# E-COMMERCE WEBSITE WITH FEEDBACK SYSTEM

A

**Mini Project Report Submitted in Partial fulfilment of the Requirement for the Award of the Degree of**

**BACHELOR OF TECHNOLOGY**

**IN**

**COMPUTER SCIENCE AND ENGINEERING**

**Submitted by**

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*Under the Guidance of*

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Associate Professor, Dept. of CSE

To

*Department of Computer Science and Engineering*



# K.S.R.M COLLEGE OF ENGINEERING
**(UGC - AUTONOMOUS)**
**Approved by AICTE, New Delhi & Affiliated to JNTUA, Ananthapuramu**
**(Accredited by NAAC with A+ Grade & B.Tech.(Civil, EEE,Mech,ECE and CSE )**
**Programs by NBA)**
**KADAPA – 516 005 (A.P.)**

## 2024- 2025

# K.S.R.M COLLEGE OF ENGINEERING
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## DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

## VISION & MISSION

### VISION:

To evolve as a recognized center of excellence in the area of Computer Science and Engineering and other related inter-disciplinary fields.

### MISSION:

**M1**: To produce competent and industry ready professionals through well balanced curriculum and innovative pedagogy.

**M2**: To provide conducive environment for research by establishing centre of excellence and industry collaborations.

**M3**: To instill leadership qualities, ethical values among students through various co-curricular and extracurricular activities.

# B. TECH. (COMPUTER SCIENCE AND ENGINEERING)

## PROGRAM EDUCATIONAL OBJECTIVES

B.Tech - Computer Science and Engineering Program Objectives.

A graduate of the K.S.R.M.C.E, C.S.E should have a successful career in CSE or a related field, and within three to five years, should

**PEO1:** To excel in their career as competent software engineer in IT and allied organizations.

**PEO2:** To pursue higher education and to demonstrate research temper for providing solutions to engineering problems.

**PEO3:** To contribute for the societal development by exhibiting leadership, through professional, social and ethical values.

## PROGRAM OUTCOMES

**PO1: Engineering Knowledge:** Apply the knowledge of mathematics, science, engineering fundamentals, and an engineering specialization to the solution of complex engineering problems.

**PO2: Problem Analysis:** Identify, formulate, review research literature, and analyze complex engineering problems reaching substantiated conclusions using first principles of mathematics, natural sciences, and engineering sciences.

**PO3: Design/Development of solutions:** Design solutions for complex engineering problems and design system components or processes that meet the specified needs with appropriate consideration for the public health and safety, and the cultural, societal, and environmental considerations.

**PO4: Conduct investigations of complex problems:** Use research-based knowledge and research methods including design of experiments, analysis and interpretation of data, and synthesis of the information to provide valid conclusions.

**PO5: Modern tool usage:** Create, select, and apply appropriate techniques, resources, and modern engineering and IT tools including prediction and modelling to complex engineering activities with an understanding of the limitations.

**PO6: The engineer and society:** Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal and cultural issues and the consequent responsibilities relevant to the professional engineering practice.

**PO7: Environment and sustainability:** Understand the impact of the professional engineering solutions in societal and environmental contexts, and demonstrate the knowledge of, and need for sustainable development.

**PO8: Ethics:** Apply ethical principles and commit to professional ethics and responsibilities and norms of engineering practice.

**PO9: Individual and team work:** Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.

**PO10: Communication:** Communicate effectively on complex engineering activities with the engineering community and with society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.

**PO11: Project management and finance:** Demonstrate knowledge and understanding of the engineering and management principles and apply these to one's own work, as a member and leader in a team, to manage projects and in multidisciplinary environment.

**PO12: Life-long learning:** Recognize the need for, and have the preparation and ability to engage in independent and life-long learning in the broadest context of technological change.

## PROGRAM SPECIFIC OUTCOMES

PSOs are statements that describe what the graduates of a specific engineering program should be able to do:

**PSO1: Professional Skills:** The ability to understand, analyze and develop computer programs in the areas related to algorithms, system software, multimedia, web design, big data analytics, and networking for efficient design of computer-based systems of varying complexity.

**PSO2: Problem-Solving Skills:** The ability to apply standard practices and strategies in software project development using open-ended programming environments to deliver a quality product for business success.

**PSO3: Successful Career and Entrepreneurship:** The ability to employ modern computer languages, environments, and platforms in creating innovative career paths to be an entrepreneur, and a zest for higher studies.

# COURSE OUTCOMES

**CO 1 :** Design static web pages using HTML and CSS

**CO 2 :** Design and Develop Webpages Using Javascript

**CO 3 :** Design web pages to authenticate users using Cookies.

**CO 4 :** Design web pages using HTML, CSS and Angular JS

**CO 5 :** Develop server side programs using PHP and accessing database through PHP.

# CO-PO MAPPING

| Course Outcome | Program Outcomes | | | | | | | | | | | | Program Specific Outcomes | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 | PO8 | PO9 | PO 10 | PO 11 | PO 12 | PSO 1 | PSO 2 | PSO 3 |
| **CO1** | 3 | 3 | 3 | | 3 | 3 | | 3 | 3 | 3 | | 3 | 3 | 3 | |
| **CO2** | 3 | 3 | 3 | | 3 | 3 | | 3 | 3 | 3 | | 3 | 3 | 3 | |
| **CO3** | | | | | | | | | | | | | | | |
| **CO4** | 3 | 3 | 3 | | 3 | 3 | | 3 | 3 | 3 | | 3 | 3 | 3 | |
| **CO5** | 3 | 3 | 3 | | 3 | 3 | | 3 | 3 | 3 | | 3 | 3 | 3 | |

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## DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

## CERTIFICATE

This is to certified that the project report entitled "**E-COMMERCE WEBSITE WITH FEEDBACK SYSTEM"** is being submitted   by POOLANEETHUSREE(239Y5A0514), S.V.S.N.TEJASWARUP (229Y1A05G8), S.KRUPAKAR(239Y5A05G6) to  K.S.R.M. College of Engineering(UGC– AUTONOMOUS), Kadapa in partial fulfilment of the requirements for the award of the degree of "BACHELOR OF TECHNOLOGY" in "COMPUTER SCIENCE AND ENGINEERING" is a Bonafide record of the project work carried out by them under our supervision during the period 2023-2024.

### Project Guide

### Dr. V VENKATA RAMANA MTech., Ph.D.

| **Project Co-ordinator** | **Head of the Department** |
|---|---|
| **Dr. V. Venkata Ramana** | **Mr. A. Ram Prakash Reddy** |
| M.Tech, Ph.D | M.Tech,(Ph.D). |
| **Associate Professor** | **Assistant Professor & HOD** |
| **Dept of CSE.** | **Dept of CSE.** |

**Date:**                **Internal Examiner**                **External Examiner**

# DECLARATION BY THE CANDIDATE's

We, **POOLA NEETHUSREE, S.V.S.N. TEJASWARUP, S.KRUPAKAR,** bearing Roll No: **239Y5A0514, 229Y1A05G8, 229Y1A05G6** hereby declare that the Project Report entitled **"E-COOMERCE WEBSITE WITH FEEDBACK SYSTEM"** under the guidance of **Dr. V. Venkata Ramana, M.Tech., Ph.D., Associate Professor**, **Department of CSE** is submitted in partial fulfillment of the requirements for the award of the degree of **Bachelor of Technology in Computer Science and Engineering.**

This is a Record of Bonafide work carried out by me and the results embodied in this Project Report have not been reproduced or copied from any source. The results embodied in this Project Report have not submitted to any other University or Institute for the Award of any other Degree or Diploma.

Signature of the Students

**POOLA NEETHUSREE**

**S.V.S.N. TEJASWARUP**

**S. KRUPAKAR**

# ACKNOWLEDGEMENT

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We take this opportunity to express our deep gratitude and appreciation to all those who encouraged us for successfully completion of this Project work. We wish to express our sincere to gratitude to   **Dr. T. Nageswara Prasad**, **M.Tech., Ph.D**. Vice Principal of K.S.R.M. College of Engineering(A), Kadapa and **Dr. V.S.S. Murthy, M.Tech., Ph.D**. Principal of K.S.R.M. College of Engineering(A), Kadapa and  for their consistent help and encouragement to complete the project work.

We also thankful to all teaching and non-teaching staff of the **Department of Computer Science and Engineering** for their support throughout our B.Tech. course.

We express our heartfelt thanks to **My Parents** for their valuable support and encouragement in completion of my course. Also I express my heartfelt regards to my Friends for being supportive in completion of my project.

**Project Associates**

**POOLA NEETHUSREE          (239Y5A0514)**
**S.V.S.N. TEJASWARUP        (229Y1A05G8)**
**S. KRUPAKAR                 (229Y1A05G6)**

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# ABSTRACT

In today's digital marketplace, providing an efficient and user-friendly online shopping experience is crucial for customer satisfaction and retention. This project outlines the essential components of an e-commerce platform, focusing on the customer journey from login to purchase and subsequent feedback. Initially, customers log in to the website, ensuring secure access to their accounts. They can then browse a diverse product catalog, selecting items based on their preferences. Once a product is chosen, customers can easily add it to their shopping cart, facilitating a streamlined shopping experience. The checkout process is designed for convenience, allowing users to review their orders, input shipping and payment details, and confirm purchases with just a few clicks. After receiving their products, customers are encouraged to provide feedback, fostering engagement and helping the business improve its offerings. This feedback mechanism not only enhances customer relationships but also contributes to continuous improvement in product quality and service. By incorporating these features, the e-commerce platform aims to elevate the overall customer experience, leading to increased loyalty and satisfaction.

This project is aimed at the development of an e-commerce website integrated with a comprehensive feedback system, designed to enhance the user experience, improve customer engagement, and facilitate better decision-making for both buyers and sellers. As e-commerce continues to grow and evolve, providing customers with a seamless online shopping experience has become crucial, while simultaneously addressing the need for transparency and trust between customers and vendors. This project addresses both aspects by offering an intuitive platform for browsing, purchasing, and reviewing products, alongside an advanced feedback system that allows users to rate products and share their experiences.

The feedback system is a central component of this platform, providing customers with the ability to leave ratings and reviews for products they have purchased. This feature is critical in building customer trust, as it allows potential buyers to make informed decisions based on the experiences of previous customers. The feedback system is built to facilitate both qualitative and quantitative feedback, with customers able to assign star ratings (typically ranging from one to five stars) and provide written reviews outlining the product's features, quality, usability, and performance.

# LIST OF FIGURES

# CHAPTER - 1

# INTRODUTION

# CHAPTER - 1

# INTRODUTION

## 1.1 OVERVIEW

In recent years, the rapid growth of digital technology has transformed the way consumers shop, leading to the emergence of e-commerce as a dominant force in the global retail landscape. The convenience of online shopping, combined with the expansive reach of the Internet, has enabled consumers to access a diverse array of products and services from the comfort of their homes. This shift has fundamentally altered consumer behavior, prompting businesses to adapt and innovate to remain competitive in an increasingly digital marketplace.

**The Rise of E-Commerce**

The rise of e-commerce can be attributed to several key factors. First and foremost, the proliferation of smartphones and high-speed Internet access has made online shopping more accessible than ever. Consumers can browse and purchase products at any time and from virtually anywhere, breaking down the traditional barriers of time and location associated with physical retail. Additionally, the increasing availability of various payment methods, including digital wallets and secure payment gateways, has further facilitated the growth of e-commerce by providing consumers with flexible and secure transaction options.

Furthermore, e-commerce platforms have become more user-friendly, incorporating intuitive designs and advanced search functionalities that enhance the shopping experience. With just a few clicks, customers can compare prices, read product reviews, and make informed purchasing decisions. This ease of access, combined with the ability to offer personalized shopping experiences through data analytics and targeted marketing, has positioned e-commerce as a preferred shopping method for many consumers.

**Importance of Customer Experience**

As competition intensifies in the e-commerce sector, providing an exceptional customer experience has emerged as a crucial differentiator for businesses. A seamless and enjoyable online shopping journey can significantly influence customer satisfaction and retention. In fact, research shows that 75% of consumers prioritize a positive shopping experience, often associating it with their likelihood to return to a platform. Therefore, understanding the intricacies of the customer journey is essential

for any e-commerce business seeking to thrive in the digital marketplace.

The customer journey in e-commerce typically encompasses several stages, including browsing products, adding items to a shopping cart, proceeding to checkout, and ultimately providing feedback post-purchase. Each stage presents unique opportunities and challenges that businesses must navigate to ensure a smooth and satisfying experience for customers.

**Key Components of an E-Commerce Platform**

To facilitate an efficient online shopping experience, e-commerce platforms must incorporate several essential components. This project outlines five key modules that play a pivotal role in the overall functionality and effectiveness of the platform:

1. **Authentication Module**: Security is paramount in e-commerce, as customers must trust that their personal and financial information will be protected. The authentication module allows users to create accounts, log in securely, and manage their profiles. This module establishes a foundation of trust between the consumer and the platform, ensuring that sensitive data is handled with care. By implementing robust security measures such as two-factor authentication, businesses can further enhance customer confidence and encourage repeat visits.

2. **Product Catalog Module**: The product catalog is a core component of any e-commerce platform, serving as the primary interface through which customers explore available items. This module should feature an organized and visually appealing layout that allows users to browse categories, search for specific products, and filter results based on various criteria such as price, ratings, and availability. High-quality images, detailed product descriptions, and customer reviews enhance the catalog's effectiveness, enabling consumers to make informed decisions and increasing the likelihood of conversions.

3. **Shopping Cart Module**: The shopping cart module acts as a virtual basket where customers can temporarily store their selected items before proceeding to checkout. This module should provide users with an intuitive interface to add, remove, and modify products. It should also display a clear summary of the items in the cart, including pricing details, shipping costs, and any applicable discounts. An effective shopping cart experience reduces friction and encourages customers to complete their purchases.

4. **Checkout Module**: The checkout process is a critical moment in the customer journey, as it directly impacts conversion rates. A well-designed checkout module simplifies the transaction

process, allowing users to review their orders, input shipping and payment details, and confirm their purchases with minimal effort. To enhance the experience, businesses can offer multiple payment options, transparent shipping information, and a progress indicator that keeps customers informed throughout the process.

5. **Feedback Module**: After completing a purchase, customers should have the opportunity to share their experiences through the feedback module. This component encourages engagement and fosters a sense of community among users. By providing ratings and reviews, customers contribute to the platform's reputation and help inform future buyers. Additionally, analyzing this feedback allows businesses to identify areas for improvement in product quality and customer service, ultimately driving continuous enhancement of the platform.

**The Impact of Feedback on E-Commerce Success**

The feedback module is particularly significant in today's digital marketplace, where consumers often rely on peer reviews and ratings to inform their purchasing decisions. Research has shown that 85% of consumers trust online reviews as much as personal recommendations. Consequently, the insights garnered from customer feedback not only enhance individual purchasing experiences but also serve as critical data for businesses seeking to refine their offerings and strategies.
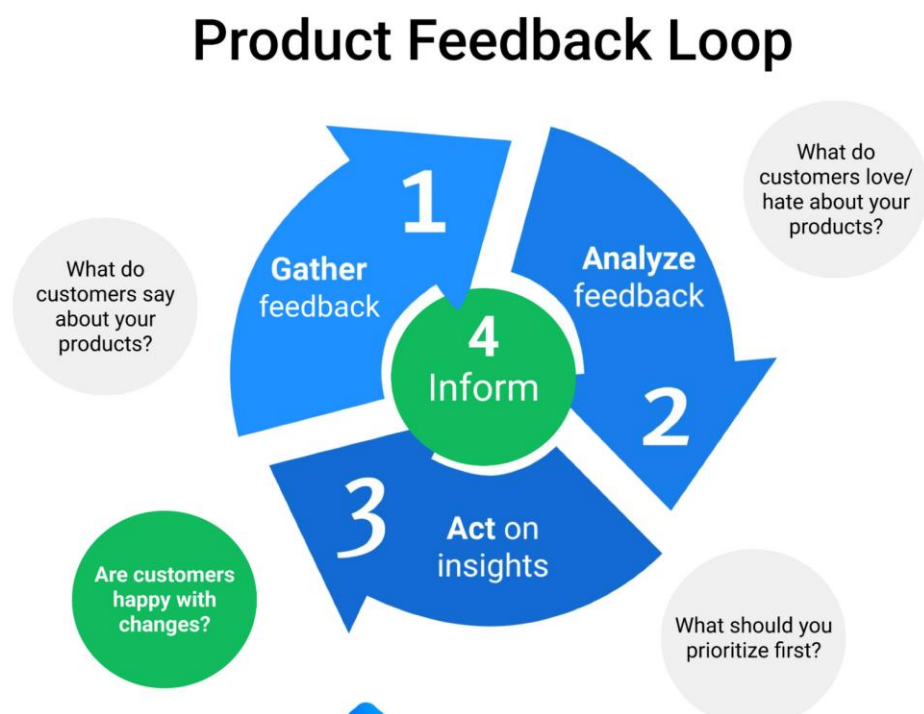


**Fig:1.1:- Feedback of product loop**

Implementing a feedback mechanism allows e-commerce platforms to create a feedback loop where customer insights drive product development, marketing efforts, and service improvements. By prioritizing customer feedback, businesses can build a loyal customer base that feels valued and heard, thereby fostering long-term relationships and repeat purchase.

# CHAPTER - 2
# LITERATURE SURVEY

# CHAPTER - 2

# LITERATURE SURVEY

R. D. Wajgi and S. J. Bagul, "Design feedback analysis system for E-commerce organization," 2016 World Conference on Futuristic Trends in Research and Innovation for Social Welfare (Startup Conclave), Coimbatore, India, 2016, pp. 1-4, doi: 10.1109/STARTUP.2016.7583970. E-Commerce website becomes more important in our day todays life because of varieties of information provided by it. 75 percent People are using it for purchasing online products. Buyers' comments are playing important role in taking decision regarding purchasing of products. As number of online products, their sales and comments are increasing day by day, it is not possible for potential consumer to review all comments and take decision based on them. Therefore in this paper a feedback analysis system is designed which will analyze users' reviews regarding different products by applying different data mining techniques like opinion mining, information filtering and sentimental analysis. This helps in rating the products and calculating trust score for the E-commerce organization.

D. Bin, S. Peiji and Z. Dan, "E-Commerce Reviews Management System Based on Online Customer Reviews Mining," 2010 International Conference on Innovative Computing and Communication and 2010 Asia-Pacific Conference on Information Technology and Ocean Engineering, Macao, China, 2010, pp. 374-377, doi: 10.1109/CICC-ITOE.2010.100. E-commerce website accumulates a large number of customer reviews for merchandise and online shopping services. E-commerce enterprises and manufacturers could get customer opinion to improve service and merchandise through mining customer reviews. The paper presents a prototype system could be used to track and manage customer reviews, through mining topics and sentiment orientation from online customer reviews. The paper studied Chinese reviews mining processing steps and methods. Finally, this study applied text mining to costumer reviews. Through case study, the method can efficiently identify topics to enterprises.

S. Tadelis, "The Economics of Reputation and Feedback Systems in E-Commerce Marketplaces," in IEEE Internet Computing, vol. 20, no. 1, pp. 12-19, Jan.-Feb. 2016, doi: 10.1109/MIC.2015.140. The growth of online electronic commerce in general, and of marketplaces in particular, is attributed not only to their ease of use but also to the fact that they provide reputation and feedback systems that help marketplace platforms create trust. The objective of this article is to introduce the reader to the simple economics behind the role of feedback systems, and offer a broad overview of how reputation and feedback systems support e-commerce in online marketplaces. Problems of bias in feedback

systems and other possible shortcomings are presented, along with ways to augment their effectiveness and directions for future research and development.

Q. Chen, "Analysis and Design of E-Commerce Information System," 2023 5th International Conference on Decision Science & Management (ICDSM), Changsha, China, 2023, pp. 332-336, doi: 10.1109/ICDSM59373.2023.00074. Electronic commerce is an emerging industry in which the rapid growth of the Internet also has important implications for the growth of electronic commerce. The transaction convenience and openness of e-commerce play a key role in the process of social and economic development. Therefore, based on the analysis of e-commerce system, this paper explores the impact of e-commerce information system on enterprises and the feedback of target customers. Firstly, it analyzes the composition and characteristics of the e-commerce information system, and then describes the design scheme and design process of the system. Then, through collecting the use experience of the target group, it understands the use status of the e-commerce information system. Finally, it collects and calculates the experimental results, the usage of e-commerce information system is related to the number of goods purchased by users and the use experience after the system experience. With the increase of the number of goods purchased by users, the dependence on e-commerce information system also increases, and the corresponding degree of interest also increases, which is generally more than 2%.

# CHAPTER - 3

# SYSTEM ANALYSIS

# CHAPTER - 3

# SYSTEM ANALYSIS

The proposed e-commerce platform is designed to streamline the customer journey, ensuring a seamless experience from authentication to feedback submission. The architecture comprises five key modules: Authentication, Product Catalog, Shopping Cart, Checkout, and Feedback. Each module plays a crucial role in facilitating user interaction and ensuring the platform meets the needs of both consumers and businesses.
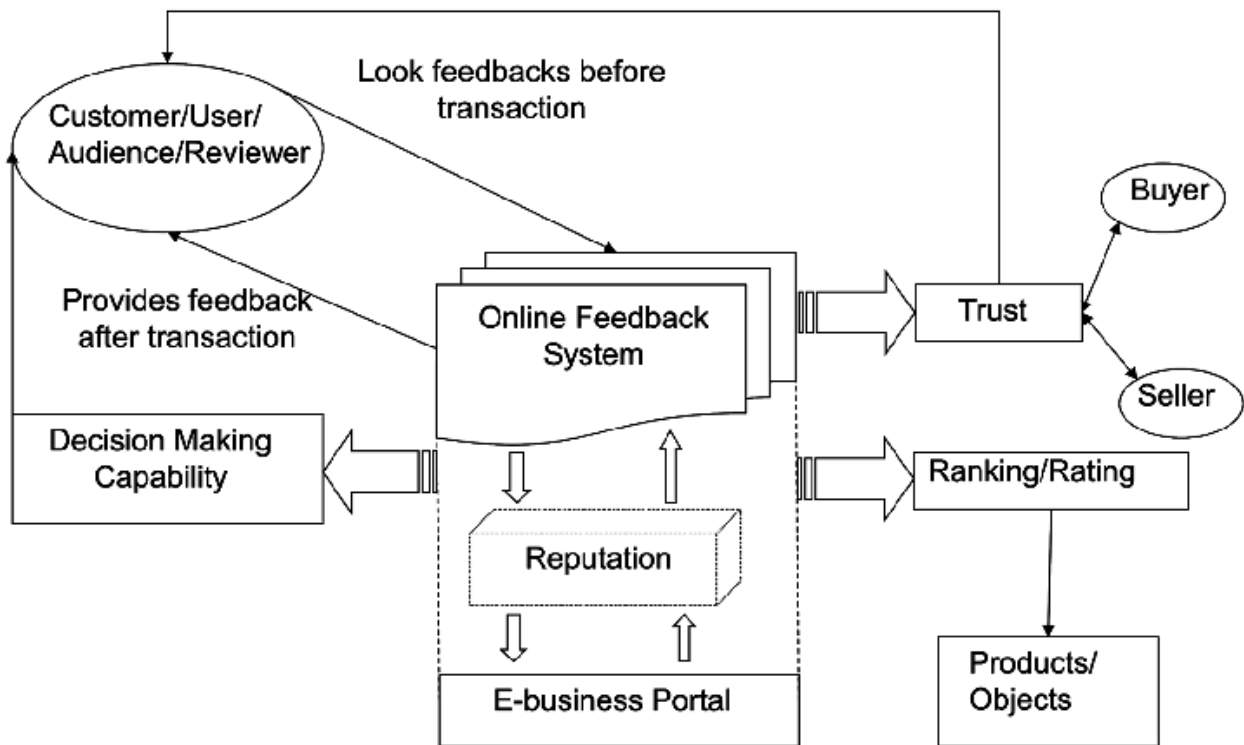
## 3.1. System Architecture

The overall architecture of the e-commerce platform follows a multi-tier structure, dividing the application into distinct layers that enhance scalability, maintainability, and security. The architecture consists of the following layers:

Presentation Layer: This layer includes the user interface (UI) components that users interact with, providing a visually appealing and intuitive experience. It is responsible for displaying product information, handling user inputs, and communicating with the backend.

Business Logic Layer: This layer handles the core functionality of the application, processing requests from the presentation layer, implementing business rules, and managing data flow between the UI and the database.

Data Access Layer: This layer interfaces with the database, executing queries and returning data to the business logic layer. It ensures that data retrieval and storage are optimized for performance.

Database Layer: This layer is responsible for storing all relevant data, including user profiles, product information, order history, and feedback. A relational database management system (RDBMS) like MySQL or PostgreSQL can be employed to ensure data integrity and support complex queries.

**Fig:3.1:- System Architecture**

## 3.2 Module Descriptions

Each of the five modules is designed to work cohesively, providing an integrated platform for users to engage in e-commerce activities.

**1 Authentication Module**

**Functionality:** The authentication module is the gateway for users to access the e-commerce platform securely. It handles user registration, login, password recovery, and account management.

**Proposed Method**:

User Registration: Users can create accounts by providing their email addresses, creating passwords, and entering personal information such as names and addresses. To enhance security, email verification can be implemented to confirm the validity of the user's email address before account activation.

Login Mechanism: The login process utilizes secure protocols (e.g., HTTPS) to encrypt user credentials during transmission. Users can log in using their registered email and password, with an option for social media login (e.g., Google, Facebook) to streamline access.

Two-Factor Authentication (2FA): To bolster security, 2FA can be integrated, requiring users to verify their identity through a secondary method, such as a one-time password (OTP) sent to their mobile device.

Session Management: Once authenticated, a secure session is created, allowing users to navigate the platform without needing to re-enter credentials for every action. Session expiration policies can be implemented to log users out after a period of inactivity.

## 2 Product Catalog Module

**Functionality:** The product catalog module serves as the primary interface for users to browse, search, and filter products available on the platform.

**Proposed Method:**

Product Listing: The product catalog displays items in a visually appealing grid or list format, showcasing high-quality images, product titles, prices, and ratings. Each product will have a unique identifier (SKU) for efficient tracking.

Search and Filter Options: Users can search for products using keywords and apply filters (e.g., price range, category, brand) to narrow down results. Advanced search algorithms can be employed to improve the accuracy of search results.

Product Details Page: Clicking on a product will direct users to a detailed product page that includes descriptions, specifications, user reviews, and related products. This page will also contain an "Add to Cart" button, facilitating quick actions.

Inventory Management: The system will track product availability in real-time, ensuring that users only see items in stock. Notifications can be implemented for out-of-stock products, allowing users to sign up for alerts when items are restocked.

## 3 Shopping Cart Module

**Functionality:** The shopping cart module allows users to manage selected products before completing their purchase.

**Proposed Method:**

Adding to Cart: Users can add products to their cart from the product details page. The cart will display a summary of selected items, including images, quantities, and total price.

Cart Management: Users can update item quantities, remove products, or save items for later. The cart should automatically recalculate the total price based on changes.

Persistent Cart: To enhance user experience, the shopping cart should persist between sessions, allowing users to return and find their selected items intact, even if they log out or switch devices.

## 4 Checkout Module

**Functionality:** The checkout module facilitates the final purchase process, allowing users to review their orders and input necessary information.

**Proposed Method**:

Order Summary: Users can review their cart contents and make final adjustments before proceeding. This page should display the total cost, including taxes and shipping fees.

Shipping Information: Users are prompted to enter shipping addresses, with options to save multiple addresses for future use. Address validation can be implemented to ensure accuracy.

Payment Processing: The platform should support multiple payment methods, including credit/debit cards, digital wallets (e.g., PayPal, Stripe), and bank transfers. Secure payment gateways will encrypt sensitive information during transactions.

Order Confirmation: Once payment is processed, users receive an order confirmation via email, detailing their purchase and estimated delivery times. This enhances customer trust and provides essential information for tracking orders.

**5 Feedback Module**

**Functionality:** The feedback module encourages users to share their experiences and opinions on products purchased.

**Proposed Method:**

Review Submission: After receiving their orders, users can access a feedback form to rate products and provide written reviews. A star-rating system (e.g., 1 to 5 stars) simplifies the rating process.

Feedback Display: Reviews will be displayed on product pages, allowing potential buyers to see the experiences of previous customers. Reviews can be sorted by helpfulness, recency, or rating.

Analysis and Reporting: The system can employ natural language processing (NLP) techniques to analyze customer feedback, identifying trends and sentiment. This data can inform business decisions regarding product improvements and customer service enhancements.

Incentives for Feedback: To encourage more reviews, businesses can offer incentives, such as discounts or loyalty points for customers who submit feedback. This promotes a culture of engagement and transparency.

## 3.3. Technology Stack

## 1. JavaScript (JS)

**Overview:** JavaScript is a versatile, high-level programming language primarily used for creating interactive and dynamic content on web pages. It enables developers to enhance the user experience by adding interactivity and responsiveness to web applications.

**Key Features:**

- Event-Driven: JavaScript allows developers to write code that responds to user actions, such as clicks, form submissions, and keyboard events.

- Asynchronous Programming: With features like Promises and async/await, JavaScript can handle asynchronous operations, such as fetching data from an API without blocking the user interface.

- Rich Ecosystem: JavaScript has a vast ecosystem of libraries and frameworks, such as React, Angular, and Vue.js, which simplify the development of complex user interfaces.

**Usage in the Project:**

- User Interactions: JavaScript will handle form validations, dynamic updates to the shopping cart, and real-time notifications.

- AJAX Requests: JavaScript will facilitate communication with the backend through AJAX requests, allowing for data retrieval and updates without reloading the page.

- Frontend Frameworks: Libraries like React or Angular may be used to create a responsive and modular frontend, improving maintainability and scalability.

## 2. HTML (HyperText Markup Language)

**Overview:** HTML is the standard markup language used to create web pages. It provides the structure and content of a webpage, allowing developers to define elements like headings, paragraphs, links, images, and forms.

**Key Features:**

- Semantic Markup: HTML5 introduced semantic elements (e.g., <header>, <footer>, <article>, <section>) that improve the readability of the code and enhance search engine optimization (SEO).

- Forms and Input Elements: HTML supports various form controls, such as text fields, checkboxes, radio buttons, and dropdown menus, which are essential for user input.

- Accessibility: Proper use of HTML elements can improve accessibility for users with disabilities, ensuring that web applications are usable for everyone.

**Usage in the Project:**

- Structure of Web Pages: HTML will be used to define the structure of the e-commerce platform, including product listings, navigation menus, and user account management.

- Forms for User Input: HTML forms will be implemented for user registration, login, and feedback submissions, facilitating interaction with the platform.

- Responsive Design: HTML elements will be combined with CSS for a responsive layout that

adapts to different screen sizes.

## 3. CSS (Cascading Style Sheets)

**Overview:** CSS is a style sheet language used to describe the presentation of a document written in HTML. It enables developers to control the layout, colors, fonts, and overall visual appearance of web pages.

**Key Features:**

- Selectors and Properties: CSS provides a wide range of selectors (e.g., class, ID, attribute) to target specific HTML elements and apply styles.

- Responsive Design: Media queries allow developers to create responsive designs that adapt to various devices and screen sizes, enhancing the user experience.

- Flexbox and Grid Layouts: CSS Flexbox and Grid are powerful layout models that simplify the creation of complex layouts with ease and flexibility.

**Usage in the Project:**

- Styling Web Pages: CSS will be used to style the entire e-commerce platform, ensuring an attractive and user-friendly interface that aligns with branding guidelines.

- Responsive Layouts: CSS media queries will be implemented to ensure the platform is accessible on desktops, tablets, and mobile devices.

- Animations and Transitions: CSS can enhance user engagement through subtle animations and transitions, providing visual feedback during interactions.

## 4. Java

**Overview:** Java is a widely used, high-level programming language known for its portability, scalability, and robustness. It is commonly used in backend development for web applications and enterprise solutions.

**Key Features:**

- Object-Oriented Programming (OOP): Java follows OOP principles, enabling developers to create modular, reusable code through classes and objects.

- Platform Independence: Java applications can run on any device with a Java Virtual Machine (JVM), making it a popular choice for cross-platform development.

- Rich Ecosystem: Java has a robust ecosystem of libraries and frameworks, such as Spring and Hibernate, which streamline backend development and database interactions.

**Usage in the Project:**

- Backend Development: Java will be used for the server-side development of the e-commerce

platform, handling business logic, user authentication, and database interactions.

- RESTful APIs: Java can be employed to create RESTful APIs that communicate with the frontend, allowing for seamless data exchange between the client and server.

- Database Management: Java frameworks like Hibernate can be used for object-relational mapping (ORM), simplifying database interactions and enhancing  performance.

# CHAPTER - 4

# REUIREMENTS &TOOLS

# CHAPTER - 4

# REUIREMENTS &TOOLS

## 4.1 SOFTWARE REQUIREMENTS :-

### a. Web Server

- Apache 2.4.x or Nginx

### b. Frontend Languages

- HTML5 (for structuring feedback forms)

- CSS3 (for styling the feedback interface)

- JavaScript (ES6+) (for handling dynamic interactions and form submission)

### c. Database

- SQLite or Firebase (for storing feedback data)

### d. Supported Operating Systems

- Windows 7/8/10/11

- Linux (Ubuntu 18.04+, CentOS)

- macOS 10.12+

### e. Frameworks/Libraries

- Bootstrap 4.x (for responsive design)

- jQuery 3.x (for simplified DOM manipulation and AJAX calls)

- Vanilla JavaScript (for frontend validation and dynamic feedback submission)

### f. Development Tools

- Visual Studio Code (for writing HTML, CSS, and JS)

- Live Server (for local testing of static files)

## 4.2 HARDWARE REQUIREMENTS:-

- **Minimum Hardware Configurations**

  ◦ Processor: 800MHz Intel Pentium III or equivalent

  ◦ Memory: 512 MB

  ◦ Disk space: 750 MB of free disk space

  ◦ Screen resolution is 1024x768 pixels.

◦Storage:256 GB(SSD)

◦Display: 1080p

◦Input Device: Keyboard and mouse

## 4.3 FUNCTIONAL REQUIREMENTS:-

Requirement analysis is a software engineering technique that is composed of the various tasks that determine the needs or conditions that are to be met for a new or altered product, taking into consideration the possible conflicting requirements of the various users.

Functional requirements are those requirements that are used to illustrate the internal working nature of the system, the description of the system, and explanation of each subsystem. It consists of what task the system should perform, the processes involved, which data should the system holds and the interfaces with the user. The functional requirements identified are:

a. Customer's registration: The system should allow new users to register online and generate membership card.

b. Online reservation of cars: Customers should be able to use the system to make booking and online reservation.

c. Automatic update to database once reservation is made or new customer registered: Whenever there's new reservation or new registration, the system should be able update the database without any additional efforts from the admin.

d. Feedbacks to customers: It should provide means for customers to leave feedback.

## 4.4 NON-FUNCTIONAL REQUIREMENTS:-

It describes aspects of the system that are concerned with how the system provides the functional requirements. They are:

a. Security: The subsystem should provide a high level of security and integrity of the data held by the system, only authorized personnel of the company can gain access to the company's secured page on the system; and only users with valid password and username can login to view user's page.

b. Performance and Response time: The system should have high performance rate when executing user's input and should be able to provide feedback or response within a short time span usually 50 seconds for highly complicated task and 20 to 25 seconds for less complicated task.

c. Error handling: Error should be considerably minimized and an appropriate error message

that guides the user to recover from an error should be provided. Validation of user's input is highly essential. Also the standard time taken to recover from an error should be 15 to 20 seconds.

d. Availability: This system should always be available for access at 24 hours, 7 days a week. Also in the occurrence of any major system malfunctioning, the system should be available in 1 to 2 working days, so that the business process is not severely affected.

e. Ease of use: Considered the level of knowledge possessed by the users of this system, a simple but quality user interface should be developed to make it easy to understand and required less training.

## 4.5 SYSTEM TESTING:-

System testing is a critical element of quality assurance and represents the ultimate review of analysis, design and coding. Test case design focuses on a set of techniques for the creation of test because that meet overall testing objective. When a system is developed it is hoped that it performs properly. The main purpose of testing an information system is to find the errors and correct them. The scope of system testing should include both manual and computerized operations. System testing is comprehensive evaluation of the programs, manual procedures, computer operations and controls.

System testing is the process of checking whether the developed system is working according to the objective and requirement. All testing is to be conducted in accordance to the test conditions specified earlier. This will ensure that the test coverage meets the requirements and that testing is done in a systematic manner.

A good test has a high probability of finding an error.

A good test is not redundant.

A good test should be "best of breed".

### Table :- Levels Of Testing

| Client Needs | Acceptance Testing |
|---|---|
| Requirements | System Testing |
| Design | Integration Testing |
| Code | Unit Testing |

# CHAPTER – 5

# METHOD AND IMPLEMENTION

# CHAPTER - 5

# METHOD AND IMPLEMENTION

## HTML CODE

**//Index file//**

```html
<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <title>Phone Feedback</title>
    <link rel="stylesheet" href="style.css">
    <link rel="icon" href="./Images/title_image.png" type="image/x-icon">
</head>
<body>
    <header>
        <section><img src="./Images/1.jpg" alt=""></section>
        <section><h1 id="croma_head">Croma</h1></section>
        <section>
        <div class="Search_bar">
            <h1 style="color:rgb(241, 233, 7)">Search Phones</h1>
            <input type="text" id="searchInput" placeholder="Search for an Phone..."
onkeyup="searchItems()">
            <div id="noResults">No results found</div>
        </div>
        <div id="itemList">
        <div class="item">Realme 6i</div>
        <div class="item">Redmi 13c</div>
        <div class="item">IQO Z9PRO</div>
        <div class="item">realme NARZO 70 Turbo</div>
        <div class="item">Nord CE 3 5G</div>
        <div class="item">Poco c 56</div>
        <div class="item">Agni 2 5g</div>
        <div class="item">HONOR X9b 5g</div>
```

```html
<div class="item">Galaxy S23 Ultra 5G AI</div>
<div class="item">iPhone 12</div>
<div class="item">iPhone 13 Pro Max</div>
<div class="item">iPhone 14 Pro</div>
<div class="item">iPhone 15 Pro</div>
<div class="item">iPhone 16 Pro Max</div>
  </div>
</section>
</header>
<div>
   <nav>
     <li>
        <ul><a href="index.html" class="button">Home</a></ul>
        <ul><div class="link-to-cart">
           <a href="cart.html" class="button">View Cart</a>
        </div></ul>
        <ul><a href="./feedback.html" class="button">Purchased Product</a></ul>
        <ul><a href="" class="button">Exachange</a></ul>
     </li>
   </nav>
</div>
<div class="Phones-Store">
   <div class="container">
     <div class="product">
        <img src="./Images/i1.jpg" alt="iPhone" class="product-image">
        <h2>Realme 6i   </h2>
                <button  class="button"  onclick="addToCart('Realme  6i',10000)">Add  to
Cart</button>
     </div>
     <div id="result" class="result"></div>
   </div>
   <div class="container">
     <div class="product">
        <img src="./Images/i2.jpg" alt="iPhone" class="product-image">
        <h2>Redmi 13C</h2>
```

```html
            <button class="button" onclick="addToCart('Redmi 13c', 12500)">Add to Cart</button>
        </div>
        <div id="result" class="result"></div>
    </div>
    <div class="container">
        <div class="product">
            <img src="./Images/i3.jpg" alt="iPhone" class="product-image">
            <h2>IQO Z9PRO</h2>
            <button class="button" onclick="addToCart('IQO Z9PRO', 19999)">Add to Cart</button>
        </div>
        <div id="result" class="result"></div>
    </div>
    <div class="container">
        <div class="product">
            <img src="./Images/i4.jpg" alt="iPhone" class="product-image">
            <h2>realme NARZO 70 Turbo</h2>
            <button class="button" onclick="addToCart('realme NARZO 70 Turbo', 17998)">Add to Cart</button>
        </div>
        <div id="result" class="result"></div>
    </div>
    <div class="container">
        <div class="product">
            <img src="./Images/i5.jpg" alt="iPhone" class="product-image">
            <h2>Nord CE 3 5G </h2>
            <button class="button" onclick="addToCart('Nord CE 3 5G', 17748)">Add to Cart</button>
        </div>
        <div id="result" class="result"></div>
    </div>
    <div class="container">
        <div class="product">
            <img src="./Images/i6.jpg" alt="iPhone" class="product-image">
```

```
        <h2>Agni 2 5g</h2>
        <button class="button" onclick="addToCart('Agni 2 5G', 16999)">Add to
Cart</button>
      </div>
      <div id="result" class="result"></div>
    </div>
    <div class="container">
      <div class="product">
        <img src="./Images/i7.jpg" alt="iPhone" class="product-image">
        <h2>Galaxy M55s 5G</h2>
        <button class="button" onclick="addToCart('Galaxy M55s 5g', 17999)">Add to
Cart</button>
      </div>
      <div id="result" class="result"></div>
    </div>
    <div class="container">
      <div class="product">
        <img src="./Images/i8.jpg" alt="iPhone" class="product-image">
        <h2>poco C56</h2>
        <button class="button" onclick="addToCart('poco C56', 6999)">Add to
Cart</button>
      </div>
      <div id="result" class="result"></div>
    </div>
    <div class="container">
      <div class="product">
        <img src="./Images/i9.jpg" alt="iPhone" class="product-image">
        <h2>Galaxy S23 Ultra 5G AI</h2>
        <button class="button" onclick="addToCart('Galaxy S23 Ultra 5G', 75000)">Add
to Cart</button>
      </div>
      <div id="result" class="result"></div>
    </div>
    <div class="container">
      <div class="product">
```

```html
    <img src="./Images/i10.jpg" alt="iPhone" class="product-image">
    <h2>HONOR X9b 5g</h2>
    <button class="button" onclick="addToCart('HONOR X9b 5G', 19998)">Add to
Cart</button>
    </div>
    <div id="result" class="result"></div>
  </div>
  <div class="container">
    <div class="product">
      <img src="./Images/i11.jpg" alt="iPhone" class="product-image">
      <h2>iPhone 12</h2>
      <button class="button" onclick="addToCart('iPhone 12', 60000)">Add to
Cart</button>
    </div>
    <div id="result" class="result"></div>
  </div>
  <div class="container">
    <div class="product">
      <img src="./Images/i12.jpg" alt="iPhone" class="product-image">
      <h2>iPhone 13 Pro Max</h2>
      <button class="button" onclick="addToCart('iPhone 13 Pro Max', 95000)">Add to
Cart</button>
    </div>
    <div id="result" class="result"></div>
  </div>
  <div class="container">
    <div class="product">
      <img src="./Images/i13.jpg" alt="iPhone" class="product-image">
      <h2>iPhone 14 Pro</h2>
      <button class="button" onclick="addToCart('iPhone 14 Pro Max',59999)">Add to
Cart</button>
    </div>
    <div id="result" class="result"></div>
  </div>
  <div class="container">
```

```html
<div class="product">
    <img src="./Images/i14.jpg" alt="iPhone" class="product-image">
    <h2>iPhone 15 Pro</h2>
    <button class="button" onclick="addToCart('iPhone 15 Pro', 69900)">Add to Cart</button>
</div>
<div id="result" class="result"></div>
</div>
<div class="container">
    <div class="product">
        <img src="./Images/i15.jpg" alt="iPhone" class="product-image">
        <h2>iPhone 16 Pro Max</h2>
        <button class="button" onclick="addToCart('iPhone 16 Pro Max', 14999)">Add to Cart</button>
    </div>
    <div id="result" class="result"></div>
</div>
</div>
<script src="script.js"></script>
<script src="cart.js"></script>
<script>
    function searchItems() {
        const input = document.getElementById('searchInput').value.toLowerCase(); // Get search value
        const items = document.getElementsByClassName('item'); // Get all items
        let matchFound = false; // Flag to check if any match is found

        for (let i = 0; i < items.length; i++) {
            const item = items[i];
            const text = item.textContent.toLowerCase();

            if (input !== "" && text.includes(input)) {
                item.style.display = 'block'; // Show matching items
                matchFound = true;
            } else {
```

```
              item.style.display = 'none'; // Hide non-matching items
          }
        }


        // Show 'No results' message if no match is found and input is not empty
        document.getElementById('noResults').style.display = matchFound ? 'none' : (input
!== "" ? 'block' : 'none');
      }
    </script>
</body>
</html>
```

**//Login file//**

```
<!doctype html>
<html lang="en">
 <head>
  <meta charset="UTF-8">
  <title>CodePen - Animated Login Form using Html &amp; CSS Only</title>
  <link rel="stylesheet" href="./login.css">
  <script src="login.js"></script>
 </head>
 <body>
 <!-- partial:index.partial.html -->
  <section> <span></span> <span></span> <span></span> <span></span>
<span></span> <span></span> <span></span> <span></span> <span></span>
<span></span> <span></span> <span></span> <span></span> <span></span>
  <div class="signin">
   <div class="content">
    <h2>Sign In</h2>
    <div class="form">
     <div class="inputBox">
      <input type="text" required id="username"> <i>Username</i>
     </div>
     <div class="inputBox">
      <input type="password" required id="password"> <i>Password</i>
     </div>
```

```html
      <div class="links"> <a href="#">Forgot Password</a> <a href="#">Signup</a>
      </div>
      <div class="inputBox">
       <!-- <input type="submit" value="Login">  -->
       <input type="submit" value="Login" onclick="validateLogin()">
      </div>
     </div>
    </div>
   </div>
  </section>
<!-- partial -->
 </body>
</html>
```

**//Cart file//**

```html
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="UTF-8">
  <meta name="viewport" content="width=device-width, initial-scale=1.0">
  <title>Your Cart</title>
  <link rel="stylesheet" href="cart.css">
</head>
<body>
  <div class="container">
    <h1>Your Cart</h1>
    <ul id="cartItems"></ul>
    <div class="total" id="total">Total: Rs0</div>
    <button id="clearCart" class="button">Clear Cart</button>
<!-- Clear Cart Button -->
    <div class="link-to-home">
      <a href="index.html" class="button">Back to Home</a>
    </div>
  </div>
  <script src="cart.js"></script>
```

```html
</body>
</html>
```

**//Feedback file//**

```html
<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <title>iPhone Feedback</title>
    <link rel="stylesheet" href="feedback.css">
</head>
<body>
    <div class="container">
        <h1>Phone Feedback</h1>
        <div class="product">
            <img src="./Images/iphone.jpg" alt="iPhone" class="product-image">
            <h2>iPhone 16 Pro Max</h2>
        </div>
        <div class="rating">
            <span>Rate this product:</span>
            <div class="stars" id="stars">
                <span class="star" data-value="1">&#9733;</span>
                <span class="star" data-value="2">&#9733;</span>
                <span class="star" data-value="3">&#9733;</span>
                <span class="star" data-value="4">&#9733;</span>
                <span class="star" data-value="5">&#9733;</span>
            </div>
        </div>
        <textarea id="feedback" placeholder="Leave your feedback here..."></textarea>
        <!-- <button id="submitBtn">Submit Feedback</button> -->
        <button id="submitBtn" onclick="submitFeedback()">Submit Feedback</button>
        <div id="result" class="result"></div>
    </div>
    <script src="feedback.js"></script>
</body>
```

```html
</html>
```

**//Confirmation file//**

```html
<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <title>Feedback Submitted</title>
    <link rel="stylesheet" href="confirmation.css">
</head>
<body>
  <div class="border-for-tickmark">
  <div class="animation-ctn">
     <div class="icon icon--order-success svg">
        <svg xmlns="http://www.w3.org/2000/svg" width="154px" height="154px">
         <g fill="none" stroke="#22AE73" stroke-width="2">
           <circle cx="77" cy="77" r="72" style="stroke-dasharray:480px, 480px; stroke-dashoffset: 960px;"></circle>
           <circle id="colored" fill="#22AE73" cx="77" cy="77" r="72" style="stroke-dasharray:480px, 480px; stroke-dashoffset: 960px;"></circle>
           <polyline class="st0" stroke="#fff" stroke-width="10" points="43.5,77.8 63.7,97.9 112.2,49.4 " style="stroke-dasharray:100px, 100px; stroke-dashoffset: 200px;"/>
         </g>
        </svg>
      </div>
    </div>
    <div class="container">
      <h1 class="feedback-submitted">Feedback Submitted!</h1></br>
      <p>Your feedback has been successfully saved.</p>
      <title>BUTTONS ANIMATION</title>
    </div>
   </div>
     <footer>
        <div class="buttons-both">
           <a class="box__link button-animation"  href="index.html">
```

```html
        Go Home
        <span></span>
        <span></span>
        <span></span>
        <span></span>
      </a>
      <a class="box__link button-animation" href="#" id="downloadBtn">
        Download FeedBack
        <span></span>
        <span></span>
        <span></span>
        <span></span>
      </a>
    </div>
  </footer>
  <script src="confirmation.js"></script>
</body>
</html>
```

## CSS CODE

```css
body {
    font-family: Arial, sans-serif;
}
.item {
    display: none; /* Hide items initially */
    margin: 5px 0;
    padding: 10px;
    border: 1px solid #ddd;
}
#noResults {
    display: none; /* Hide 'No results' message initially */
    color: red;
}
.Search_bar
{
```

```css
        display: flex;
        flex-direction: column  ;
        width: 300px;
    }
```

**//Style file//**

```css
body {
    font-family: Arial, sans-serif;
    background-color: #f8f9fa;
    margin: 0;
    padding: 0px;
}
nav
{
    background-color: bisque;
}
section #croma_head
{
    font-size: 3em;
    font-style: italic;
    color: rgb(225, 168, 23);
}
[type="text"]
{
    width: 250px;
    height: 25px;
    border: 2px solid black;
    border-radius: 5px;
}
li
{
    list-style-type: none;
    display: flex;
    justify-content: space-around;
}
header
```

```css
{
    background-image: url(./Images/p.jpg);
    display: flex;
    flex-direction: row;
    justify-content: space-between;
}
.container {
    max-width: 200px;
    margin: auto;
    background: white;
    padding: 20px;
    border-radius: 8px;
    box-shadow: 0 0 10px rgba(0, 0, 0, 0.1);
    top:20px;
}
.Phones-Store
{
    margin-left: 0px;
    border: 2px solid black;
    display: flex;
    flex-wrap: wrap;
    padding-top: 20px;
}
h1, h2 {
    text-align: center;
}
.product {
    text-align: center;
    padding-top: 20px;
}
.product-image {
    width: 100%;
    max-width: 300px;
    border-radius: 8px;
}
```

```css
.rating {
    margin: 20px 0;
    text-align: center;
}
.stars {
    display: inline-block;
}
.star {
    font-size: 30px;
    cursor: pointer;
    color: #ccc;
}
.star.selected,
.star:hover {
    color: gold;
}
textarea {
    width: 100%;
    height: 100px;
    margin-top: 10px;
    padding: 10px;
    border-radius: 4px;
    border: 1px solid #ccc;
    resize: none;
}
button, .button {
    width: 100%;
    padding: 10px;
    border: none;
    border-radius: 4px;
    background-color: #007bff;
    color: white;
    font-size: 16px;
    cursor: pointer;
```

```css
    text-align: center;
    text-decoration: none;
}
button:hover, .button:hover {
    background-color: #0056b3;
}
.result {
    margin-top: 20px;
    text-align: center;
    font-size: 18px;
}
.cart {
    margin-top: 20px;
    padding: 10px;
    border-top: 2px solid #007bff;
}
.total {
    text-align: right;
    font-weight: bold;
}
```

**//Login file//**

```css
@import
url('https://fonts.googleapis.com/css2?family=Quicksand:wght@300;400;500;600;700&display=swap');
*
{
  margin: 0;
  padding: 0;
  box-sizing: border-box;
  font-family: 'Quicksand', sans-serif;
}
body
{
  display: flex;
  justify-content: center;
```

```css
  align-items: center;
  min-height: 100vh;
  background: #000;
}
section
{
  position: absolute;
  width: 100vw;
  height: 100vh;
  display: flex;
  justify-content: center;
  align-items: center;
  gap: 2px;
  flex-wrap: wrap;
  overflow: hidden;
}
section::before
{
  content: '';
  position: absolute;
  width: 100%;
  height: 100%;
  background: linear-gradient(#000,#0f0,#000);
  animation: animate 5s linear infinite;
}
@keyframes animate
{
  0%
  {
    transform: translateY(-100%);
  }
  100%
  {
    transform: translateY(100%);
  }
}
```

```css
}
section span
{
  position: relative;
  display: block;
  width: calc(6.25vw - 2px);
  height: calc(6.25vw - 2px);
  background: #181818;
  z-index: 2;
  transition: 1.5s;
}
section span:hover
{
  background: rgb(0,255,0);
  transition: 0s;
}

section .signin
{
  position: absolute;
  width: 400px;
  background: #222;
  z-index: 1000;
  display: flex;
  justify-content: center;
  align-items: center;
  padding: 40px;
  border-radius: 4px;
  box-shadow: 0 15px 35px rgba(0,0,0,9);
}
section .signin .content
{
  position: relative;
  width: 100%;
  display: flex;
```

```css
  justify-content: center;
  align-items: center;
  flex-direction: column;
  gap: 40px;
}
section .signin .content h2
{
  font-size: 2em;
  color: #0f0;
  text-transform: uppercase;
}
section .signin .content .form
{
  width: 100%;
  display: flex;
  flex-direction: column;
  gap: 25px;
}
section .signin .content .form .inputBox
{
  position: relative;
  width: 100%;
}
section .signin .content .form .inputBox input
{
  position: relative;
  width: 100%;
  background: #333;
  border: none;
  outline: none;
  padding: 25px 10px 7.5px;
  border-radius: 4px;
  color: #fff;
  font-weight: 500;
  font-size: 1em;
```

```css
}
section .signin .content .form .inputBox i
{
  position: absolute;
  left: 0;
  padding: 15px 10px;
  font-style: normal;
  color: #aaa;
  transition: 0.5s;
  pointer-events: none;
}
.signin .content .form .inputBox input:focus ~ i,
.signin .content .form .inputBox input:valid ~ i
{
  transform: translateY(-7.5px);
  font-size: 0.8em;
  color: #fff;
}
.signin .content .form .links
{
  position: relative;
  width: 100%;
  display: flex;
  justify-content: space-between;
}
.signin .content .form .links a
{
  color: #fff;
  text-decoration: none;
}
.signin .content .form .links a:nth-child(2)
{
  color: #0f0;
  font-weight: 600;
}
```

```css
.signin .content .form .inputBox input[type="submit"]
{
  padding: 10px;
  background: rgb(66, 217, 66);
  color: #000;
  font-weight: 600;
  font-size: 1.35em;
  letter-spacing: 0.05em;
  cursor: pointer;
}
input[type="submit"]:active
{
  opacity: 0.6;
}
@media (max-width: 900px)
{
  section span
  {
    width: calc(10vw - 2px);
    height: calc(10vw - 2px);
  }
}
@media (max-width: 600px)
{
  section span
  {
    width: calc(20vw - 2px);
    height: calc(20vw - 2px);
  }
}
//Cart file//
/* General page styling */
body {
    font-family: Arial, sans-serif;
    background-color: #f4f4f4;
```

```css
    margin: 0;
    padding: 20px;
    background-image:url(./Images/bg.jpg);
    background-size: cover;
}
/* Main container for the cart */
.container {
    max-width: 600px;
    margin: auto;
    margin-top: 150px;
    background-color: lightgrey;
    background-image:url(./Images/Background.webp);
    /* background-size: cover; */
    padding: 20px;
    border-radius: 8px;
    box-shadow: 0 0 10px rgba(0, 0, 0, 0.1);
}
/* Cart title */
h1 {
    text-align: center;
    font-size: 28px;
    margin-bottom: 20px;
}
/* Cart item list styling */
#cartItems {
    list-style: none;
    padding: 0;
    margin: 20px 0;
}
#cartItems li {
    display: flex;
    justify-content: space-between;
    padding: 10px 0;
    border-bottom: 1px solid #ddd;
    font-size: 18px;
```

```css
}
/* Total price styling */
.total {
    margin-top: 20px;
    font-size: 20px;
    font-weight: bold;
    text-align: right;
}
/* Clear Cart button styling */
#clearCart {
    display: inline-block;
    padding: 10px 20px;
    background-color: #007bff;
    color: white;
    text-decoration: none;
    font-size: 16px;
    border-radius: 4px;
    transition: background-color 0.3s ease; /* Red color for danger/clear action */
}
#clearCart:hover {
    background-color: #c82333;
}
[id="clearCart"]
{
    position: relative;
    top:70px;
}
/* Back to Feedback button styling */
.link-to-home {
    margin-top: 30px;
    text-align: center;
}
.link-to-home .button {
    display: inline-block;
    padding: 10px 20px;
```

```css
    background-color: #007bff;
    border: 2px solid black;
    color: white;
    text-decoration: none;
    font-size: 16px;
    border-radius: 4px;
    transition: background-color 0.3s ease;
    position: relative;
    left: 230px;
}
.link-to-home .button:hover {
    background-color: #0056b3;
}
/* Responsive Design */
@media (max-width: 600px) {
    .container {
        padding: 15px;
    }
    h1 {
        font-size: 24px;
    }
    #cartItems li {
        font-size: 16px;
    }
    .total {
        font-size: 18px;
    }
}
//Feedback file//
body {
    font-family: Arial, sans-serif;
    background-color: #f8f9fa;
    margin: 0;
    padding: 20px;
}
```

```css
.container {
    max-width: 600px;
    margin: auto;
    background: white;
    padding: 20px;
    border-radius: 8px;
    box-shadow: 0 0 10px rgba(0, 0, 0, 0.1);
}
h1 {
    text-align: center;
}
.product {
    text-align: center;
}
.product-image {
    width: 100%;
    max-width: 300px;
    border-radius: 8px;
}
.rating {
    margin: 20px 0;
    text-align: center;
}
.stars {
    display: inline-block;
}
.star {
    font-size: 30px;
    cursor: pointer;
    color: #ccc;
}
.star.selected,
.star:hover {
    color: gold;
```

```css
}

textarea {
    width: 100%;
    height: 100px;
    margin-top: 10px;
    padding: 10px;
    border-radius: 4px;
    border: 1px solid #ccc;
    resize: none;
}
button {
    width: 100%;
    padding: 10px;
    border: none;
    border-radius: 4px;
    background-color: #007bff;
    color: white;
    font-size: 16px;
    cursor: pointer;
}
button:hover {
    background-color: #0056b3;
}
.result {
    margin-top: 20px;
    text-align: center;
    font-size: 18px;
}
```

**//Confirmation file//**

```css
/*=============== GOOGLE FONTS ===============*/
@import
url("https://fonts.googleapis.com/css2?family=Montserrat:wght@400;600&display=swap");
/*=============== VARIABLES CSS ===============*/
:root {
```

```css
/*========== Colors ==========*/
/*Color mode HSL(hue, saturation, lightness)*/
--body-color: #8b7b7bec;
--accent-color: #24dbe4;
--white-color: #fff;
--box-shadow: 0 0 5px #03e9f4, 0 0 25px #03e9f4, 0 0 50px #03e9f4,
  0 0 100px #03e9f4;
/*========== Font and typography ==========*/
/*.5rem = 8px | 1rem = 16px ...*/
--body-font: "Montserrat", sans-serif;
--normal-font-size: 1rem;
/*========== Font weight ==========*/
--font-regular: 400;
--font-semi-bold: 600;
/*========== z index ==========*/
--z-tooltip: 10;
--z-fixed: 100;
}
/*============== BASE ==============*/
* {
  box-sizing: border-box;
  padding: 0;
  margin: 0;
}
body
{
  background: var(--body-color);
}
.feedback-submitted
{
  color: green;
}
.border-for-tickmark
{
  border:5px solid  #959898;
```

```css
  border-radius: 10px;
  width: 700px;
  margin-left: 22%;
  margin-top: 4%;
  background-color: rgb(139, 241, 241);
}
.container {
  font-family: var(--body-font);
  font-size: var(--normal-font-size);
  min-height: 30vh;
  display: flex;
  flex-direction: column;
  justify-content: center;
  align-items: center;
}
ul {
  list-style: none;
}
a {
  text-decoration: none;
}
.button-animation {
  position: relative;
  display: inline-block;
  padding: 20px 30px;
  color: var(--accent-color);
  text-transform: uppercase;
  overflow: hidden;
  letter-spacing: 4px;
  transition: 0.5s;
  span {
    position: absolute;
    display: block;
  }
  span:nth-child(1) {
```

```css
  top: 0;
  left: -100%;
  width: 100%;
  height: 2px;
  background: linear-gradient(90deg, transparent, var(--accent-color));
  animation: btn-anim1 1s linear infinite;
}
@keyframes btn-anim1 {
  0% {
    left: -100%;
  }
  50%,
  100% {
    left: 100%;
  }
}
span:nth-child(2) {
  top: -100%;
  right: 0;
  width: 2px;
  height: 100%;
  background: linear-gradient(180deg, transparent, var(--accent-color));
  animation: btn-anim2 1s linear infinite;
  animation-delay: 0.25s;
}
@keyframes btn-anim2 {
  0% {
    top: -100%;
  }
  50%,
  100% {
    top: 100%;
  }
}
span:nth-child(3) {
```

```css
    bottom: 0;
    right: -100%;
    width: 100%;
    height: 2px;
    background: linear-gradient(270deg, transparent, var(--accent-color));
    animation: btn-anim3 1s linear infinite;
    animation-delay: 0.5s;
}
@keyframes btn-anim3 {
  0% {
    right: -100%;
  }
  50%,
  100% {
    right: 100%;
  }
}
span:nth-child(4) {
    bottom: -100%;
    left: 0;
    width: 2px;
    height: 100%;
    background: linear-gradient(360deg, transparent, var(--accent-color));
    animation: btn-anim4 1s linear infinite;
    animation-delay: 0.75s;
}
@keyframes btn-anim4 {
  0% {
    bottom: -100%;
  }
  50%,
  100% {
    bottom: 100%;
  }
}
```

```css
  &:hover {
    background-color: var(--accent-color);
    color: var(--white-color);
    border-radius: 5px;
    box-shadow: var(--box-shadow);
  }
}
.buttons-both
{
    display: flex;
    justify-content: space-around;
}

.animation-ctn{
  text-align:center;
  margin-top:5em;
}

  @-webkit-keyframes checkmark {
   0% {
      stroke-dashoffset: 100px
    }

   100% {
      stroke-dashoffset: 200px
    }
}
@-ms-keyframes checkmark {
   0% {
      stroke-dashoffset: 100px
    }
   100% {
      stroke-dashoffset: 200px
    }
```

```
}
@keyframes checkmark {
    0% {
        stroke-dashoffset: 100px
    }
    100% {
        stroke-dashoffset: 0px
    }
}
@-webkit-keyframes checkmark-circle {
    0% {
        stroke-dashoffset: 480px


    }
    100% {
        stroke-dashoffset: 960px;


    }
}
@-ms-keyframes checkmark-circle {
    0% {
        stroke-dashoffset: 240px
    }
    100% {
        stroke-dashoffset: 480px
    }
}
@keyframes checkmark-circle {
    0% {
        stroke-dashoffset: 480px
    }
    100% {
        stroke-dashoffset: 960px
    }
}
```

```css
@keyframes colored-circle {
    0% {
        opacity:0
    }
    100% {
        opacity:100
    }
}
/* other styles */
/* .svg svg {
    display: none
}
 */
.inlinesvg .svg svg {
    display: inline
}
/* .svg img {
    display: none
} */
.icon--order-success svg polyline {
    -webkit-animation: checkmark 0.25s ease-in-out 0.7s backwards;
    animation: checkmark 0.25s ease-in-out 0.7s backwards
}
.icon--order-success svg circle {
    -webkit-animation: checkmark-circle 0.6s ease-in-out backwards;
    animation: checkmark-circle 0.6s ease-in-out backwards;
}
.icon--order-success svg circle#colored {
    -webkit-animation: colored-circle 0.6s ease-in-out 0.7s backwards;
    animation: colored-circle 0.6s ease-in-out 0.7s backwards;
}
```

## JAVASCRIPT CODE

**//Script file//**

```javascript
document.addEventListener("DOMContentLoaded", () => {
```

```
const stars = document.querySelectorAll('.star');
let rating = 0;

stars.forEach(star => {
    star.addEventListener('click', () => {
        rating = star.getAttribute('data-value');
        updateStars();
    });
});

function updateStars() {
    stars.forEach(star => {
        star.classList.remove('selected');
        if (star.getAttribute('data-value') <= rating) {
            star.classList.add('selected');
        }
    });
}

document.getElementById('submitBtn').addEventListener('click', () => {
    const feedback = document.getElementById('feedback').value;
    const resultDiv = document.getElementById('result');

    if (rating === 0) {
        resultDiv.textContent = "Please provide a rating!";
        return;
    }

    resultDiv.textContent = `Thank you for your feedback! You rated this product ${rating}
stars.`;
    if (feedback) {
        resultDiv.textContent += ` Your feedback: "${feedback}"`;
    }

    // Clear the fields after submission
```

```
        rating = 0;
        document.getElementById('feedback').value = '';
        updateStars();
    });
});
```

**//Login file//**

```
function validateLogin() {
  var username = document.getElementById("username").value;
  var password = document.getElementById("password").value;


  // Check if username is 'Neethu' and password is '404703'
  if (username === "Neethu" && password === "404703") {
    // Redirect to index.html
    window.location.href = "./index.html";
  } else {
    // Show alert if credentials are wrong
    alert("Invalid Username or Password!");
  }
}
```

**//Cart file//**

```
// let cart = JSON.parse(localStorage.getItem('cart')) || [];


// // Function to add product to cart
// function addToCart(productName, price) {
//     cart.push({ name: productName, price: price });
//     localStorage.setItem('cart', JSON.stringify(cart));
// }


// // Function to update cart display
// function updateCart() {
//     const cartItems = document.getElementById('cartItems');
//     cartItems.innerHTML = '';
//     let total = 0;


//     cart.forEach(item => {
```

```javascript
//        const li = document.createElement('li');
//        li.textContent = `${item.name} - $${item.price}`;
//        cartItems.appendChild(li);
//        total += item.price;
//    });

//    document.getElementById('total').textContent = `Total: $${total}`;
// }

// // Update cart display on cart page
// if (document.getElementById('cartItems')) {
//    updateCart();
// }
let cart = JSON.parse(localStorage.getItem('cart')) || [];

// Function to add product to cart
function addToCart(productName, price) {
   cart.push({ name: productName, price: price });
   localStorage.setItem('cart', JSON.stringify(cart));
}

// Function to update cart display
function updateCart() {
   const cartItems = document.getElementById('cartItems');
   cartItems.innerHTML = '';
   let total = 0;

   cart.forEach(item => {
      const li = document.createElement('li');
      li.textContent = `${item.name} - ₹${item.price}`;
      cartItems.appendChild(li);
      total += item.price;
   });

   document.getElementById('total').textContent = `Total: ₹${total}`;
```

```javascript
}

// Function to clear the cart
function clearCart() {
    cart = []; // Empty the cart array
    localStorage.removeItem('cart'); // Remove cart data from localStorage
    updateCart(); // Update the cart display to reflect the empty state
}

// Attach event listener to Clear Cart button
document.getElementById('clearCart').addEventListener('click', clearCart);

// Update cart display on cart page load
if (document.getElementById('cartItems')) {
    updateCart();
}
```

**//Feedback file//**

```javascript
document.addEventListener('DOMContentLoaded', () => {
    const stars = document.querySelectorAll('.star');
    const feedbackTextarea = document.getElementById('feedback');
    const resultDiv = document.getElementById('result');

    let selectedRating = 0;

    // Event listener for star rating selection
    stars.forEach(star => {
        star.addEventListener('click', () => {
            selectedRating = star.getAttribute('data-value');
            stars.forEach(s => s.classList.remove('selected')); // Clear previous selections
            for (let i = 0; i < selectedRating; i++) {
                stars[i].classList.add('selected'); // Highlight selected stars
            }
        });
    });
```

```javascript
// Function to handle feedback submission
window.submitFeedback = function () {
    const feedback = feedbackTextarea.value.trim();

    if (selectedRating > 0 && feedback) {
        // Create an object to store feedback
        const feedbackEntry = {
            rating: selectedRating,
            feedback: feedback,
            date: new Date().toLocaleString()
        };

        // Retrieve existing feedback from local storage
        let feedbackList = JSON.parse(localStorage.getItem('feedbackList')) || [];

        // Add the new feedback entry to the list
        feedbackList.push(feedbackEntry);

        // Save the updated feedback list to local storage
        localStorage.setItem('feedbackList', JSON.stringify(feedbackList));

        // Redirect to confirmation page
        window.location.href = 'confirmation.html';
    } else {
        alert('Please select a rating and enter your feedback.');
    }
};
});
```

**//Confirmation file//**

```javascript
document.getElementById('downloadBtn').addEventListener('click', () => {
    // Retrieve the feedback list from local storage
    const feedbackList = JSON.parse(localStorage.getItem('feedbackList')) || [];

    // Create a CSV string from the feedback
```

```
let csvContent = "data:text/csv;charset=utf-8,";
csvContent += "Rating,Feedback,Date\n"; // Add header row

feedbackList.forEach(entry => {
    const row = `${entry.rating},"${entry.feedback}","${entry.date}"`;
    csvContent += row + "\n"; // Append each feedback entry
});

// Create a link element to download the CSV
const encodedUri = encodeURI(csvContent);
const link = document.createElement('a');
link.setAttribute('href', encodedUri);
link.setAttribute('download', 'feedback.csv');
document.body.appendChild(link); // Required for Firefox

link.click(); // Automatically click the link to trigger the download
});
```

# CHAPTER - 6

# RESULTS

# CHAPTER-6
# RESULTS

## Login Page
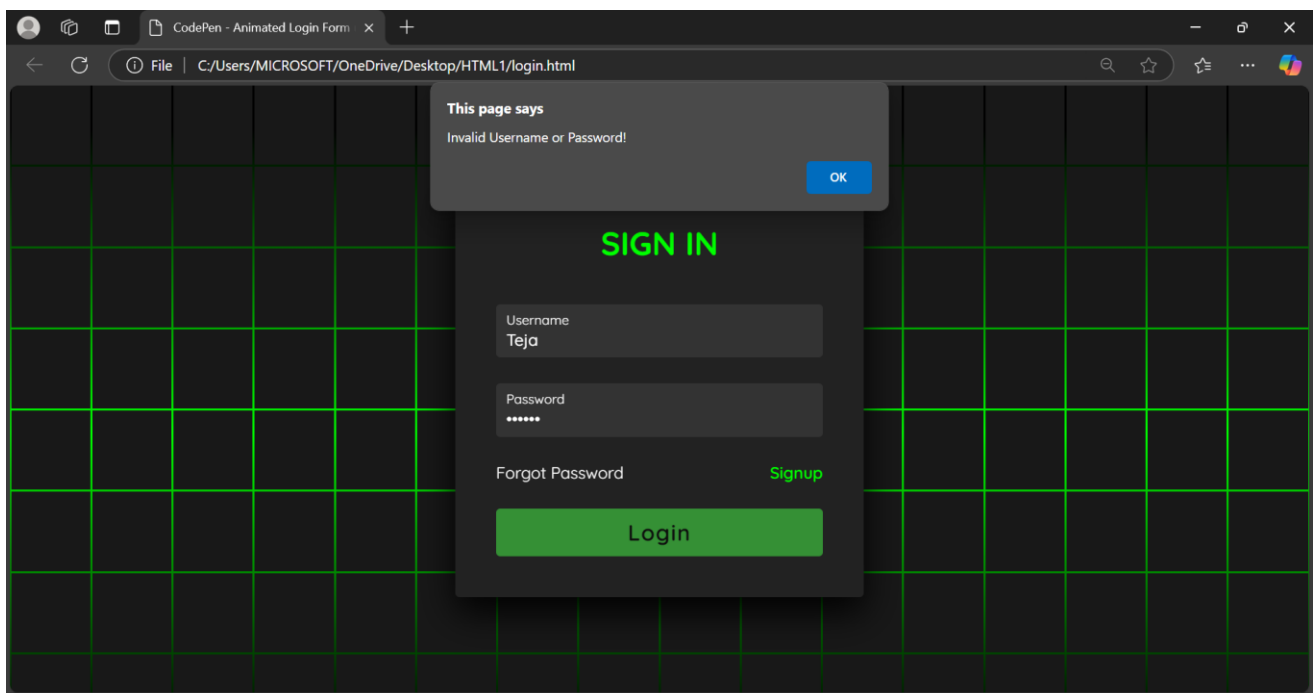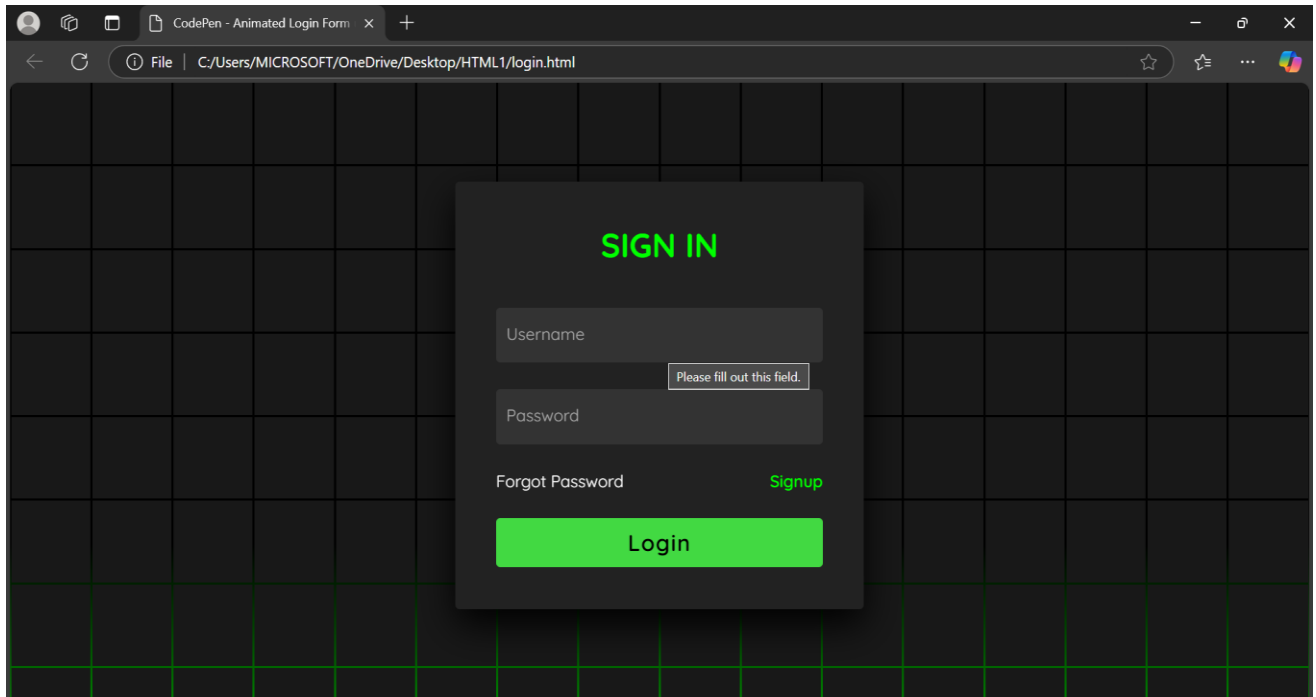




**FIG:6.1:- Login Page (Index)**

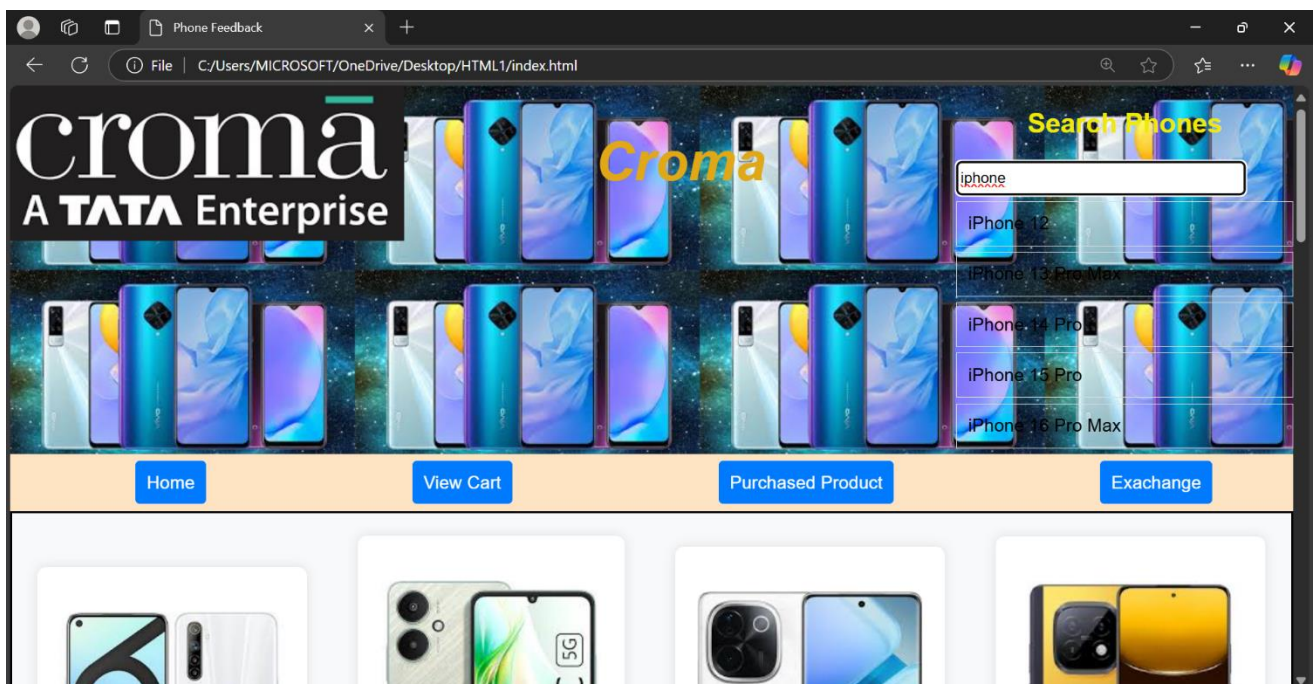# Dashboard page displaying products
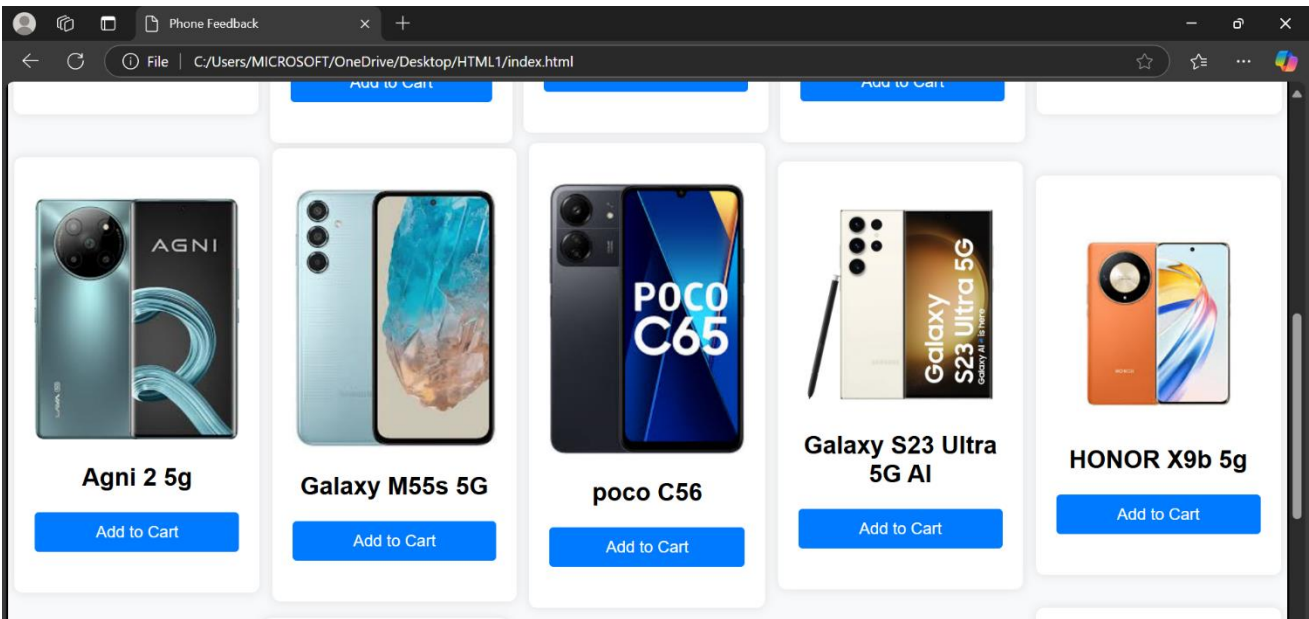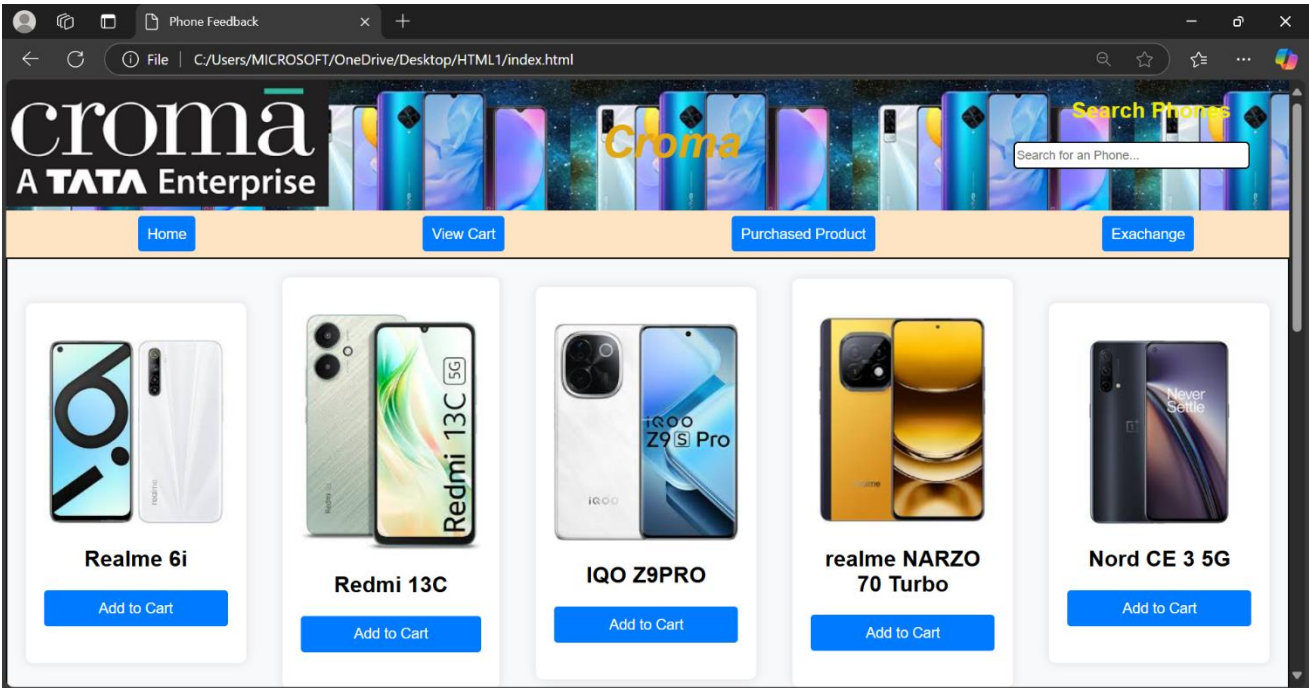




**FIG:6.2:- Dashboard page displaying products**
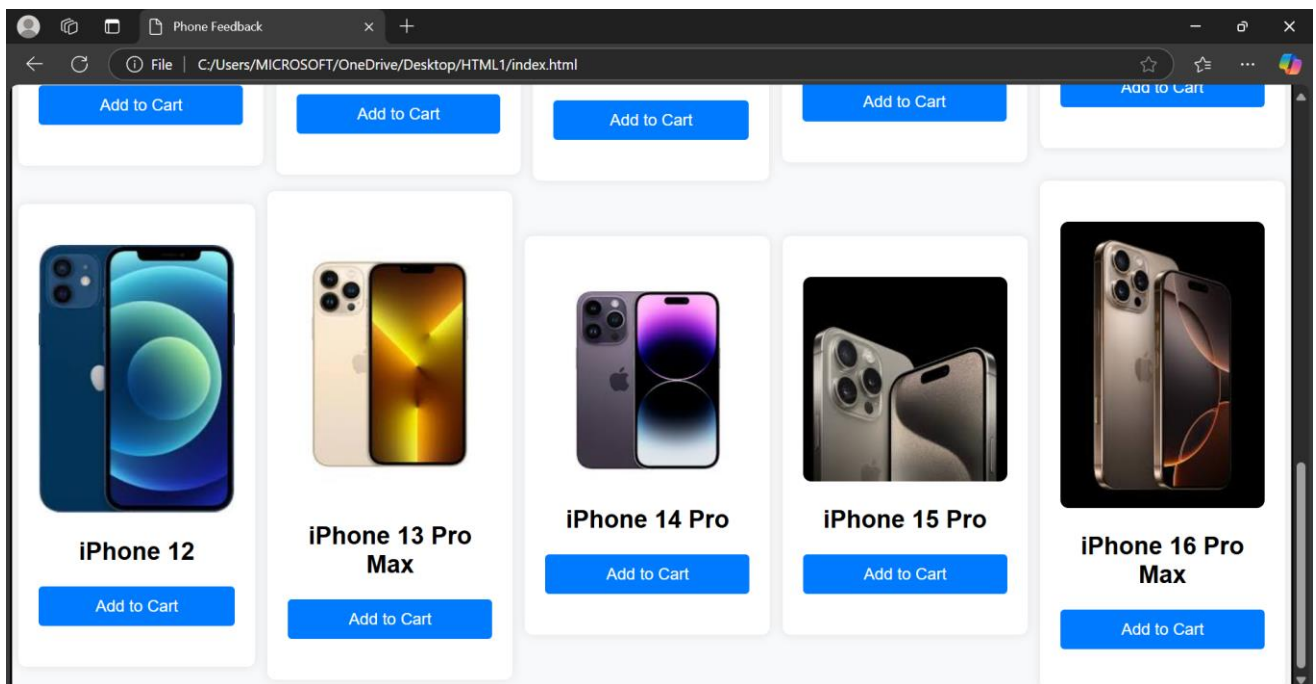
**FIG:6.3:- Dashboard page displaying different products**

## Searching Page of Products



**FIG:6.4:- Searching for a Product**
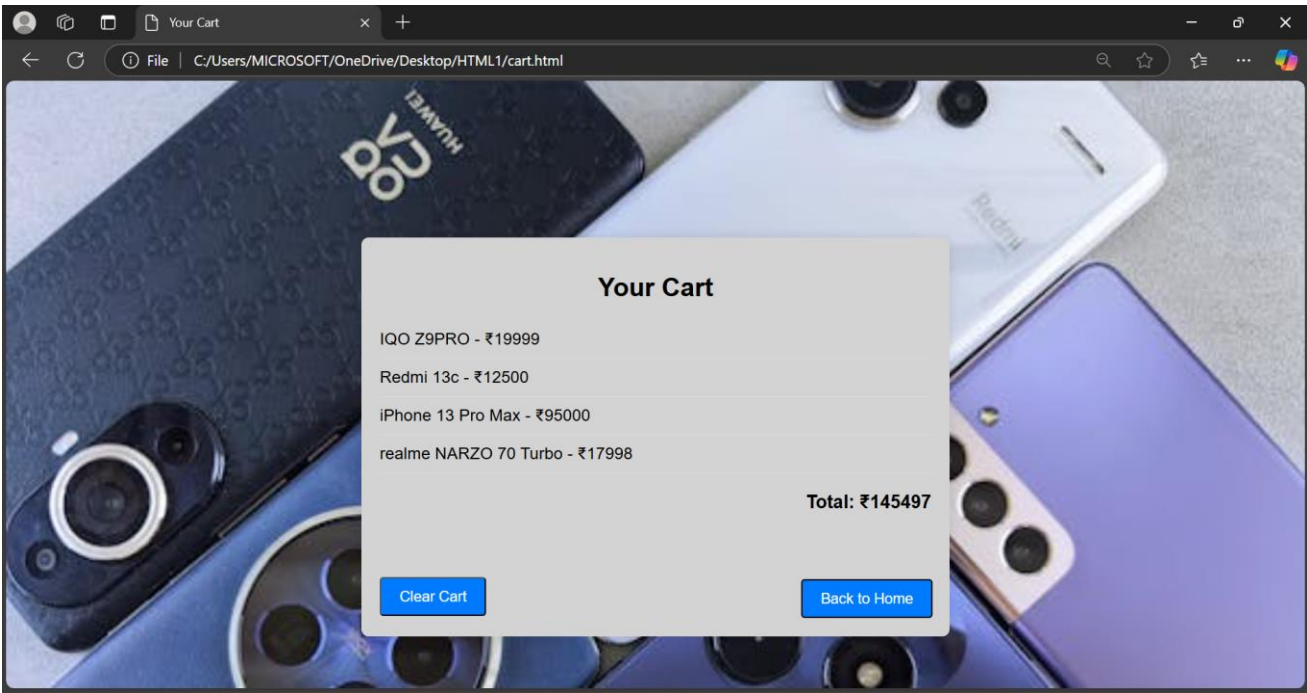
# Product added in cart



**FIG:6.5:- Product that are added in cart**
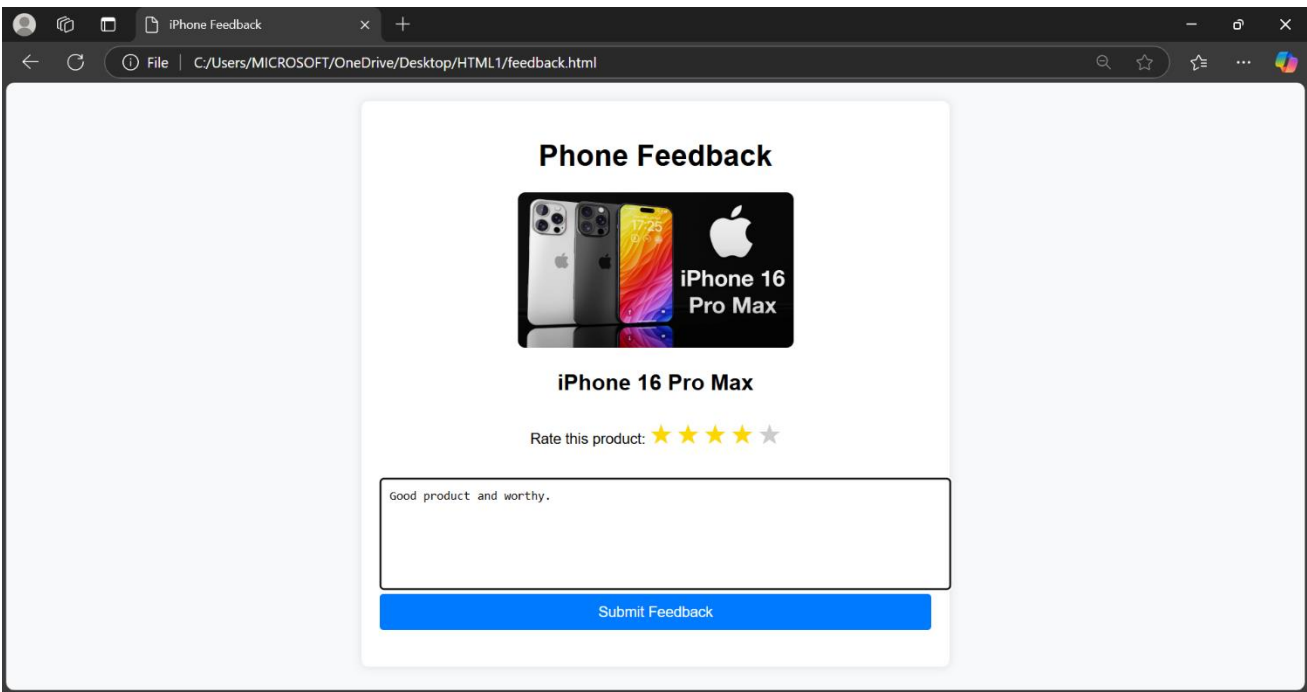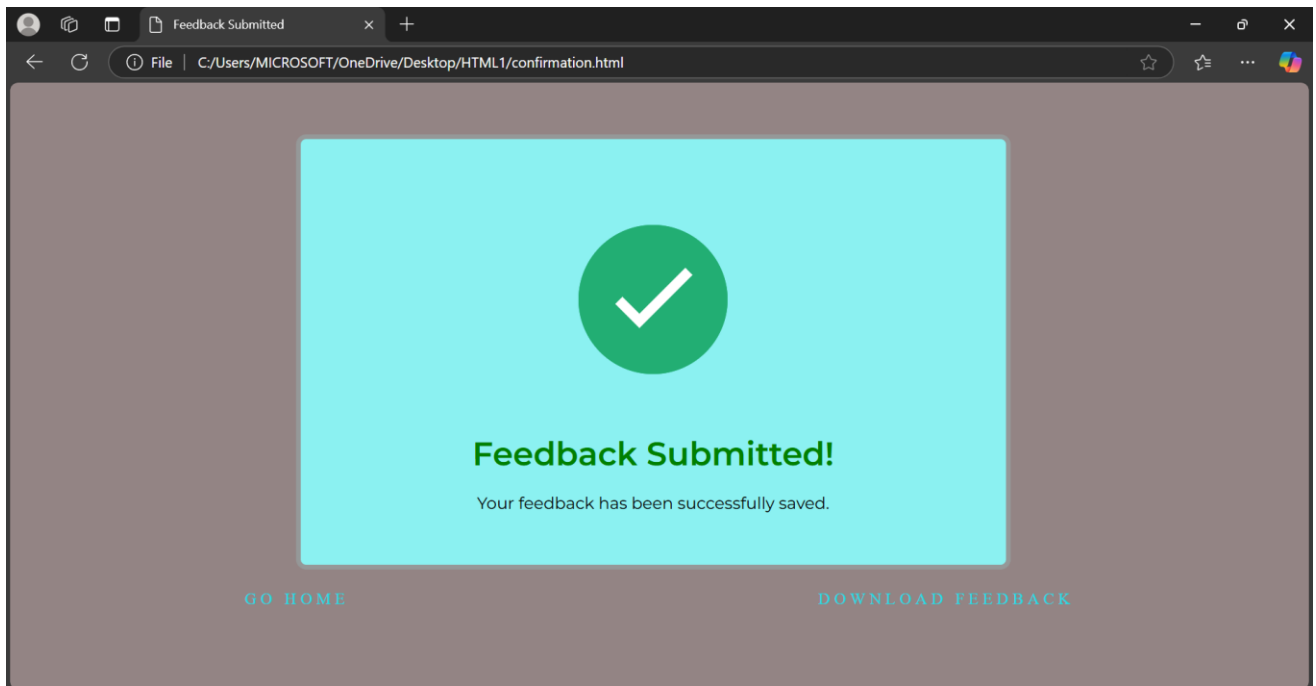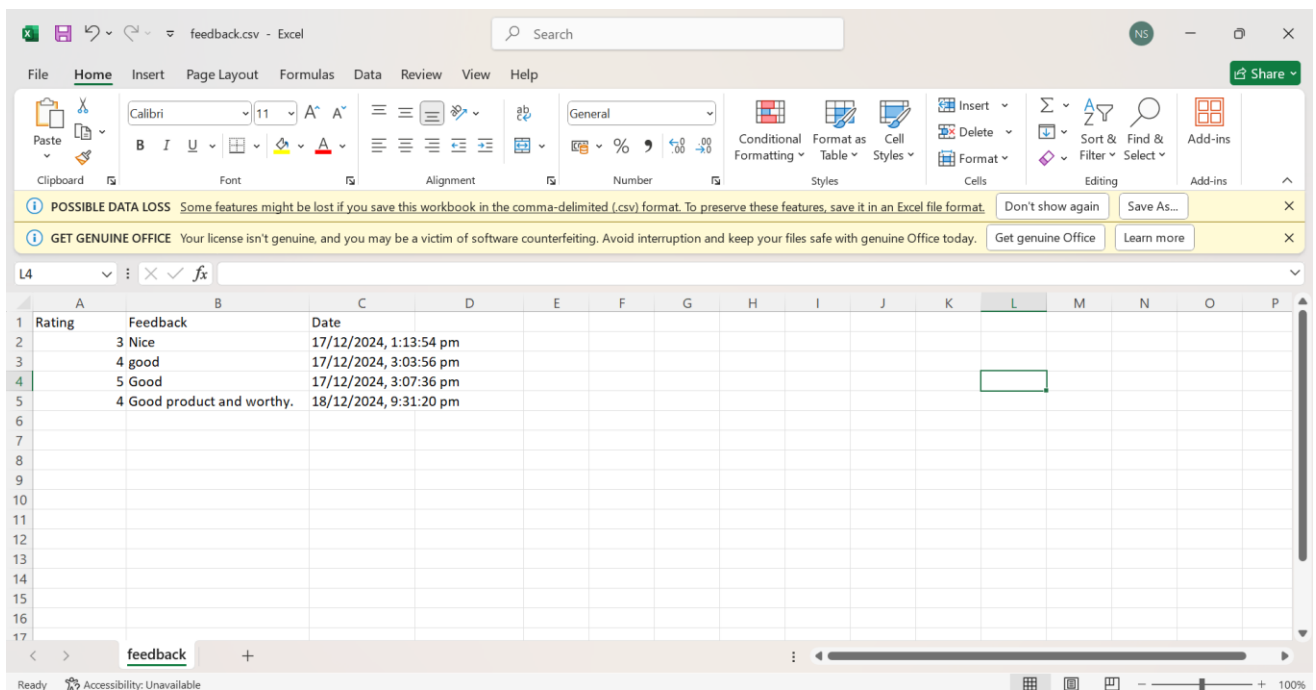
# User feedback page



**FIG:6.6:- User feedback page**

**FIG:6.7:- After Submitting the feedback**

# Store the Feedback Details into E-xcel Sheet



**FIG:6.8:- Storing the data into excel sheet**

# CHAPTER-7

# CONCLUSION

# CHAPTER - 7

# CONCLUSION

The proposed e-commerce platform effectively enhances the online shopping experience through key modules: authentication, product catalog, shopping cart, checkout, and feedback. These components ensure secure access, easy product exploration, efficient purchasing, and valuable customer insights. By prioritizing user experience and actively engaging with customer feedback, the platform fosters satisfaction and loyalty, ultimately driving business growth in the competitive digital marketplace. This comprehensive approach positions the platform for success, meeting the evolving needs of consumers.

In the fast-evolving digital era, the role of e-commerce platforms has become pivotal in shaping how businesses interact with their customers. Integrating a feedback system into such platforms introduces a new dimension of customer engagement, fostering an environment of transparency, trust, and continuous improvement. This comprehensive conclusion delves into the multifaceted benefits of implementing a feedback system in an e-commerce setting, highlighting its implications for businesses and customers alike.

**Enhancing Customer Experience**

A well-designed feedback system acts as a direct communication channel between customers and the platform. Customers can voice their opinions, share their experiences, and provide valuable insights into their shopping journey. This mechanism empowers users, making them feel valued and heard. By addressing concerns promptly and effectively, businesses can significantly enhance customer satisfaction levels.

**Building Trust and Transparency**

Transparency is a cornerstone of successful e-commerce platforms. By displaying genuine customer reviews and ratings, businesses can establish credibility and build trust with potential buyers. A feedback system serves as a testament to the platform's commitment to honesty and accountability.

When customers see that their opinions are valued and acted upon, it creates a positive perception of the brand. This trust factor plays a crucial role in attracting new customers, as many shoppers rely on reviews and ratings before making purchase decisions. An open feedback system can thus serve as a powerful tool for converting visitors into loyal customers.

**Future-Proofing the Platform**

As technology continues to evolve, the expectations of online shoppers are also changing. A feedback

system ensures that businesses remain adaptable and responsive to these changes. By staying connected to their audience, companies can anticipate future needs and implement innovations that keep the platform ahead of the curve.

For example, integrating artificial intelligence (AI) and machine learning into the feedback system can further enhance its capabilities. AI-powered analytics can provide deeper insights into customer behavior, enabling businesses to make data-driven decisions with greater precision.

A feedback-enabled e-commerce platform is a testament to a company's commitment to its customers. It reflects a proactive approach to addressing concerns, meeting expectations, and exceeding them whenever possible. As a result, the platform becomes more than just a marketplace; it transforms into a dynamic and customer-centric ecosystem that thrives on collaboration, innovation, and excellence.

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