**Quickfeed Application**

**Business Requirements Document**

Project: Quickfeed Application

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# **1. Project Overview**

This document describes the business/user requirements for the QuickFeed Application that will provide a basis for the following project activities:

* Introducing business/user requirements
* Creating test plans and test specifications
* Identifying stakeholders
* Devising solutions to project tasks
* Produce an application that will enable users to buy high-end designer goods directly from the website
* Determining when the project is complete
* Assessing the degree to which the project succeeded

# **2. Document Information**

**2.1 Audience**

| **Name** | **Business Unit** | **Role** |
| --- | --- | --- |
| Advertising Media | Advertising Management | Supplier/Partner |
| Service /Goods Providers | Subscription Management | Supplier/Partner |
| Payment Merchants | Finance Management | Supplier/Partner |
| Bank | Finance Management | Supplier/Partner |
| Registered Users | Subscription Management,Finance Management,Advertising Management | Web Application Users |
| Service/Goods Provider | Subscription Management,Finance Management,Advertising Management | Web Application User |

# **3. Business Opportunity**

**3.1 Project Overview and Background**

The main goal of our application is to provide Registered Users, Service/Goods Provider with a user-friendly interface that will allow them to Review and view ratings of a Service/Goods Provider and in the same way a Service/Goods Provider can view and review ratings of a Registered User. The application will also allow the registered users to select services according to the ratings. Users are also provided with subscriptions that will allow them to explore the additional features of the application. The application will allow the Registered users, Service/Goods Provider to filter the reviews and ratings. The application will also allow the users to create the favorite Service/Goods Provider. The application also sends email for registered users ,Goods/Service Provider after every review and rating.

**3.2 Current State Analysis**

In this Competitive world, busy lifestyle people always try to use the services that have the highest ratings and good reviews so that they can find the best service/goods provider. In the current world scenario a customer can only rate a service/goods provider but a service/goods provider cannot rate a customer. The service/goods provider can also rate and review a customer and also filter on our platform. We are also providing subscriptions for users to explore additional features. The project will be designed using React.js, Django as our server side language. For Database we will use MySql. The planning process for the application is currently underway, and the development of the project will span two semesters at Pace University.

**3.3 Future State Objectives**

The main idea behind building this project is to provide a platform where the Service/ Goods providers can get a chance to see how their product or services are impacting the lives of consumers. This can be done by using our platform **QuickFeed,** where a consumer can review or can give feedback for the services and products they are using to the owners. By doing this a service provider or owner can analyze how their services or products are working in the market and they can take action accordingly. We would also be focusing on the vise versa feedback in our platform so that not only the consumers but also the service providers can review their customers. Nowadays people are struggling with the platform that they don’t understand and are not able to provide a review easily and by using our simple UI/UX people can easily review the services and goods.

**3.4 Stakeholders**

| **Stakeholders** |
| --- |
| *Service/Goods Providers* : These are the service providers that use the website to add their services and get reviews on those services. They also provide reviews to the users that used their services. |
| *Payment Vendors :* The vendors we would use to get the payment processing on the website. |
| *Advertising Media* : The social media where we will promote our website. |
| *Potential customers* : The users use the website to search for the service providers and provide feedback to the service providers on the website. |

Diagram

Description automatically generated

Fig : QuickFeed Business Relationship Map

The Business Relationship Map is divided into categories i.e., Suppliers ,Internal Management groups and Customers. The above BRM provides an overall summary of the process flow.

The Suppliers consist of 1.Service/Goods Providers: These are the Service/Goods Providers that use the site to add their services/goods and get reviews on those services/goods. Similarly they can give reviews to the clients that used their organizations. 2.Advertising media: The web-based media where we will promote our site. 3. Bank:These are the sellers/vendors we would use to get the installments/payments handling done on the site. 4.Payment gateway providers:Merchants and consumers expect a streamlined experience around payments, Integrating payments will make it easier for vendors to accept payments, and creates a better experience for the consumer.

The Internal Management group consists of 1. Subscription Management team: this will take care of all things related to customer subscriptions i.e., customer service, premium service, and other additional benefits that differentiate between unsubscribed and subscriber users. 2. Finance Management: This team will take care of all accounts related things i.e., maintaining accounts directory, customer subscriptions, Advertisement revenue tie ups, Bank payments, Payment gateway providers and transaction authentications etc. Anything related to financial matters will be taken care of by the Finance Management group. 3. Advertising Management: This team will take care of supplier advertisements, which can be a revenue model for the website. Premium subscriptions to the suppliers/vendors can make their website listed on the top search.

Customer group is basically divided into two formats 1. service/goods providers: suppliers/goods providers will be our potential customers that will provide us a medium to generate revenue, by helping them in growing their business online. Also premium subscriptions to display their services in the top category can be an efficient revenue model for rolling revenue. 2. Registered Users: Users that have purchased subscriptions for the premium services, can also be a rolling revenue generation module.

**4. Business Requirements**

**4.1 Business Scope:**

Quickfeed includes functionalities like -  
 1. Reviewing system with commenting, replying and rating.  
 2. Listing page with search business functionality.  
 3. An Admin panel for our subscribed service providers and sellers   
 4. Available as a web platform with mobile and desktop friendliness.

**4.2 Details of Business Requirements:**

The main objective of building this application is to provide a platform where consumers or buyers of a service or product can give feedback and review to the product or service they have used. For this they just need to create an account and signup to our website where they will find the service providers and sellers for review. Also a service provider or a seller is required to create an account on our platform so that their business is listed in the search list or a consumer. A service provider or a seller can also review or give feedback or reply to their business reviewer after taking a subscription plan which is monthly, quarterly or yearly.

**4.2.1 Advertising Management**

4.2.1.1 Ability to login and register their staff.

4.2.1.2 Ability to generate ads on the web application

4.2.1.3 Ability to record video of our application functionalities.

4.2.1.4 Ability to maintain content of an ad

4.2.1.5 Ability to keep ads up to date

4.2.1.6 Ability to get product performance

4.2.1.7 Ability to promote sponsored posts

* **4.2.2 Subscription Management**

4.2.2.1 Ability to create an account

4.2.2.2 Ability to delete the account

4.2.2.3 Ability to modify the account information

4.2.2.4 Ability to restore the password/user ID details

4.2.2.5 Ability to sign in to (sign out from) already created account

4.2.2.6 Ability to select the subscription plan

4.2.2.7 Ability to pause the subscription plan

4.2.2.8 Ability to pay for subscription plan

4.2.2.9 Ability to add description of their product or service.

4.2.2.10 Ability to reply for a feedback

4.2.2.11.Ability to give a feedback

4.2.2.12Ability to search a customer

* **4.2.3 Finance Management**

4.2.3.1 Ability to issue refunds

4.2.3.2 Ability to process the plan subscription payments

4.2.3.3 Ability to apply/issue discounts

* **4.2.4 Registered Customers requirements**

4.2.4.1 Ability to create an account

4.2.4.2 Ability to delete the account

4.2.4.3 Ability to modify the account information

4.2.4.4 Ability to restore the password/user ID details

4.2.4.5 Ability to sign in to (sign out from) already created account

4.2.4.6 Ability to review a service or product

4.2.4.7 Ability to rate a product

4.2.4.8 Ability to search the related business or service providers

* **4.2.5 Service/Goods Provider requirements**

4.2.5.1 Ability to create an account

4.2.5.2 Ability to delete the account

4.2.5.3 Ability to modify the account information

4.2.5.4 Ability to restore the password/user ID details

4.2.5.5 Ability to sign in to(sign out from) already created account

4.2.5.6 Ability to add their service/goods information

4.2.5.7 Ability to add promotions/coupons

4.2.5.8 Ability to select the category for service/goods

4.2.5.9 Ability to receive order details from customer

4.2.5.10 Ability to deliver services as per user requests

# **5. Non-Functional Requirements**

| Category | Requirements |
| --- | --- |
| **Performance** | The searching should be fast enough to find business. |
| **Operating** | Access to good and stable internet connection. |
| **Interface** | The interface should be user friendly. |
| **Security** | The application should be highly secure as it includes payment. |
| **Scalability** | The system should be scalable to accept new small changes |
| **Availability** | The portal should be available to all age users. |
| **Reliability** | The system should be reliable and trustable. |
| **Performance** | The application will be available for 24/7 without any interruptions, and regular maintenances will be scheduled to support the application |
| **Database** | The application will be using MySql |
| **Serverside** | Django and Python |
| **Frontend** | React.js |

**6. External Data Feeds**

**6.1 Subscription Management**

6.1.1 The Service/goods providers will provide their services as per QuickFeed’s categories.

6.1.2 The Service/goods providers will provide their comments on the reviews.QuickFeed users will provide the Feedbacks/ratings.

**6.2 Advertising Management**

6.2.1Takes care of Marketing, sales and promotions.

**6.3 Bank**

6.3.1 It helps QuickFeed to maintain the amount received from customer’s subscriptions.

6.3.2 It helps QuickFeed to maintain record in terms of money when a customer returns and asks for a refund. It helps QuickFeed to maintain record in terms of money when a customer returns and asks for a refund.

**6.4 Payment System**

6.4.1 The payment providers would be helping QuickFeed to get the payments from the customers to the bank account.

6.4.2 The payment providers help QuickFeed to send back the payments from QuickFeed account to customers bank account in case of a refund.

# **7. Business Risks**

Our application is targeting a niche market of specific individuals who pursue good rated and high reviewed services. And with recent years the trend of moving towards online services, so the competition will be on the rise for our business. Competition risks will be mitigated by differentiating our services/products from others on the market by adding additional features like reviews and ratings. In addition, offering the features like filtering out the disliked products/services, or offering a variety of subscription plans will also keep the customers loyal to our company. By constantly analyzing the market and product/services performances we will be able to work on and introduce new features to be added to the application to keep the current clients and attract new customers. Market and goods/service performance will also allow us to come up with successful service offerings.

But along with the advantages, there are caveats to consider.

Some of the risks are unlawful sharing of data, fraud, malware, and other security breaches, not to mention vulnerabilities related to working with third-party platforms, data privacy laws, online security regulations, and customer service issues.

* Data Privacy and Online Security Risks
* Unauthorized Access
* Exploitation of Vulnerabilities
* Human Error
* Platform Downtime
* Bad CSV Files
* Non-Compliance
* Incompatible Software or Plugins
* Poor Customer Experience (CX)
* SQL Injection (SQLI)
* Cross-Site Scripting (XSS)
* Traversal Directory (TRV)
* Local File Inclusion (LFI) and Remote File Inclusion (RFI)
* Shell Code Injection
* Directory Indexing (DI)
* Open Redirect (ORED)
* File Discover (FD)
* Common Vulnerabilities & Exposures (CVE) and others.

The application will be subjected to automated daily & weekly audits to detect the vulnerabilities. It will also use HTTPS protocols for any data exchanges, enforced TLS for all the email communications, and other encryptions that will be maintained on the server.