**ONLINE RETAIL STORE [Group - 124]**

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**PROJECT SCOPE:-**

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**TECHNICAL REQUIREMENTS:-**

* MySQL
* HTML
* CSS
* Javascript
* Python

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**FUNCTIONAL REQUIREMENTS:-**

* **User Account (Login and Signup) -** Functionality for a user/customer to create an account (Signup) and Login to access the services and place orders.
* **Product Catalog -** Catalog of products that customers can browse. This product catalog is organized by category, brand name, and price. It also includes images of products, short/long descriptions, and prices.
* **Cart-** Customers will be able to add items to their cart and view the content of their cart at any time.
* **Personalization -** Feature to personalize the customer experience by providing discounts and offers on popular products and by showing the purchase history to the customer.
* **Order Tracking -** Customers will be able to track their orders and will also be able to see the status of their deliveries, and view their order history.
* **Customer Service -** Customers will be able to get service through emails, phone, and live chat also.
* **Checkout -** Customers will be able to review their orders, apply discounts and coupons, and enter shipping details and billing details. They will also be able to select delivery dates and times and choose a payment method.
* **Inventory management -** System to keep track of stocks of products to prevent over-selling and ensure timely delivery.
* **Security -** System to secure customers’ data and transactions from unauthorized access and data breaching.

* **Reviews and Ratings -** Customers will be able to leave reviews and ratings for products and services which must be managed by the system properly.

**SELLER:-**

* Ability to list and manage products for sale on the platform.
* Update product information and prices when needed.
* View and respond to customer reviews and ratings.
* Receive orders and fulfill them in a timely manner.

**DELIVERY PERSON:-**

* Ability to view and accept delivery assignments.
* Update delivery status in real-time.
* Communicate with customers regarding delivery details.
* Handle and resolve any delivery-related issues that may arise.

**ADMINISTRATION:-**

* Ability to manage the data and authenticity of a seller, customer, and delivery persons.
* Manage and approve new products for sale.
* To maintain the overall security of the system.