Report on Admin Team Brainstorming for Online Marketplace

1. Introduction

The Admin team conducted a structured brainstorming session to identify the specific responsibilities, challenges, and technical needs of the **Admin role** within the Online Marketplace (Market Connect). The goal of this exercise was to derive a clear set of **Functional Requirements (FRs)** and **Non-Functional Requirements (NFRs)** that will guide development and ensure that the Admin functionalities support the smooth operation of the platform.

2. Brainstorming Process

During the brainstorming session, the Admin team discussed the following key points:

- The need for oversight of buyers, sellers, and product listings.

- Ensuring fair and transparent live bidding processes.

- Handling system conflicts, complaints, and fraudulent activities.

- Monitoring system performance and ensuring operational continuity.

- The importance of secure access, data protection, and audit logging.

The session involved listing potential responsibilities, and refining them into actionable requirements.

3. Key Insights from Brainstorming

- **Admins are guardians of trust**: They ensure the platform remains fair, secure, and transparent.

- **Conflict resolution is central**: Disputes between buyers and sellers must be handled efficiently.

- **Bidding oversight is critical**: Since bidding is a unique feature, admins must be able to host, monitor, and intervene in bidding sessions.

- **System monitoring is ongoing**: Admins need tools to monitor performance, detect anomalies, and ensure system availability.

- **Security and scalability are essential**: Admin functions must operate reliably even as the platform grows.

4. Functional Requirements (FRs) – Admin

4.1 Bidding Management

- **FR-A1**: Admin shall be able to create, host, and monitor bidding events.

- **FR-A2**: Admin shall be able to close or cancel bidding events.

- **FR-A3**: Admin shall be able to detect and prevent irregularities in bidding (e.g., fake bids).

4.2 System Oversight

- **FR-A4**: Admin shall be able to monitor user activities, transactions, and system logs.

- **FR-A5**: Admin shall be able to configure system-wide settings (categories, commission rates, refund rules).

- **FR-A6**: Admin shall be able to ensure smooth operation of core modules (login, payments, bidding).

4.3 User & Content Management

- **FR-A7**: Admin shall be able to approve, suspend, or block buyer and seller accounts.

- **FR-A8**: Admin shall be able to remove inappropriate or duplicate product listings.

- **FR-A9**: Admin shall be able to handle and respond to complaints reported by buyers and sellers.

4.4 Conflict Resolution

- **FR-A10**: Admin shall be able to review disputes (refund requests, delivery failures).

- **FR-A11**: Admin shall be able to mediate conflicts and make final decisions.

- **FR-A12**: Admin shall be able to maintain a log of resolved conflicts.

4.5 Analytics & Reporting

- **FR-A13**: Admin shall be able to view dashboards with platform statistics (active users, sales, bids).

- **FR-A14**: Admin shall be able to generate reports on revenue, disputes, and bidding performance.

5. Non-Functional Requirements (NFRs) – Admin

5.1 Security

- **NFR-A1**: Admin panel shall require secure login with multi-factor authentication.

- **NFR-A2**: All admin actions shall be logged for auditing.

- **NFR-A3**: Data related to users and transactions shall be encrypted.

5.2 Performance

- **NFR-A4**: Admin dashboard shall load within 3 seconds under normal load.

- **NFR-A5**: Reports shall generate within 5 seconds for up to 10,000 records.

6. Conclusion

The Admin team's brainstorming has resulted in a comprehensive set of FRs and NFRs that define the scope and responsibilities of the Admin role in the Online Marketplace. These requirements will ensure that admins can effectively oversee system operations, manage users and content, resolve conflicts, and maintain trust in the platform while ensuring security, scalability, and usability.

This report will serve as the foundation for design, development, and testing of the Admin functionalities in the Market Connect platform.