
Group 08: Super Idol

SIBOOKS WEB Vision Document

Version 1.7

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Vision Document	Date: 14/06/2024

Revision History

Date	Version	Description	Author
04/06/2024	1.0	Research about the market and customer. Introduction about the project.	Ngô Văn Khải
05/06/2024	1.1	List problem statements and product positions to solve those.	Thái Huyền Tùng
07/06/2024	1.2	Define stakeholders and end-users, and list what they need in the project. List alternatives and competitors	Tô Quốc Thanh
10/06/2024	1.3	List the main capabilities of the project.	Lê Phước Phát
11/06/2024	1.4	List features that are planned to be done in the project, including functional and non-functional ones.	Bùi Lê Khôi
12/06/2024	1.5	Draw the diagram of the product perspective. List all acceptances and dependencies.	Lê Phước Phát
13/06/2024	1.6	Add and adjust features that are planned in the project, and remove features that are not needed/necessary.	Bùi Lê Khôi
14/06/2024	1.7	Review all the information in the document. Adjust if necessary.	Bùi Lê Khôi

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Vision (Small Project)

1. Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of SIBOOKS WEB. SIBOOKS WEB allows bookstore owners to create and manage their stores online and allows users to search for and purchase books online.

1.1 References

- Customer research: the demand for online shopping is steadily increasing ([paper link](#)).
- Market research: selling books online is highly profitable ([paper link](#)).

After that research, we decided to create a website where bookstore owners can sell books on the internet and customers can buy books online.

- Referred websites: [Shopee](#), [Tiki](#), [Fahasa](#).

2. Positioning

2.1 Problem Statement

The problem of	- The bookstore is located far away. The genres and quantity of books are limited. -Customers often do not leave reviews or feedback. Competition arises from local stores and online retailers.
affects	-Customer (book purchaser). -Bookstore owner.
the impact of which is	-Customers have to travel a long distance to reach the bookstore. Customers are unable to purchase the books they desire. -Store owners need help understanding purchasing trends. Decreased number of customers and income.
a successful solution would be	- Customers can buy books online without the need to travel far and they can purchase the exact books they desire. -Store owners grasp purchasing trends, and the number of customers increases

2.2 Product Position Statement

- For Customer

For	customers
Who	are interested in purchasing books
The SIBOOKS WEB	is a website application
That	allows customers to purchase books online without the need to travel far, find their favourite genres, and enjoy competitive prices
Unlike	Shopee, Tiki, Fahasa, ...

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Our product	<ul style="list-style-type: none"> - Personalize the shopping experience, suggesting products based on customer trends and preferences. -Focus solely on books, ensuring customers are able to handle other products. - Allow for accumulated purchases to establish loyal customer status, thereby unlocking various discounts and promotions.
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● **For Bookstore owner**

For	Bookstore owner
Who	Managed a bookstore
The SIBOOKS WEB	is a website
That	Support store management, capturing customer purchasing trends, and reaching out to distant customers.
Unlike	Shopee, Tiki, Fahasa
Our product	<ul style="list-style-type: none"> -A dedicated website for sellers' stores, enhancing brand recognition and identity, without the need to compete with multiple stores as on traditional e-commerce platforms. -No need to pay platform commissions. -Easily create events, promotions, and offers to attract customers.

3. Stakeholder and User Descriptions

3.1 Stakeholder Summary

Name	Description	Responsibilities
The website development team	Group 08, Introduction to Software Engineering class 22CLC10	<ul style="list-style-type: none"> -Building and developing the website. -Updating and maintaining the project. -Ensuring project progress. - Ensuring the implementation of initial features. - Making modifications based on evaluations and support from the overseeing instructor
Ms. Nguyễn Thị Minh Tuyền Mr. Hồ Tuấn Thanh	Lecturer for theory / practical sessions of the Introduction to Software Engineering course for class 22CLC10	<ul style="list-style-type: none"> -Supervising the project implementation process. - Supporting, providing input, and clarifying questions for team members
Bookstore Owner	Utilize the website for bookstore management	<ul style="list-style-type: none"> -Provide requirements about features and interface of the website

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Customer	Book purchaser	-Give feedback, and evaluate the website. -Give suggestions for improvement and enhancement to make the website more complete and better
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3.2 User Summary

Name	Description	Responsibilities	Stakeholder
Bookstore Owner	Who utilizes the website for bookstore management	-Ensure accurate information is provided for various types of books, such as prices, content, ISBN numbers, etc. -Add, remove, or edit book information. -Create vouchers, and flash sales. -Check and approve orders.	Self-represented
Customer	Who use the website to search and buy books	-Search books. -Select desired books for purchase. -Proceed with payment. -Review and provide feedback on books from the website.	Self-represented

3.3 User Environment

- Customers (book purchasers) are individuals with a demand for searching and purchasing books online, spanning across various age groups/genders, but primarily targeting teenagers - a demographic with high shopping needs.

- The bookstore owner aims to manage and sell books online on the internet.

- Customers may access the website multiple times a day (when searching for desired books) or 1-2 times per week after making purchases and temporarily not needing any books.

- The store owner may access the website multiple times a day, with a high frequency (1-2 times per hour) to process orders and respond to customer messages. The frequency of store owner's access may vary over time, usually increasing in the evenings or weekends when customers have leisure time and a high demand for book purchases.

- The website is accessible on desktop computers, laptops, and mobile phones, featuring a user-friendly interface to accommodate all users.

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3.4 Summary of Key Stakeholder or User Needs

Need	Priority	Concerns	Current Solution	Proposed Solutions
Analyzing purchasing trends	High	In traditional bookstores, customers often do not leave personal information or requests for new products, and the store does not retain the customer's product search process, making it difficult to predict purchasing trends.	Distribute evaluation forms, and send surveys to customers. Analyze and statistics purchasing data using simple office tools like Excel,... to predict purchasing trends.	Analyze purchasing trends through customer book searches, along with various personal information such as gender, age, etc.
Selling books online	High	Traditional bookstores are no longer competitive with online bookstores on e-commerce platforms.	Build stores on e-commerce platforms like Shopee, Tiki,... with many regulations and high platform fees.	Build a dedicated website to sell books, thereby optimizing costs and actively managing promotion programs, customer care services, and marketing activities.
Collecting customer feedback	Medium	Customers may not want to take the time to provide feedback, and collecting feedback may not be complete or accurate.	Collect feedback through paper surveys or directly request feedback from customers when making purchases.	Create an easy-to-use online feedback system, and encourage customers to provide feedback by providing incentives or reward points.

3.5 Alternatives and Competition

- **Shopee**

Website link: shopee.vn

Shopee is a large e-commerce platform with numerous stores participating in trading, resulting in a diverse and abundant source of goods. Shopee offers many discount events, promotional codes, and attractive pricing policies to attract consumers.

However, due to the large number of buyers, sorting and shipping goods by Shopee can be relatively slow. The abundance of sellers leads to a lack of control over the quality of goods, with many counterfeit and non-genuine products being sold. The customer support system also operates poorly, with customers having to wait hours to receive assistance from Shopee staff. Additionally, Shopee is a multi-product electronic marketplace: electronics, household appliances, sports equipment, food, etc., so users often feel overwhelmed when choosing goods.

- **Tiki**

Website link: tiki.vn

Tiki is a multi-product electronic marketplace, but it focuses more on selling books than Shopee. Tiki's strength lies in its clear product authentication, ensuring genuine products, with a good product return policy allowing customers to return items within 15 days if not satisfied.

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However, due to the product authentication and return policies, the prices of products on Tiki are often relatively high. Additionally, due to the need for relatively strict product checks, Tiki frequently runs out of stock, leading to customers being unable to find the products they desire.

- **Fahasa**

Website link: fahasa.com

Fahasa is a leading and reputable online book-selling website in Vietnam. Its prominent advantages include genuine products and numerous promotional periods throughout the year. Fahasa has a simple and user-friendly interface with clearly defined product categories. The website's response speed is fast, and there is no lagging even during peak flash sale hours.

However, similar to Tiki, Fahasa's product prices tend to be higher compared to the market average when the products are not part of a promotional category. Additionally, the account creation feature does not fully meet user needs (it only supports logging in with the system's account and Facebook, not Google accounts).

Moreover, Fahasa is the dedicated website of the Fahasa bookstore system, and users cannot register to open personal stores to sell on Fahasa.

Summary: SIBOOKS WEB has many similarities with its competitive counterparts: a diverse source of goods, updated according to purchasing trends, ensuring genuine products, providing quick customer support, competitive pricing, and low construction and maintenance costs, allowing store owners to customize their shops according to their preferences.

However, SIBOOKS WEB has several limitations: it only supports a web version, lacks a mobile app, and its multi-layered security is relatively weak, payment methods are not diverse....

4. Product Overview

This section provides a high-level view of the product capabilities, interfaces to other applications, and system configurations. This section consists of the subsections, as follows:

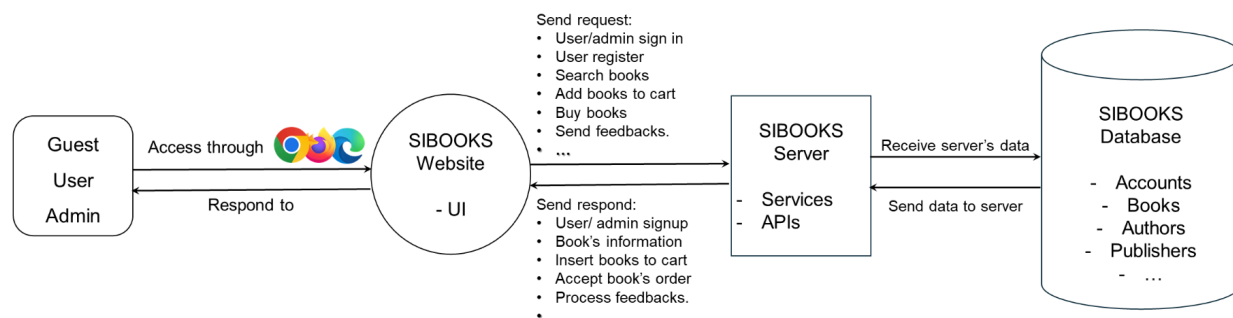
- Product perspective
- Summary of capabilities
- Assumptions and dependencies

4.1 Product Perspective

SIBOOKS WEB will compete with other websites, offering a stable environment and including lots of features for users.

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Here is a quick look of how SIBOOKS WEB will work:



4.2 Summary of capabilities

Here are all of the capabilities of the product, including but not limited to:

User Benefit	Supporting Features
Able to access the website from any browser.	Users can access the website anywhere on any device, by any browser including Chrome, Firefox, Edge, ..., as long as there is an Internet connection.
Safe and Secure for Users	Users can create their accounts and set up important private or public information.
The system can respond quickly to user	The system can record and respond to information or signal in a short time to the user.
Access to features based on each role	Based on the role (Guest, Customer, Admin), the user can access all the features each role can provide.
Able to send feedback about system errors	Users can report and send feedback to the system if a problem occurs. Feedback will be sent to the dev team to be processed as quickly as possible.

4.3 Assumptions and Dependencies

Here are all of the assumptions and dependencies of the product, including but not limited to:

- Additional features can be added and updated in the future.
- There will be investors in the website to make it better.
- The website will be popular in the future, making it a trustworthy and useful website for people.

5. Product Features

Below are the main features we will make in this project. Features can be changed, deleted and expanded in the future:

These features will be available for the role of "Guest"

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No.	Feature	Description	Priority
1.1	Account Sign up	Users can register a new account, using an email.	High
1.2	Account Sign in	Users can sign in using a created account. Users can also register using a Google account.	High
1.3	Access to the website	Users can access the basic features of the website. This includes viewing the main page, viewing other sub-pages like Contact, About, etc.; scrolling to see basic info like posters, banners, etc.; seeing the header and footer details like the website's basic information, the shop location, and so on.	High
1.4	Search and filter books	Users can search the book they need by the search engine, with high accuracy. Users can also filter the results to find the right choice.	High
1.5	View the book's information	Users can see the information of the books they searched, including their name, author, publisher, size, language, etc.. They can also see other related info, like comments and ratings of the book, pictures of the books, etc.	High
1.6	Send questions to the website	Users can send questions or problems they have to the website. Service will respond automatically or manually in a minimal time.	Low

These features will be available for the role of "User"			
No.	Feature	Description	Priority
2.1	Features of the role "Guest": 1.2, 1.3, 1.4, 1.5, 1.6	Because a "User" is a "Guest" after signing in, they inherit those features from the "Guest" role	High
2.2	Account Sign out	Users can sign out of the account, and back to being a "Guest".	High
2.3	Managing customer account information	Users can CRUD their own account information, including name, date of birth, telephone number, avatar, and more.	High
2.4	Managing customer books	Users can check the history of searching books. Users can also add/remove books in their favourite list.	High
2.5	Managing books in Cart	Users can add, remove, and adjust the amount of books in the cart. They can also see the total price of all books in cart, or sort them based on type or letter.	High
2.6	Managing checkout options	Users can choose the payment method and the same for delivery options. They can also choose the voucher into the order. Users can adjust their delivery info, like address, telephone	High

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		number, etc. They can view the info of the order, including the order price, payment method, delivery option, voucher, etc..	
2.7	Tracking the orders	Users can track orders that they confirmed in the checkout, including the distance, delivery estimated time, history of the order tracking, etc.. They can cancel an order, confirm receipt of an order	Medium
2.8	Comment and Rating	Users can comment and rate the books they bought. They can also include pictures of it.	Medium
2.9	Chatting and Feedback	Users can chat with our real-time service, via online platforms like Messenger, Discord, X, etc.	Low

These features will be available for the role “Admin”			
No.	Feature	Description	Priority
3.1	All features of roles “Guest” & “Customer” except: 1.1, 2.5, 2.6, 2.7	An admin is like a god object, managing almost everything on the website, but there are some things they can't do, such as signing in a new admin, adding a book to the cart to create a virtual order, or getting user payment information as card's password	High
3.2	Managing Notifications	CRUD notifications. Admin can also sort and search notifications in alphabet, or by time.	Medium
3.3	Managing the User's account	Admin can sort and search accounts in the alphabet, by creating time, by user ID, ... Admin can view members' account profiles. Admin can also ban/ unban, block/ unblock accounts, and update their role based on the amount of purchase (VIP, Golden Member, etc.).	High
3.4	Managing Shop's books	CRUD books. Search and sort books in alphabetical order, by author, by publishing time, by ID, etc.	High
3.5	Managing Shop's orders	Search and sort order in order. Viewing the book's order info. Accept or decline orders. Update the history of orders.	High
3.6	Managing Comments and Ratings of the books	Viewing all comments and ratings from members whose comments and rated the books. Deleting all comments, along with their rating and pictures that violated rules.	Medium
3.7	Managing Vouchers	Viewing all vouchers on the website. Search and sort them by ID, name, ... Manage vouchers. Admin can add, remove, and adjust the value, type and amount of vouchers.	Medium

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3.8	Managing messages from members	Viewing and responding to users that they messaged to the website.	Low
3.9	Managing Data Analysis - Statistic	<p>Track the user behaviour, including number, average and peak of visitors, sessions, online time, and searching books,...</p> <p>Collect and analyze book data, for instance, total sales in number and in revenue, best-seller books, ...</p> <p>Tracking customer and order data, like information on customer and order, order status and delivery progress,...</p> <p>Analyze the revenue, profit and cost that happened in an amount of time, like monthly, weekly,...</p>	High

6. Non-Functional Requirements

Below are the non-functional features we are planning to do in this project once all the main features work properly. They might or might not be in the final product:

No.	Feature	Description
1	Portability	Able to run on the website on any platform, including PC, Tablet, Mobile,
2	Security	Prevent data leaks, for example, SQL Injection.
3	Performance	Able to handle around 100000 accesses per second. Website response time is less than 5 seconds
4	Reliability	The website can run 24/24. If the server has any problem, for example, a server failure, user data is preserved.
5	Maintainability	The website will be under maintenance every month, around 2 - 4 hours each time.