Project Management Documentation

Tasks Involved In the Project: Why leave your house and risk socialization when you can buy and ship all necessities to your home? Our aim is to create an eCommerce website that sells a variety of affordable merchandise customers can conveniently order from the comfort of their introverted paradise! Unlike other online retailers, we uphold honesty and transparency. When our customers buy from us, they know they're getting *exactly* what they paid for! Our team of totally qualified college students plan to incorporate user accounts, an easy-to-use checkout process, search features, an enticing display of our products, and a straightforward menu even your Great Grandma can navigate. User accounts will include functionality such as wish lists, saved checkout information, and account settings. Our checkout will provide customers with the familiar virtual 'cart' for their pending purchases, autofill any saved cards and/or addresses, and offer a handful of payment options (such as card, PayPal, affirm, etc.) so that customers of all backgrounds can spend their money on our merchandise. Aside from the typical 'search bar', our search features include item-sorted categories and filters to suit every need. All merchandise will either be featured on our home page, recommended under focused product pages, or found within their respective categories. Products will display an upfront title, transparent description, and provide customers with features such as 'save to Wishlist', 'add to cart', and 'recommended items.' No one enjoys getting lost in an inception of drop-down menus, our navigation will be a simple interface that's divided into easy to understand 'categories' like: Clothing, Body Care, Health, Food, Home, Office, Outdoors, etc.!

Risk: As with any retailer, we could potentially face monetary problems including: high supply and low demand, lack of purchases, shrink (damages, out of dates, recalls, etc.), paying employees, cost to run the site and business being higher than the amount made in spendable income, legally required employee benefits, and pesky loan sharks. Our company may face other risks and challenges like: lawsuits, workers unions, website host services going down, data breaches, fake reviews, cyber-attacks, bad press, competition, stocking issues, and the sudden death or otherwise unexpected loss of any employee(s).

We value and uphold the comfort and safety of our customers, but unfortunately, they may expose themselves to potential risks when using our site. These risks include (but are not limited to): identity theft, adware, consequences of data breeches, account hacking, fake reviews, consequences of using unsecured WI-FI, long delivery times via Snail Mail, product being unavailable (out of stock, warehouse out, etc.), product not fitting/looking/working as expected, their data potentially being sold by the company, product arriving damaged, or being enticed to spend their entire paycheck on our wonderful products.

It is important to our dedicated team that both us and our customers maintain a happy, secure experience with our website. To avoid the above mentioned risks, we will implement a rock-solid terms of service, secure our software as tightly as possible, offer customer service so great even HEB would be proud, and uphold our company values to always be upfront and truthful about our products.

Evaluation Criteria and Methods: We plan to run a user study to evaluate useability.

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Implementation: Currently, our team needs to complete the following tasks:

- Set up & Manage GitHub   Haven
- Set up AWS or related site hosting service   Haven
    - o GitHub will be connected to site
    - o Responsible for maintaining host service
- Create the site layout & related HTML, CSS   Haven
    - o Visual design for the site
    - o Templates for each page/item/need
- Generate & Handle Product Data   Fernando
    - o Either upload manually or use file/database
    - o Use code to add data to site?
- User Accounts   Jasmine
    - o User info
    - o Saved payment info feature
    - o Account settings
- Search Features   moneeb
    - o Search bar
    - o Filters
    - o Displaying similar products
- Checkout Features   Jasmine
    - o Payment options
    - o Implementation of saved payment info
    - o Shipping calculations
    - o Mock payment process?
- Displaying Product on Site   name
    - o Implementing product data
- Customer Support   Moneeb
    - o Messaging/email option for user issues
    - o FAQ & Known Issues
    - o (If time) Customer Support chat bot?

Training: In the event of user confusion, our software will have a dedicated Customer Service page that features our FAQ and methods to contact our team for further support.

Maintenance: After the deployment of the site, our team will upkeep the software with maintenance such as: keeping on top of glitches, checking that all links are working, regularly backing up the software, maintaining site security, monitoring site speeds and optimizing them, keeping the store up to date, performing regular tests and check ups on site features, and watching analytics to know where improvements are needed.

Future Needs: While our team is mighty, we may not be able to accomplish our entire vision within the scope of this class. One such feature is a customer support chatbot, ideal for customer service and experience but perhaps too advanced to implement at this time. Another future feature would involve recommending products based on user's past searches and purchase history. This would require us to implement and train an algorithm to tailor related products to each individual customer. We could also

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create an option for users to view the site in another language, which could open our traffic and sales to other countries. Finally, a future feature could implement a dark mode option for our site and save the eyes of all users.