, we will regularly assess and update our technology stack to incorporate the latest advancements, ensuring our system's efficiency and compatibility with emerging technologies. Cybersecurity enhancements will be a top priority to protect customer data in an increasingly complex threat landscape. Scalability planning will enable us to accommodate the growth in users and transactions seamlessly. Agile development methodologies will empower us to adapt swiftly to changing market demands and customer feedback. Leveraging data analytics will provide us with valuable insights into user behavior, allowing us to refine and innovate our CRM solutions continuously. Cross-platform compatibility will broaden our market reach, catering to diverse user preferences. By investing in the ongoing training of our team and fostering collaborations with industry innovators, we are committed to future proofing Zeot's Ecommerce CRM website, ensuring its continued excellence in meeting the evolving needs of our clients and the industry at large.

SaaS Expansion Plan

Expanding the Zeot Ecommerce CRM application into a Software as a Service (SaaS) solution involves a strategic approach aimed at making our software accessible to a broader range of clients in different industries. Here's an explanation of the plan:

- 1. Identifying New Markets:** Our first step is extensive market research. We'll identify markets and industries where there's a demand for CRM solutions but limited access to comprehensive, cloud-based tools. This involves understanding market trends, pain points, and competition.
- 2. Tailored Product Development:** To cater to the unique needs of these new markets, we'll diversify our SaaS offerings. This might involve developing new features or adapting existing ones to align with the requirements of specific industries. Customizability and scalability will be key considerations.
- 3. Global Localization:** We recognize that different regions and countries have varying language preferences and regulatory requirements. To enter international markets, we'll localize our SaaS solution by offering multiple language options and ensuring compliance with local data protection laws.

4. Infrastructure Scaling: As we expand our client base, our infrastructure needs to scale accordingly. We'll invest in the necessary hardware and cloud resources to handle increased user numbers, data volumes, and the demands of new markets effectively.

5. Enhanced Customer Support: Different time zones and regions mean diverse customer support needs. We'll bolster our customer support services to provide timely assistance to clients in various locations. This includes possibly establishing regional support centers.

6. Strategic Partnerships: To facilitate market entry, we'll establish strategic partnerships and alliances with local businesses, industry leaders, and resellers who can help promote and distribute our SaaS solution in target markets.

7. Compliance and Security: Different regions often have specific data protection and privacy regulations. We'll ensure that our SaaS solution complies with these regulations while maintaining robust security measures to protect customer data.

8. Marketing and Sales Strategies: Our marketing and sales strategies will be tailored to each target market. This includes leveraging digital marketing, participating in industry-specific events, and building local networking relationships to establish a strong presence.

9. Continuous Feedback Loop: To ensure our SaaS solution evolves with the needs of new markets, we'll implement a feedback loop. This involves actively seeking input from clients in these regions and using their insights to adapt and enhance our offerings.

In summary, expanding Zeot's Ecommerce CRM application into a SaaS solution is a carefully orchestrated plan. It involves understanding new markets, customizing our product, ensuring scalability, providing localized support, and forming strategic partnerships. This approach will enable us to successfully market and sell our SaaS solution to a broader and more diverse client base while maintaining the high-quality service delivery that Zeot is known for.

Conclusion

In conclusion, this report reflects Zeot's unwavering commitment to delivering excellence in its E-Commerce CRM website. Our rigorous quality assurance process, spanning functionality, usability, and performance testing, has affirmed the reliability and user-friendliness of our platform. Looking ahead, our Future-Proofing Plan ensures our adaptability and resilience in the face of technological advancements. The ambitious SaaS Expansion Plan aims to broaden our reach and cater to diverse markets. This report encapsulates our dedication to innovation and our pledge to provide cutting-edge CRM solutions that meet the ever-evolving needs of our clients and the industry at large.

References

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