

Quality Attributes

ID	Quality Attribute	Scenario	Associated Use Case
QA-1	Performance	The chat bot allocates the website traffic and users as they require help and assistance. If required, the bot will also assist the customers with their experience on the site to decrease the built traffic on the site	UC - 1
QA-2	Modifiability	Designated updates provided by the customers to improve website and store details. Updates will also remove bugs that are disturbing user friendliness regarding the store.	UC - 4
QA-3	Availability	Availability hours and the availability of books and related material so that customers are able to choose the items of their choice and take them out as wanted.	UC - 2
QA-4	Performance	Performance of the website and its ability to avoid any crashes is crucial so that customer experience and payment experience, two of the most significant aspects of a business/store, is at a high.	UC - 3

QA-5	Usability	Chat bot will regulate website traffic and make the store easily accessible and user-friendly without over-complicating any aspects.	UC - 1
QA-6	Security	Security of the users' accounts is the most vital aspect of Novelty, and each user will have their own username and password, to keep the information safe for our customers.	UC - 5

Constraints:

ID	Constraint
CON-1	A minimum of 100 users on the site must be supported without any website trafficking issues
CON-2	Chat bot must be available for the Novelty site on a 24/7 basis
CON-3	Customer feedback will be allocated on a weekly basis to improve the website and make the changes as necessary for the most efficient user experience
CON-4	Register error field must return an error via email or a message on the site itself if the user input is invalid
CON-5	Storage in the database will remain stored for a three (3) month time frame. This will be useful in a situation where the data must be pulled
CON-6	Network connection must be very reliable to prevent outages