**Requirements Gathering**

1. Project Overview?

* Online book store is an online web application where the customer can purchase book online. User can search, add to wish list, add to cart, and can order and make payment. And they can rate the book which they purchased. They should register and login for this.
* E-Book service also there, in this service user can have audio book, summarize contents, translate contents.
* Store owner can add books and categories and manage the delivery after adding them.

1. To what extend the system is proposed for?

* The system is proposed for online book purchasing. By single click book can be add to the wish list, cart, ordered and purchased. Additional to book purchasing E-Book services are also there.

1. Specify the Viewers/Public which is to be involved in the System?

* The readers and students are the viewers/Public involved in the system.

1. List the Modules included in your System?

* **Store Owner**

Store owner is the main module. Owner is controlling all the system. Owner can manage category, book and delivery boy.

* **Customer**

Customers are the end user of the system. They can search, add to wish list, add to cart and order the book. And they can rate the book which they purchased. E-Book services are also can be used by the customers.

* **Delivery boy**

Delivery boy is added by the store owner and they are responsible for the delivery.

* **E – Book**

Through the e-book option customer can read book online, can have audiobook, can translate book content to the user preferred language and can read the summarized book content.

1. Identify the users in your project?

* The users are the book store owner, the reader or student and the delivery boy.

1. Who owns the system?

* The owner of the system is the book store owner.

1. System is related to which firm/industry/organization?

* The system is related to reading and studying.

1. Details of person that you have contacted for data collection?

* Amal Ajayan

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Book store staff

1. Questionnaire to collect details about the project? (min 10 questions

include descriptive answers, attach additional docs (e.g. Bill receipts,

certificate models), if any?)

To Book store staff

* + - * 1. How do you choose the books you stock in your online store, and what criteria do you use to decide which books to feature?

**:** We choose which books to stock and feature on the basis of popularity, reviews, author reputation, genre or subject area, availability and customer demand.

* + - * 1. How do you handle customer reviews and feedback, and what steps do you take to address any concerns or complaints?

**:** When it comes to customer reviews and feedback, we allow customers to leave reviews and ratings on the books they have purchased. These reviews can be an important way for other customers to make informed purchasing decisions, and for the us to gain valuable insights into how their customers feel.

Customers can typically contact us through a variety of channels, including email or phone. We will typically work to address the issue in a timely and professional manner, and may offer a refund, exchange, or other type of resolution, depending on the nature of the concern or complaint.

* + - * 1. How do you ensure that your customers have a positive experience shopping with you, and what steps do you take to address any issues that arise?

**:** We ensure that our customers have a positive experience and the steps we take to address any issues that arises are, user-friendly website, customer support, product quality, secure payment processing, delivery reliability, customer feedback, issue resolution.

* + - * 1. How do you stay up-to-date with new book releases and changing trends in the book industry?

**:** Staying up-to-date with new book releases and changing trends is crucial for online bookstores to remain competitive in the market and to provide customers with a diverse selection of titles. By investing in industry publications, monitoring bestseller lists, and using customer data, we can ensure that our book inventory remains relevant and up-to-date.

* + - * 1. What is your process for fulfilling and shipping orders, and how long does it typically take for a customer to receive their order?

**:** We aim to fulfill and ship orders as quickly and efficiently as possible while ensuring that books arrive in good condition. Customers can typically expect to receive their orders within a few days to a few weeks, depending on the shipping option selected and their location. If a customer has any questions or concerns about the status of their order, they can contact customer support for assistance.

* + - * 1. Do you offer free shipping on any orders, and if so, what are the requirements for customers to qualify for free shipping?

**:** We give free shipping on orders that meet a certain minimum purchase amount, such as Rs.500 and above. For subscribed members we offer free shipping as a benefit.

* + - * 1. How do you package and ship books to ensure they arrive in good condition, and what steps do you take to prevent damage or loss during delivery?

**:** Waterproof packaging, we use waterproof packaging to protect books from moisture damage during transit.

For Delivery confirmation we ensure that the package is delivered to the correct recipient through the delivery boy.

* + - * 1. How do you ensure that customer information and payment details are kept secure during the delivery process?

**:**  We have a responsibility to protect customer information and payment details during the delivery process. To ensure that this information is kept secure, we use secure payment gateways, SSL encryption, following security best practices, limiting access to customer information, and regularly reviewing and updating security practices.

* + - * 1. How do you handle returns or exchanges, and what is your policy for customers who are not satisfied with their order?

**:** We only provide replacement. If a customer receives a damaged or defective book or receives the wrong book, they can request a replacement through the website. After that delivery boy will reach to them and they can return the book to them after a few days they will get the replaced book.

* + - * 1. How book combos are created and offered

**:** Book combos are created and offered can be on the basis of author or genre, by theme or topic, by customer request, by discount.