

User Requirements Document

1. Introduction

1.1 Purpose of the Document

This User Requirements Document (URD) captures the requirements from the perspective of end-users (vendors and customers) for the Vendaah WebApp, an online marketplace designed to connect local businesses with local customers.

2. User Requirements

2.1 Vendor Requirements

- *UR1:*
 - “As a vendor, I want to easily create and manage my online store profile.”
- *UR2:*
 - “As a vendor, I want to upload and manage product/service listings with detailed descriptions and high-quality images.”
- *UR3:*
 - “As a vendor, I want to receive notifications and messages from customers.”
- *UR4:*
 - “As a vendor, I want to access an analytics dashboard to track key performance indicators (KPIs) such as Number of views, Number of clicks, Number of orders, Customer demographics, Overview data (presented in charts and graphs).”
- *UR5:*
 - “As a vendor, I want to easily manage orders and track inventory.”
- *UR6:*
 - “As a vendor, I want to respond to customer inquiries efficiently.”
- *UR7:*

- “As a vendor, I want the platform to provide a secure and reliable environment for conducting business.”

2.2 Customer Requirements

- *UR8:*

- “As a customer, I want to easily search for businesses based on keywords, categories, location, and other relevant criteria.”

- *UR9:*

- “As a customer, I want to browse businesses by category (e.g., Food, Events, Fashion, Services).”

- *UR10:*

- “As a customer, I want to easily discover new and trending businesses.”

- *UR11:*

- “As a customer, I want to view detailed product/service descriptions and images.”

- *UR12:*

- “As a customer, I want to read customer reviews and ratings to make informed purchase decisions.”

- *UR13:*

- “As a customer, I want to easily contact vendors with inquiries.”

- *UR14:*

- “As a customer, I want the platform to be user-friendly, visually appealing, and easy to navigate.”

2.3 General Requirements

- UR16: Users require the platform to function reliably and be accessible 24/7.
- UR17: Users desire fast loading times and a smooth user experience.
- UR18: Users expect their data to be secure and private.
- UR19: Users prefer the platform to have a visually appealing and professional design.
- UR20: Users may require support or assistance when encountering issues.

3. User Environment

- Users will access the Vendaah WebApp primarily through web browsers on desktops, laptops, tablets, and smartphones.
- Users have varying levels of technological proficiency; the platform must be user-friendly and intuitive for all users.

4. Constraints

- The platform must comply with all relevant laws and regulations, including data privacy and consumer protection laws.
- The platform should be optimized for performance and cost-effectiveness.
- The platform must be scalable to accommodate a growing number of vendors and customers without significant performance degradation.

5. Assumptions

Users have access to the internet and compatible devices. Users are willing to engage with the Vendaah platform to discover and support local businesses.

6. Acceptance Criteria

- Vendors can successfully create and manage their online stores.
 - Customers can easily search for and find businesses that meet their needs.
 - Key performance indicators (KPIs) are accurately tracked and presented to vendors.
 - Users report satisfaction with the platform's usability and functionality.
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7. Appendices

- Appendix A: User Interface Mockups: Screenshots or sketches of the anticipated user interfaces for students, teachers, and administrators.
- Appendix B: User Feedback Plans: Plans for gathering user feedback during development and after deployment.

Conclusion

This URD provides a comprehensive overview of the requirements for developing the Vendaah WebApp. It will serve as a guide for the development team to ensure that the final product meets the needs and expectations of both vendors and customers.