## **Detailed description for use case and system feature**

### **Users Accounts**

**Description and Priority**

Users from both subsystems- customers and sellers must have an account to conduct transactions on the shopping system. Users without system accounts will only have browsing permissions from the home page and do not have options to purchase or list goods on the system. Customers’ accounts will hold information about their name, email id or phone number, password. Both users can view and login to their accounts and even edit account details in the future. Seller accounts hold information relevant to the selling organization or individual including name, contact, get number, pan, licenses and address.

Priority level: High.

**Stimulus/Response**

Sequences in the home page, users can select the signup or login button and type in their credentials for registration or for login respectively. Upon matching the required criteria, the account will either get created and the login page is displayed or the user is logged in to his/her account and the home page is displayed. To edit or view account details, the edit or view buttons may be clicked respectively. To edit details, the user may type in the new details and click on save changes. Upon validating the changes, the edited details are successfully updated.

**Functional Requirements**

REQ-1: Register

* User: Customers and sellers
* Input: In sign up page
* Customer - enters name, email-id/phone number and password
* Seller - enters name, email-id/phone number, gst no,
* Output: Successfully registered, the login page is displayed
* Alternative flow(s):
* In case of repeated/invalid email id or phone number, ask user to re-enter a valid choice.

REQ-2: View account details

* User: Customers and sellers
* Input: Click ‘view account details’ button in home page
* Output: Displays account details that were filled by the user at the time of creating account
* Alternative flow(s): none

REQ-3: Login

* User: Customers and sellers
* Input: In login page
* Customer - enters registered email-id/phone number and password
* Seller - enters registered email-id/phone number and password
* Output: Successfully logged in, the home page is displayed
* Alternative flow(s):
* In case of invalid email id/phone number or a mismatch between user id and password, ask the user to re-enter a valid credential.

REQ-4: Logout

* User: Customers and sellers
* Input: Click ‘logout’ button in home page
* Output: User is logged out of the account, Login page will be displayed
* Alternative flow(s): none

REQ-5: Edit account details

* User: Customers and sellers
* Input: In home page
  + - Click button to edit account details ○ Select the detail whose value has to be edited
    - Enter the new details
    - Click on save changes
* Output: Successfully updated
* Alternative flow(s):
  + - In case of invalid details, ask the user to re-enter a valid credential

### **Admin Accounts**

**Description and Priority**

Sellers can sell their items using the features provided by the system such as easy uploading of the list of items to sell and effective notification system when the order is made by a customer and display history of the sales made in the past Priority: High

**Stimulus/Response Sequences**

To upload the listings of the items that the seller wishes to sell, he/she has to click on the upload listing button and enter the details for each item such as name of the product, price, color, material, quantity, brand. For viewing the current order from the customers, he/she has to click on the view of new orders, where the details of the customer like the delivery address and the items booked are visible. To deliver the ordered items to the customers one can click a self-delivery option where he/she can deliver to the customer independently, or can click use external delivery and can hire an external delivery system to perform the delivery.

**Functional Requirements**

REQ-1: Upload listing

* User: Sellers
* Input:
  + - Click on upload listings and enter details (name of the item, price, material, quantity, color) of all the items to sell
* Output: the items successfully uploaded, customers can view these items
* Alternative flow(s): none

REQ-2: View new orders

* User: Sellers
* Input:
  + - Click on view new orders
* Output: displays the orders for his/her items from the customers
* Alternative flow(s): none

REQ-3: Deliver to customer

* User: Sellers
* Input: In view new orders page
* Click on deliver to customer and select either
* deliver independently (self-delivery)
* external delivery (hire external delivery agency)
* Output: Item added to delivery, items undergo delivery process
* Alternative flow(s): none

### **The search facility**

**Description and Priority**

Customers can search for an item from the large catalogue of items in the shopping system by two methods. They can either search for a product using keywords related to the product or search for the product by image. Relevant options are listed, lists the products related to the keyword searched for

Priority: High.

**Stimulus/Response**

Sequences To search for the product, the customer types in keywords into a search box or pastes an image of the product. This action immediately shows a list with the most likely products. The user then clicks on the product he/she wants to view.

**Functional Requirements**

REQ-1: Search item

* User: Customers
* Input: In the home page
  + - click on the Search box
    - type in the keywords related to the item like item name.
* Output: List of products related to the item searched for
* Alternative flow(s):
* Displays:
* No results for the searched term/keyword
* Try checking your spelling or use more general terms

REQ-2: View Item

* User: Customers
* Input: From the list of items click on an item to view its details
* Output: Details of the selected item like - price, brand, size, material, quantity, delivery date, images of the item will be displayed, along with the ratings and reviews for that item, and add to cart button
* Alternative flow(s): none

### **The shopping cart facility**

**Description and Priority**

Once the customer views and selects an item that he/she wishes to purchase, one must add the item to cart using the add to cart button. The shopping cart contains all the items that the customer intends to buy, there is one shopping cart associated with one user account. The user can browse for an item, add it to cart and continue his/her shopping gracefully and purchase all of them at once. Priority: high.

**Stimulus/Response**

Sequences to add an item to the shopping cart, the user must click on the add item to cart button in the view item page, and the customer can continue shopping other items. The customer can view all the items in his cart by clicking on the view cart button, upon which a list of all items along with price of individual item, quantity and total cost of the cart is displayed. In this page the customer has the option to remove items from the cart or change the quantity of the products by clicking on button for edit quantity. From here the customer can proceed to buy all the items in the cart, by clicking on the proceed to buy button or can further continue shopping by going back to the home page by clicking on the continue shopping button.

**Functional Requirements**

REQ-1: Add item to cart

* User: Customers
* Input: In view item page
* click on the add item to cart button
* Output: Added item to cart, will remain in the same page
* Alternative flow(s):
* In case of adding an item that is already in the cart, the quantity of that item will be increased by 1 in the cart.

REQ-2: View shopping cart

* User: Customers
* Input: present in all pages
* ○ click on the view cart button
* Output: List of items that were added to cart is displayed along with item details and total cost
* Alternative flow(s): Incase the cart is empty, ‘cart empty’ is displayed and the customer has the option to return to home

REQ-3: Change items in cart

* User: Customers
* Input: In shopping cart page
* click on delete item button present next to the item to delete the item from the cart
* to change the quantity of items click button of quantity
* Output: Changes reflected in the shopping cart page based on activity performed, the item will be removed from the page if it is deleted
* Alternative flow(s): none

REQ-4: Proceed to buy

* User: Customers
* Input: In shopping cart page
* click on proceed to buy button
* Output: Payment page is displayed
* Alternative flow(s): none

### **Payment operation**

**Description and Priority**

Once the customer proceeds to buy from the cart page, the delivery and payment page is visible the customer has to fill in the details necessary for delivery to the customer’s desired address and for the payment of items to be ordered. After filling the details, the customer has to click on place order to confirm and book the order.

Stimulus/Response Sequences

To buy the items in the cart, the customer has to click on proceed to buy button in the shopping cart page, then the ‘delivery and payment’ page is displayed where the customer has to fill in the delivery address and click on delivery to this address, then the payment details like payment mode- credit/ pay on delivery. In case of credit card enter the card details and cvv number and make the necessary verifications through opt, and click on Pay. "On successful payment the place order page is displayed where the customer has to click on the place order button for placing the order confirm and the items then enter the delivery process. The customer is then redirected to the home page."

**Functional Requirements**

REQ-1: Delivery details

* User: Customers
* Input: In delivery & payment page
* Enter the delivery address:
* house number, street address, pin code, city, state
* Click on deliver to this address
* Output: the payment page is displayed
* Alternative flow(s): In case of invalid address entry, the order is not delivered and is cancelled in the future

REQ-2: Payment details

* User: Customers
* Input: In delivery & payment page
* Enter the payment details:
* Payment mode:
* credit card: enter card number, cvv number, otp verification
* pay on delivery
* Click on deliver to this address
* Output: Payment successful, the place order page is displayed
* Alternative flow(s): In case of invalid payment details, the user has to re-enter valid details, unless successful payment the customer cannot place order

REQ-3: Place order

* User: Customers
* Input: In place order page
* Click on place order
* Output: Order successfully placed, the home page is displayed
* Alternative flow(s): Incase the user exists the page, order is not placed

### **Orders and return or replace**

**Description and Priority**

Orders and returns feature offers order management and flexibility to return orders within certain period of time that is specified by the seller of that item. The customer can view and manage orders that are yet to be delivered to the customer. He/she can cancel the order that is yet to be delivered or return the item that is delivered ,or view past orders and returns. Also, upon successful placing of the order, the customer can track order.

Priority: Medium.

Stimulus/Response Sequences

In the home page the customer can click on ‘orders and returns’ button, a list of past and existing orders and returns are displayed. If the customer wants to cancel an existing order that is not yet delivered, he/she can click on cancel order in the orders section of the returns and orders page, and if the customer wants to return an item that is delivered, he/she can click on return item .

If the customer wants to track the order that had been placed earlier and yet to be delivered he/ she can click on the track order button of that particular item.

**Functional Requirements**

REQ-1: View orders and returns

* User: Customers
* Input:
* Click on orders and returns button
* Output: the past and existing orders and past returns are displayed
* Alternative flow(s): none

REQ-2: Cancel order

* User: Customers
* Input: In orders and returns page
* Click on cancel order button present next to the order
* Output: the order is successfully cancelled, the orders and returns page remains displayed
* Alternative flow(s): none

REQ-2: Track order

* User: Customers
* Input: In orders and returns page
* Click on track order button present next to the order
* Output: the tracking information of that order is displayed
* Alternative flow(s): none

REQ-2: Return item

* User: Customers
* Input: In orders and returns page
* Click on return item button present next to the item and type in the reason for returning the item
* Output: the item is successfully booked for return, the orders and returns page remains displayed
* Alternative flow(s): none

**Other system features**

Recommendation models: The server is responsible for maintaining the recommendation model. The recommendation model is used to customize the products that are visible to the customer in their home page. These are built using collaborative filtering models.

Rate and Review: The rate and review features are available to the client subsystem and are used to build a community of consumers. Each customer has the option to review purchased products and assign ratings or satisfaction levels. The system may choose to terminate products that have low satisfaction ratings.