

Software Requirements Specification of E-Commerce Managment System

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Chapter 1

Introduction

1.1 Purpose

Software Requirement Specification SRS is designed document and describe the agreement between the customer and the developer regarding the specification of e-commerce management system. E-commerce is an emerging and fast growing technique which is used to buy and sell categorized product or services, chat, transact, generate report and track history of every customer.

1.2 Intended Audience

The intended readers of this document are-

- Customer
- Authority
- Developers
- Testers
- All User

1.3 Intended Use

This document is used to convey information about the application's requirements, both functional and non-functional to the intended readers.

1.4 Product Scope

- Secure registrations and profile managements facilities for Customers.
- Adequate searching mechanisms for easy and quick access to particular products and services.
- Creating a Shopping cart so that customers can shop 'n' no. of items and checkout finally with the entire shopping carts. Customers can add or delete items in the cart.
- Regular updates to registered customers about the new arrivals.

- Uploading 'Most Purchased' items in each categories of products in the Shop.
- Strategic data and graphs for Administrators and Shop owners about the items that are popular in each category and age group
- Maintaining database of regular customers of different needs.
- Shop employees are responsible for internal affairs like processing orders,assure home delivery getting customers delivery-time feedback,updating order's status and answering client's queries online.
- Feedback mechanism so that customers can give feedback for the product or service which they have purchased.Also facility rating of individual products by relevant customers.
- Adequate payment mechanism and gateway for all popular credit cards,cheques and other relevant payment options as available from time to time.

1.5 Risk Definition

The seven most inevitable threats to e-commerce include:

- Online security breach
- Client disputes and refunds
- Violation of Intellectual property
- Low SEO ranking
- Credit cards scams
- Poor customer service
- Weak authentication methods

Chapter 2

Overall Description

2.1 User Classes and Characteristics

The system provides different types of services based on the type of users [Admin/User]. The Admin will be acting as the controller and he will have all the privileges. The users will be able to view products and purchase them.

The features that are available to the Admin are:-

- Can access the CMS and see all the orders to process delivery.
- Can monitor and manage all the existing information in the databases.
- Can create other admin accounts to manage orders and transactions.
- Can add and remove products from shop also modify them.
- Can do marketing and SEO to increase sales.

The features that are available to the Users are:-

- Can view the different categories of products available in the Shop.
- Can view the List of products available in each category
- Can own an account in the shop.
- Can view the products he bought.
- Can put items in the cart.
- Can checkout from the shop.
- Can pay with online transaction mediums.
- Can have support from the admin.

2.2 User Needs

2.3 Operating Environment

The product will be operating in windows environment and ios environment. The E-Commerce Management System is a website and shall operate in all famous browsers, for a model we are taking Microsoft Edge, Google

Chrome, Mozilla Firefox and other browsers. The only requirement to use this online product would be the internet connection. The basic input devices required are keyboard, mouse and output devices are monitor, printer etc.

2.4 Constraints

This system is Web based, there will be a need to provide PC Server hardware connected to the internet.

This System can potentially have more than hundreds of users. It is unrealistic to provide training for everyone. Therefore, the system should be designed for easy to use, providing help instructions, and appropriate error messages for invalid user inputs.

Reliability is vital to sales operation. The System should not have any unscheduled down time during operation hours. Any down time in operation hours has significant impact to the operation and cause inconvenience to everyone in user end. Also security needs to be ensured.

2.5 Assumptions

The assumptions are:-

- The coding should be error free.
- The system should be user-friendly so that it is easy to use for the users.
- The information of all users and products must be stored in a database that is accessible by the website.
- The system should have more storage capacity and provide fast access to the database.
- The system should provide search facility and support quick transactions.
- The website is running 24 hours a day.
- Users may access from any computer that has Internet browsing capabilities and an Internet connection.
- Users must have their correct usernames and passwords to enter into their online accounts and do actions.

Chapter 3

Requirements

3.1 Functional Requirements

- 1 As an admin,
I need to sign in the CMS.
So that I can login to the CMS.
 - Confirmation:
 - Open the CMS URL
 - Click on user-id text field
 - Enter user-id
 - Click on password field
 - Enter password
 - Click on Login button
 - a. Success:
 - CMS landing page will be appeared
 - b. Failure:
 - A message will be shown: Please re-enter your user-id and password
- 2 As an admin,
I need to see dashboard in CMS.
so that I can see every details of users.
 - Confirmation:
 - Click on users
 - Click on click on edit or delete button.
 - a. Success:
 - CMS Dashboard will be appeared
 - b. Failure:
 - No information will be shown.
- 3 As an admin,
I need to add users in CMS.
So that I can add multiple admins for operations purposes.
 - Confirmation:
 - Click add user
 - Enter an unique user id for the new user
 - Enter a password for the new user
 - Click on add button
 - a. Success:
 - user has been added

- b. Failure:
 - Any field left blank, show error: All the fields must be filled up
- 4 As an admin,
I need to add products in CMS.
So that I manages the products properly.
- Confirmation:
 - Click on product
 - Click on add button.
 - Click on category button
 - Import pictures for the product
 - Enter details of the product
 - Click on add product button
 - a. Success:
 - Item has been added
 - b. Failure:
 - Any field left blank, show error: All the fields must be filled up
- 5 As an admin,
I need to approve paid products in CMS.
So that I manages the delivery properly.
- Confirmation:
 - Click on order
 - Click on approve for delivery.
 - a. Success:
 - Items is ready for delivery
 - b. Failure:
 - Delivery is not possible for this product
 - Arrange a refund for the customer
- 6 As an admin,
I need to manage users in CMS.
So that I block the unwanted accounts.
- Confirmation:
 - Click on users
 - Click on delete account.
 - Click on confirm
 - a. Success:
 - User will be removed
 - b. Failure:
 - Please select again
- 7 As an user,
I need to register.
So that I can open my account.
- Confirmation:
 - Click on Sign-Up button
 - Enter your details and password
 - Click on done
 - a. Success:
 - A message will be shown: Your account has been created successfully
 - b. Failure:
 - Any field left blank, show error: All the fields must be filled up

- 8 As an user,
I need to log in.
So that I can access my account.
 - Confirmation:
 - Click on Log-In button
 - Enter your user-id and password
 - Click on Log-in
 - a. Success:
 - The landing page will be shown.
 - b. Failure:
 - A message will be shown: Your user-id or password is wrong. Enter the correct information
- 9 As an user,
I need to have the forget password option.
So that I can change my password and get into my account.
 - Confirmation:
 - Click on forget your password option
 - Enter your email id
 - A password changing link will be sent to your associated email account
 - Click on the link
 - Enter new password
 - Click on done
 - a. Success:
 - Your password has been changed
 - b. Failure:
 - A message will be shown: Enter a strong password
- 10 As an user,
I need to have the search option.
So that I can search my desired products.
 - Confirmation:
 - Click on search option
 - Enter your product item's name
 - click search
 - a. Success:
 - Your searched products will be shown
 - b. Failure:
 - A message will be shown: This product is currently unable in our collection
- 11 As an user,
I need to have the category option.
So that I can select my own category.
 - Confirmation:
 - Click on category
 - select men
 - click on t-shirt
 - a. Success:
 - Your selected products will be shown
 - b. Failure:
 - A message will be shown: This product is currently unable in our collection
- 12 As an user,
I need to have the wish list option.
So that I can see my selected products later.

- Confirmation:
 - Click on a item
 - click on the love icon
 - a. Success:
 - Your selected item will be in the wish list
 - b. Failure:
 - Items will not be present in the wish list
- 13 As an user,
I need to have the quick view option.
So that I can see my selected products properly and see every details of it.
- Confirmation:
 - Click on a item
 - click on the image
 - a. Success:
 - A big image with detailed description of the selected product will be shown
 - b. Failure:
 - A message will be shown: Unable to load information
- 14 As an user,
I need to have the add to cart option.
So that I can select the products for payment.
- Confirmation:
 - Click on a item
 - Select your color, size, quantity
 - Click add to cart
 - a. Success:
 - Your selected item will be in the cart
 - b. Failure:
 - Items will not be present in the cart
- 15 As an user,
I need to select size, color and quantity option.
So that I can customize my buying items.
- Confirmation:
 - Click on a item
 - Select your color, size, quantity
 - a. Success:
 - You will see the image of your selected color and show the information of size and quantity
 - b. Failure:
 - A message will be shown: Your selection is not currently possible for this item.
- 16 As an user,
I need to edit cart.
So that I can change the items in cart.
- Confirmation:
 - Click on edit cart
 - Select your color, size, quantity
 - a. Success:
 - Information will be updated in the cart
 - b. Failure:
 - A message will be shown: Your selection is not currently possible for this selected item.

- 17 As an user,
I need to have the check out option.
So that I can process my payment.
 - Confirmation:
 - Click on check out
 - a. Success:
 - Payment and delivery details page will be shown.
 - b. Failure:
 - Any field left blank, show error: All the fields must be filled up
- 18 As an user,
I need to provide my payment and delivery details.
So that I can buy the selected items.
 - Confirmation:
 - Click on payment
 - Select delivery location
 - Select payment option
 - Click on buy button
 - a. Success:
 - A confirmation will be sent to your email address
 - b. Failure:
 - Any field left blank, show error: All the fields must be filled up
 - Wrong payment information will be shown
- 19 As an user,
I need to have the review options.
So that I can share my opinion about the product after receiving it.
 - Confirmation:
 - Click on history
 - Select an item
 - Select review
 - Rate the item and write a review
 - Click on share
 - a. Success:
 - Your review will be shown and rating will be given to the product.
 - b. Failure:
 - Any field left blank, show error: All the fields must be filled up

3.2 Non Functional Requirements

3.2.1 Performance

The web application will be based on web and has to be run from a web server. The product will take initial load time depending on internet connection strength which also depends on the media from the product will be running. The performance will depend upon hardware components of the customer or user.

3.2.2 Safety

As user safety and security will be our first concern, we will not provide users personal information with anyone. The information users are sharing with us will be remain safe in our secured databases and no one will be able to access them.

User will provide secured password and unique user id and will not share them with anyone.

3.2.3 Security

- Every users will have different user ids/emails.
- There will be separate accounts for admin and user. Admins will use CMS and the users will use the web application.
- System will use secured database.
- Users will be able to see the items, add the to wish list, add them to cart, process the online payment gateway and provide necessary information when check out.
- System will have different types of users and every user has access constraints
- Proper user authentication should be provided.

3.2.4 Quality

Since, this is a web based application; it should work on major browsers like Google Chrome, Mozilla Firefox, Internet Explorer, Opera etc.

Appendices

Appendix A

Glossary