1.1 SCOPE OF THE APP

The **scope** of the e-shop application includes the following components:

1. <u>User Interface</u>: A user-friendly website or mobile application that allows customers to browse and purchase products.

2. <u>Product Catalog:</u> A database that stores information about the products offered by the e-shop platform, including product descriptions, images, and prices.

3. <u>Shopping Cart</u>: A virtual shopping cart that allows customers to add items to their order and proceed to checkout.

4. <u>Payment Processing</u>: A secure payment processing system that supports various payment methods, such as credit cards, PayPal, and bank transfers.

5. <u>Shipping and Delivery</u>: A system for shipping and delivering products to customers, including options for shipping methods, delivery dates, and tracking.

6. <u>Order Management</u>: A system for managing orders, including tracking the status of orders, processing returns and refunds, and generating invoices.

7. <u>Customer Management</u>: A system for managing customer accounts, including customer profiles, order history, and communication with customers.

8. <u>Seller Management</u>: A system for managing seller accounts, including seller profiles, product listings, and payment processing.

9. <u>Shops</u>: A system for managing the individual shops on the e-shop platform, including shop profiles, product listings, and payment processing.

10. <u>Shop Categories</u>: A system for categorizing the shops on the e-shop platform, allowing customers to easily find the products and services they are looking for.

11. <u>Administration</u>: A system for managing the e-shop platform, including managing user accounts, product catalog, and site configuration.

The scope may also include features such as customer reviews, ratings, and recommendations, as well as promotional tools such as discounts, coupons, and gift cards. The scope of the project should be defined and agreed upon by the stakeholders in the Inception phase to ensure that the development effort stays focused on delivering value to the customers and stakeholders.

1.2 DEFINING PROBLEMS TO BE RESOLVED

Here are some common **problems** that could arise with the components of an e-shop application:

1. <u>User Interface</u>: Slow page load times, confusing navigation, and poor mobile responsiveness can lead to a poor user experience and decreased sales.

2. <u>Product Catalog</u>: Incorrect product information, out-of-date inventory, and missing product images can lead to customer confusion and decreased sales.

3. <u>Shopping Cart</u>: Technical issues with the shopping cart, such as lost items or incorrect pricing, can result in customer frustration and lost sales.

4. <u>Payment Processing</u>: Security vulnerabilities, slow payment processing times, and payment errors can lead to lost sales and decreased customer trust.

5. <u>Shipping and Delivery</u>: Incorrect shipping information, delayed shipments, and lost or damaged packages can result in customer dissatisfaction and lost sales.

6. <u>Order Management</u>: Inconsistent order tracking, slow processing times, and incorrect order information can lead to customer frustration and decreased trust.

7. <u>Customer Management</u>: Poor customer service, slow response times, and inadequate customer support can lead to decreased customer satisfaction and lost sales.

8. <u>Seller Management</u>: Inconsistent seller policies, delayed payments, and slow resolution of disputes can lead to decreased seller satisfaction and lost sales.

9. <u>Shops</u>: Inconsistent shop policies, slow shop management, and poor shop quality can lead to decreased customer satisfaction and lost sales.

10. <u>Shop Categories</u>: Inconsistent or incorrect shop categorization, slow category updates, and poor category navigation can lead to decreased customer satisfaction and lost sales.

11. <u>Administration</u>: Slow site updates, inconsistent site policies, and inadequate site management can lead to decreased customer satisfaction and lost sales.