# Requirements Gathering

## 1. Stakeholder Analysis

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| Stakeholder | Role |
| Customers | Browse and purchase products |
| Admin | Manage products, inventory, and orders |
| Developers | Implement and maintain the platform |
| Payment Providers | Facilitate secure transactions |
| Support Team | Assist customers with inquiries and issues |

## 2. User Stories & Use Cases

- User Registration & Login: As a user, I want to create an account so that I can make purchases.

- Admin Login: As an admin, I want to log in securely to manage products.

- Product Browsing & Search: As a customer, I want to search for products by category or keyword.

- Shopping Cart & Checkout: As a customer, I want to add products to my cart and complete a secure checkout.

- Order Management: As an admin, I want to track orders and update their status.

- Product Reviews & Ratings: As a customer, I want to leave reviews to help others make purchase decisions.

- Wishlist Feature: As a customer, I want to save products to a wishlist for future purchases.

- Order Notifications: As a user, I want to receive email/SMS notifications about my order status.

## 3. Functional Requirements

- User Management: Registration, login, profile management, and authentication.

- Product Management: Adding, updating, and categorizing products.

- Shopping Cart: Adding/removing products, updating quantities, and calculating totals.

- Checkout & Payment Processing: Secure transactions with multiple payment methods.

- Order Tracking: Viewing order history and real-time order status updates.

- Customer Reviews & Ratings: Ability to leave feedback on purchased products.

- Admin Dashboard: Manage users, products, and orders.

- Discount & Coupon System: Apply promotional codes at checkout.

- Multi-language Support: Ensure accessibility for users from different regions.

## 4. Non-Functional Requirements

- Performance: The website should load in less than 2 seconds.

- Security: User data should be encrypted, and transactions must be secure.

- Usability: The interface should be user-friendly and accessible.

- Reliability: The system should have 99.9% uptime.

- Scalability: The system should support an increasing number of users and products.

- Cross-Platform Compatibility: The website should be accessible on different devices and browsers.

- SEO Optimization: Ensure visibility in search engines to attract more users.

- Backup & Recovery: Implement periodic database backups for disaster recovery.