# Requirements Gathering

## Key Stakeholders and Their Needs

### Customers (End Users)

**Who are they?**

- Individuals looking to purchase furniture online, including homeowners, office owners, and interior designers.

**Needs & Expectations:**

- **A smooth, easy-to-navigate interface.**
- **Ability to search**
- **Safe and reliable checkout options.**
- **Real-time updates on order status.**
- **Ability to check customer feedback before purchase.**

### Business Owners (Furniture Sellers/Website Admins)

**Who are they?**

- Store owners or manufacturers selling furniture through the platform.

**Needs & Expectations:**

- **Product Management System – Add, edit, and remove products easily.**
- **Track stock availability and receive alerts for low stock.**
- **Manage incoming orders, payments, and shipping details.**

### Developers (Technical Team)

**Who are they?**

- Web developers, UI/UX designers, and database administrators building and maintaining the website.

**Needs & Expectations:**

- **Well-defined structure for frontend and backend.**
- **Support for third-party services like payment gateways and shipping providers.**

**Who are they?**

- Individuals or companies investing in the platform's growth.

**Needs & Expectations:**

- **Reports on profitability, sales, and customer engagement.**
- **Plans for scaling the business.**
- **Unique features that set the platform apart from competitors.**
- **Data security, fraud prevention, and operational stability.**

# User Stories & Use Cases

## User Stories for Search Functionality

**As a user, I want to search for furniture from the homepage so that I can quickly find the products I need.**
**Acceptance Criteria:**

- A search bar is available on the homepage.

- Users can enter keywords related to furniture (e.g., "sofa," "wooden table").

- Search results display relevant products instantly.

## Placing an Order

User Story:

As a customer, I want to place an order securely so that I can receive my furniture._

**Acceptance Criteria:**

- Users can enter shipping details and select payment methods.
- Order confirmation is sent via email/SMS.
- Users can track order status.

## Managing Products

User Story:

As a seller, I want to add, update, or remove products so that I can manage my online store efficiently.

**Acceptance Criteria:**

- Admin panel allows product management.
- Sellers can upload images, descriptions, and prices.
- Inventory tracking alerts for low stock.

## Viewing Product Details

User Story:

As a customer, I want to view detailed information about a product so that I can make an informed purchase decision.

Acceptance Criteria:

- Clicking a product opens a detailed page.
- Users can see high-quality images, descriptions, specifications, and reviews.

## Adding Products to Cart

User Story:

As a customer, I want to add products to my cart so that I can review and purchase them later.

**Acceptance Criteria:**

- Users can add multiple products to the cart.
- Cart updates in real-time.
- Users can modify quantities or remove items.

## Use Case : Placing an Order

Actors: Customer, System, Payment Gateway

Preconditions: The user has products in the cart.

Flow:

1. The user clicks on "Checkout."

2. The system asks for shipping and payment details.

3. The user selects a payment method and confirms the order.

4. The system processes the payment.

5. The system generates an order confirmation and sends an email/SMS.

## Use Case : Managing Products

Actors: Seller/Admin

Preconditions: The seller is logged into the admin panel.

Flow:

1. The seller navigates to "Manage Products."

2. The seller clicks "Add New Product."

3. The system asks for product details (name, images, price, stock quantity).

4. The seller fills in the details and clicks "Save."

5. The system updates the product list and makes it available for customers.

# Functional Requirements (Features & Functionalities)

- User registration and login .
- Profile management.
- Global search bar available on home page .
- High-quality images .
- Detailed descriptions and specifications.
- Customer reviews and ratings.
- "Add to Wishlist" feature.
- Add, remove, or update product quantity in cart.
- Display total price, taxes, and shipping costs.
- Order summary before confirmation.
- Add, update, or remove products.
- FAQs and knowledge base.

- Contact form and support tickets.

## Non-Functional Requirements (System Qualities)

- Fast page loading
- Intuitive user interface (UX/UI design).
- Responsive design (works on desktop, tablet, and mobile).
- Simple and clear checkout process.
- Error handling and user-friendly error messages.