

eCommerce Website

Class: SOFE2720

Group:10

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Lab Title- Stakeholder Needs and Requirements

Introduction

E-commerce has become one of the great ways of doing business online and attracting opportunities for investors. Having your own online website is important because it is a great way to grow and scale your business. Especially in these dark times when businesses are shutting down, and people are required to be quarantined due to covid 19, eCommerce is a great alternative way to reaching out to the customers.

Project Vision and Scope

A very user-friendly eCommerce website will provide an easy way for the customers to Interact and purchase items online.

Major Features:

- Nav Bar
- Home page
- Contact page
- Payment and Shipping page
- Login page
- Add to cart options
- Review page

Scope:

Once the project is completed, it will be able to list and sell items.

Target Markets:

This is intended for entrepreneurs who are looking to grow their business online.

Stakeholders:

Website Developers: Responsible for maintaining and coding the website for potential users and entrepreneurs

Project Manager: Responsible for the scheduling and time estimates of the website, along with communicating and gathering the requirements of the users

Users/Buyers: Responsible for the purchases made on the website and help grow the business

Investors: Responsible for supporting the website by investing and also improving it

Stakeholder Stories:

The user login interface has a high priority as a stakeholder. I want there to be a username and password to access the account so that I'm able to control the thing to sell.

The contact page has a high priority as a stakeholder because having a good customer relationship is a necessity for a good business. Customers should be able to easily reach us out through phone or email.

As a stakeholder, the billing and shipping function has a high priority. I want the process of check out for the customer to be very easy. This is an online business and I want the customer to have a happy experience purchasing. Shipping input functionality is required so the item can be easily mailed to the customer after being purchased.

As a stakeholder, customer review and feedback are has a priority because we would like to know how the customer feels about our product so we can improve and grow.

User story acceptance

Scenario 1: User Login Interface

Given the correct user name and password when trying to login or register, you will be able to successfully log in.

Scenario 2: User Login Interface

Given the incorrect user name and password when trying to login or register, you won't be able to successfully log in.

Scenario 1: Payment Interface

Given the correct credit card name, number, expiration date, or CCV you will be able to successfully make the purchase.

Scenario 2: Payment Interface

Given the incorrect credit card name, number, expiration date, or CCV you won't be able to successfully make the purchase.

Scenario 1: Billing and shipping

Given the correct name, address, postal code, phone number, and email address the item will be delivered to the right place. It will ask the user to verify the address and if selected yes the purchase will be complete and an email will be sent out automatically to the customers.

Scenario 2: Billing and shipping

Given the correct name, address, postal code, phone number, and email address the item will be delivered to the right place. It will ask the user to verify the address and if selected no the customer will be required to fix the address.

Scenario 3: Billing and shipping

Given the incorrect name, address, postal code, phone number, or email address, and if they selected yes to the verification of the billing information by accident when it's incorrect, the item might not get delivered to the right place. However, the customer can call or email the business to fix this problem.

Scenario 1: Contact Interface

Given the contact page, customers are able to reach through email or phone number of the business if they have any issue with the purchase.

Scenario 1: Review Interface

Given the review page, customers are able to leave feedback on the items. It will ask the users to rate and leave feedback.

Product should be user-friendly

Product should be efficient

It should satisfy all user needs

Easily accessible within any operating system/device

Unique design

Product should have good security

As a stakeholder page for user login is important to have a secure account

As a customer, the software should be capable of accepting payment easily so I can purchase the items without problem

As a stakeholder, the software should have the special privilege to the seller compared to the buyer. Eg: removing and adding new items option for the buyer

As a stakeholder, the contact page is important because we value our customer's questions and concerns. It's very important for building a good relationship with customers.

A cart to add various items

Shipping Calculations and payment Calculation methods