**2.3 USER CLASS and CHARACTERISTICS**

The customer is able to do the following functions:

* View products
* Search for order in a specific category
* Order by select the product, order confirmation
* Displays a detailed list of available items and make an order
* Make payment by multiple available options

The admin is able to do the following functions:

* Add new item
* Contact with customer
* Switch the product state
* Implement and maintain robust data privacy policies to protect customer information
* Manage the e-commerce platform, including payment gateways, order processing systems, and customer databases

**2.4 OPERATING ENVIRONMENT**

Operating environment for NutriFit system is as listed below.

* Distributed database
* Client/server system
* Operating system: Windows
* Database: Oracle database
* E-commerce Platform: Shopify

**2.5 DESIGN and IMPLEMENTATION CONSTRAINTS**

1. The interface must be user-friendly and intuitive, ensuring customers can easily navigate the site and find products
2. The design should reflect the brand’s identity through consistent use of colors, fonts, logos, and imagery
3. The design must ensure the protection of user data through secure forms, encrypted data storage, and secure payment processing
4. The system must be compatible with various browsers (Chrome, Firefox, Safari, Edge) and operating systems
5. Efficient code and asset optimization to ensure minimal server load and fast client-side performance

**2.6 ASSUMPTIONS and DEPENDENCIES**

* It is assumed that the target audience is interested in fitness and wellness products and is familiar with online shopping
* Users have basic technical skills to navigate the website and complete online transactions
* Users will access the website from a variety of devices, including desktops, laptops, tablets, and smartphones
* The chosen e-commerce platform and associated technologies are stable and capable of supporting the website’s needs
* The business may be affected by broader economic conditions that influence consumer spending
* Natural disasters can disrupt operations, supply chains, and shipping
* Issues with payment gateways can prevent customers from completing purchases
* Changes in market trends or consumer preferences can impact sales
* Delays or issues from suppliers can lead to stock shortages, affecting customer satisfaction
* The hosting provider may experience downtime, affecting website accessibility