

**VNUHCM - University of Science**  
**CS300 - CSC13002 - Introduction to Software Engineering**  
**PROJECT PROPOSAL (#PA0)**  
**GROUP 08: SUPPER IDOL**  
**PROJECT NAME: SIBOOKS WEB**

**I. Introduction**

**A. Current status of the problem (What are the reasons for our group to carry out this project ?)**

Because of the COVID-19 disease and the high demands for convenience and reflexivity, moreover, people tend to be short of time and managing data manually takes too much time. So, the main purpose of creating an online bookstore is to meet those demands and solve the above problems. Especially the problem of saving time compared to traditional bookstores.

**B. Problems solution**

Our online bookstore website (project) will be named **SIBooks** which stands for the team's name (Super Idol). Instead of managing data through Excel ..., we will make a system that can help users know the information about the books and they also can buy books online easily. Moreover, the system also supports the admin to manage the users' information on the website directly with the private database of the website instead of a third software/ app.

**II. Target users & Environments**

**A. Target users:** SIBooks is suitable for students and youth or maybe adults, who are used to the Internet and don't want to spend time going to the bookstore. They want to know the book's rating, and comments to ensure that they like it or not. Also, some bookstore owners want to attract more customers and advertise books. They can use this website.

After our group had discussed the **SIBooks** project, we decided to only mention 3 target users (roles):

1. **Guests:** are users that do not sign up for the account. They just can view the books' information, comments and ratings but they can not buy or comment, rating.
2. **Members:** are the user that signed up for the account, can buy books, place orders, and communicate with admins.
3. **Admins:** will manage issues related to customers, directly resolve feedback that users have sent to the store, and provide effective support around difficulties that customers are facing.

**B. Environments:**

1. Devices: Laptop, Desktop PC that are devices with access capabilities access the Internet
2. Operating Systems: web browser (win 10 / 11).

**III. Key Features (at least 10 features/screens/functions and at most 20 features/screens/functions)**

**A. Guests**

**1. Sign up / Sign in Accounts**

- Sign up: Providing information such as name, email, and password to create a new account
- Sign in: Filling in input tags username(or email) and password. The system checks the information in the database. If it's valid, access to the account is granted; otherwise, it requests re-entry.

**2. Searching / Listing book followed by name's book****3. View the book's information and main home page:** name book, genres' book, author's books, price's book, detailed description, comment, ratings, ...**4. Send Requirements / Questions** by Email, FaceBook Insta, X, ... (Contact US Page)**B. Members (Logged-in Users)****1. Managing member's profile/account**

- Adding new members' profiles (uploading avatar picture, filling in first name, last name, phone number, email, address, school, work, ...)
- Viewing their member's profile and other member's profiles
- Reporting other member's profile
- Updating their members' profile information
- Searching / Listing other members' accounts followed by name's account ⇒ have a history search.

**2. Managing Books**

- Searching / Listing books followed by name books ⇒ have a history search
- Viewing books' information: name's book, author(s), price, more detailed description, inventory quantity,...
- Adding users' favorite books into the list/store
- Choose the genre of books/book cover, ...

**3. Managing Books in Cart**

- Adding new products into the cart (if those products had existed, the number of products would have been increased)
- Deleting products from the cart
- Adjusting / Updating the number, the genre of each product in the cart
- Viewing all products chosen in the cart with the price, the total number of each product, ...
- Searching / Listing products chosen into the cart by text following the name of products.

**4. When users have put on the "Buy Now" button, users/members can:**

- Checkout: choose the type of payments, vouchers (about the product and shipping fee), the type of transportation, ...
- Updating the order product information, booking information, address, phone number, consignee name, vouchers, the type of payments, and the type of transportation, ...
- Adding other products into checkout, address, phone number, consignee name, voucher ID/name, ...

- Viewing all detailed order information about the total final price, details of each item being ordered, shipping method, payment method, recipient name, delivery address, and phone number, ...
  - Users can add vouchers into orders to discount, and can search / list vouchers by given code.
- 5. When users have done checkout, they can:**
- track/view order process: order time, estimated delivery time, delivery distance,...
  - cancel product order if admin does not accept book order.
  - chat with the store's admin about the order, ...
- 6. When an admin has done your order, users can:**
- Receive products
  - View all the history orders status (pending, delivering, removed, done, ...)
- 7. Managing the book's comments, pictures, and ratings about Web-Store or Products**
- Viewing all comments + pictures and ratings about the web store and products from other members
  - Adding your new comments + pictures and ratings about the web store and products
  - Updating your comments + pictures and ratings about the web store and products
  - Reporting other comments + pictures and ratings about the web store and products
  - Deleting your comments + pictures and ratings about the web store and products
- 8. Chatting with Admins or Sending Messages by Email, FaceBook, Instagram, X, ... (optional)**

### **C. Admins**

#### **1. Managing Notifications**

- Adding new notifications to customers about their orders or some information about a web store (maintenance), services, or events, ...
- Viewing notifications sent from customers when they book products or from the website, ....
- Searching / Listing notifications by ID number, ...
- Updating notifications to customers about their orders or some information about the web store (maintenance), services, events, ...
- Deleting useless notifications.

#### **2. Managing Accounts**

- Searching / Listing all members' accounts by user-name accounts
- Viewing members' account profiles, the total number of books they bought, the total access time website, and the (total) number of comments about products, ...
- Block account members in the amount of time if this account violates community standards
- Update roles of member accounts (VIP, VVIP, Silver Membership, Golden Membership, ...)

- Deleting / Banning a member's account
- 3. Managing Books**
- Searching / Listing all books by text, (by pictures - optional) followed by genres
  - Adding a new book / Add book's information (name's books, authors' books, price of books, description of books,
  - Viewing all books followed by genres
  - Updating book information: name's book, author's book,
  - Deleting a book/book's information
- 4. Managing Book Orders**
- Searching / Listing the book orders by text followed by name's book, name's account, ....
  - Viewing the list of book orders, the state of book orders, ...
  - Processing book orders  $\Rightarrow$  Accepted book orders  $\Rightarrow$  response to customers
  - Update History Book Orders, Status Book Orders, Info Book Orders, ...
  - Deleting book orders and they will be moved into the garbage, ...
- 5. Managing Comments, Pictures, and Ratings about web stores or Products**
- Viewing all comments and ratings from members whose comments and ratings are for web stores and products.
  - Deleting all comments + pictures + ratings that violate community standards or reporting.
- 6. Managing Vouchers**
- Viewing all vouchers that web have had
  - Searching / Listing vouchers which bookstores have had by code / name, ...
  - The bookstore admin can manage all types of voucher: flash sale, voucher events, discount for each product, ... but this voucher must be based on the price of each book.
- 7. Managing messages from members**
- Viewing all messages from all users
  - Can response all issues that users are facing
- 8. Managing Data Analysis (Calculating / Statistics)**
- **User and Behavior Data**
    - (1) Website Traffic: Number of visitors, number of sessions, average time on site, bounce rate.
    - (2) Traffic Sources: Search engines, social media, email marketing, direct traffic, referrals from other websites.
    - (3) On-site Behavior: Most viewed pages, traffic flow through pages, user journey on the website, on-site search behavior.
  - **Product Data**
    - (1) Sales Data: Total sales, number of products sold, sales by product, sales by product category.
    - (2) Best-selling Products: Top-selling products, return rates like top 10 best - selling books

- (3) Inventory: Inventory levels, restocking frequency.
- **Customer Data**
  - (1) Customer Information: Number of new and returning customers, contact details, and shipping addresses.
  - (2) Customer Segmentation: Age, gender, location, shopping behavior.
  - (3) Customer Satisfaction: Reviews, feedback, number of complaints.
- **Order Data**
  - (1) Order Details: Number of orders, average order value, orders over time (daily, weekly, monthly).
  - (2) Order Status: Completed orders, orders in process, canceled orders.
  - (3) Delivery Time: Time from order placement to delivery, order processing time.
- **Financial Data**
  - (1) Revenue: Total revenue, revenue by sales channel.
  - (2) Costs: Advertising costs, operating costs, shipping costs.
  - (3) Profit: Gross profit, net profit, profit margins.