**E-Commerce Online Shopping With EaseMall**

**Introduction:**

* This is web application dealing with e-commerce wherein customer, business partners and enterprises having single point of contact in order to conduct online store activities.

**Objective:**

* To reach maximum customers in min time to increase sales and profitability of business.
* To provide user friendly interface.
* To provide platform to small businesses to grow.
* Follow and support Environment friendly business practices

**Stakeholders:**

* Business Enterprise
* Retail Consumer and Business Partners
* Small Businesses, and Start-ups
* Environment
* Delivery Services

**Functional Requirement:**

The Functional requirement of the corresponding SRS Document revolves around Products, Customers, Business Partners and the details discussed below:

* + Product Catalogue :
* Product by Categories will be provided
* Filters by Brand, Price, Discount, Ratings, Best Sellers, New Release, Deals of the Day Etc.
* All Views of Product (Images, 3600 View, 3-D View)
* Website Guider For New User
  + Shopping Cart:
* Add Product
* Remove Product
* Quantity of Product
* Previous History
  + Payment Processing:
* Net Banking
* UPI
* Cash ON Delivery
* EMI
* Credit Option
* One month Pay Later
  + Billing:
* Invoice
* Voucher, Coupon Code
* Guarantee/Warranty Card
  + Wish list:
* Save Products For Future Purchase
* Categories (As per Different sections like Food, Cloth, Groceries, Etc)
  + Delivery(Shipping):
* Manage Addresses, Contact Details
* Packaging and Safety
* Return Policy
* Cancel Order
* Refund Policy
* Replacement
* Order Tracking
  + Order Processing:
* Log-In = Admin, Vendor, Customer
* Product Search Bar
* Cart Management
* Order Place
* Email Confirmation
* Billing
  + CRM(Customer Relationship Management):
* Chat Support
* Customer Helpline
* Nodal Helpline
  + BI(Business Intelligence):
* Data Analysis
* Advertisement
* BI Report
* Performance Monitoring
  + Recommendation:
* Reviews
* Rating
* FAQ

**Non-Functional Requirement:**

* Security :
* Data Security
* Privacy Policies
* Payment Security
* Reliability:
* Traffic management
* Product Durability
* Availability:
* 24/7 Service Availability
* Quick Response Time
* Maintainability :
* Easy to Maintain
* Administrator will have ability to edit Aspect of order forms, product description and price on website directly
* Portability:
* Can be used in Multiple Devices and OS
* Adaptable to Multiple Screen Size and Browser
* Accessibility:
* Less data consumption to access website
* Multiple Platform supported apps
* Multi-Lingual Access, Speech Recognition
* Durability:
* Fully Customizable (Adjust Colour, Font, Layout, Add/Remove Product )
* Scalability:
* Festival Offers
* Discount Offer Sale Serge
* Traffic Spikes should be handled smoothly
* Promotions

**Other Requirements:**

* Career section
* Social Media Handles
* Corporate Info(About Us)