Online Shopping System – SRS

Problem Statement:

The online shopping system must facilitate the customers to place orders for various products listed on the website and make payments for the same, providing a smooth and comfortable virtual shopping experience.

Introduction:

The online shopping system will act as an intermediary between buyers and sellers. It must provide an easy way for sellers to upload their products and buyers to place an order.

Purpose:

To virtualise the shopping process and make it easy for the customers to buy products.

Scope:

* Sign up and Login functionality
* Raising complaints/Resolution of complaints
* Placing/Cancelling orders
* Uploading/Removing products
* Searching for products
* Recommendations based on user’s previous orders
* Payment functionality

User Characteristics:

* Admin: Can remove items, block sellers/customers, resolve/redirect complaints
* Seller: Upload items, Delete Items, deliver items
* Customer: Place/Cancel orders, raise issues, give feedback