

# Online Clothing Selling Platform

Software Requirements Specification

Version1.0

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# 1. DOCUMENT HISTORY

# 2. REFERENCE DOCUMENTS

# 3. INTRODUCTION

## 3.1 Purpose

- The Software Requirements Specification (SRS) will provide a comprehensive description of the requirements for the Online Clothing Selling Platform (OCSP). This SRS document will serve as a foundational reference, enabling a clear understanding of the system's expected functionalities and features. A well-defined SRS ensures that the final software solution aligns with the business goals and customer expectations. It will also serve as a guiding framework for subsequent phases of design, development, and testing.
- The primary audience for this SRS includes the software engineers responsible for constructing the OCSP and the platform's end users, such as sellers, buyers, and administrators. Software engineers will utilize this document to thoroughly understand the system's requirements, ensuring that they build a solution that adheres to the defined specifications. End users can use the SRS to validate whether the system's design and implementation meet their needs. If discrepancies arise between the delivered product and user expectations, users can highlight gaps, prompting revisions to the SRS to align with their requirements. This iterative refinement ensures that the final platform meets both technical and user-centric objectives.

## 3.2 In Scope

- The software product to be developed is an Online Clothing Selling Platform (OCSP) designed to streamline and automate major operations related to online apparel sales. The first subsystem is the Product Catalog and Inventory Management System, which maintains an up-to-date catalog of available clothing items, sizes, colors, and stock levels. The second subsystem is the Order and Payment Processing System, responsible for handling customer orders, payment processing, and generating order confirmations. The third subsystem is the User Management and Analytics System, which manages user accounts, reviews, and generates sales and performance reports. The detailed functionality of these three subsystems will be described in Section 2 — Overall Description.

- There are two primary types of end users for the OCSP. The first type includes **vendors and shop owners** who will use the platform to list, update, and manage clothing items for sale. The second type includes **customers**, who will browse the product catalog, place orders, and track deliveries. The User Management and Analytics System will be restricted to **administrators**, who can oversee platform operations, user activity, and sales performance.
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- The objective of the Online Clothing Selling Platform is to provide a scalable, efficient, and user-friendly solution for managing an expanding online clothing business. The platform will enhance the shopping experience by offering seamless browsing, secure payment options, and reliable order management. It will simplify vendor tasks, automate order processing, and improve overall operational efficiency. The system should be user-appropriate, easy to navigate, support error recovery, and ensure high user satisfaction for both vendors and customers.

## 4. REQUIREMENT

### 4.1 Purpose

- Product Management
- Shopping Cart
- Checkout
- User Management
- Promotions and Discounts
- Product Recommendations
- Order Tracking
- Sales Analytics
- Supplier Management

### 4.2 Requirement Specification

#### 4.2.1 The Organization of the Clothing Platform

The platform's organisational structure is divided into three main departments:

- **Product and Services Management:** Includes departments such as Product Listing, Customer Service, and Sales.
- **Financial Management:** Responsible for handling transactions, payment processing, budgeting, and revenue tracking.
- **Platform Maintenance and Security:** Includes IT support, platform maintenance, data security, and fraud prevention.

#### 4.2.2 Purchasing Flow

#### **4.2.2.1 Browsing and Selecting Products**

- Customers can browse the platform for products using search and filter options (e.g., categories, sizes, colors, and prices).
- Customers add selected products to their cart.

#### **4.2.2.2 Checkout Process**

- Customers proceed to checkout by reviewing their cart.
- Required information is collected:
  - Customer name
  - Contact information (email, phone number)
  - Shipping address
  - Payment method
- Customers confirm their order and payment details.

#### **4.2.2.3 Order Confirmation**

- The platform generates an order confirmation containing:
  - Order number
  - Customer details
  - List of purchased items
  - Total cost and payment status
  - Estimated delivery time
- The order is forwarded to the inventory and shipping department for processing.

#### **4.2.2.4 Delivery and Post-Purchase**

- Customers receive tracking information for their orders.
- Once delivered, customers are notified and given the option to leave a review.
- In case of returns or exchanges, customers follow the platform's return policy guidelines.

### **4.2.3 Service Management**

#### **4.2.3.1 Customer Support**

- Handle inquiries about products, orders, and returns.
- Provide live chat, email, and phone support.

#### **4.2.3.2 Order Fulfillment Services**

- Process orders from customers and coordinate with the inventory and shipping teams.
- Update customers on the status of their orders.

#### **4.2.3.3 Promotional Services**

- Offer discounts, loyalty programs, and promotional campaigns.
- Manage marketing activities and track customer engagement.

#### **4.2.4 Staff Management**

##### **4.2.4.1 Product and Services Management**

- Ensure products are listed with accurate descriptions and images.
- Maintain real-time updates on inventory levels.
- Handle customer inquiries and complaints.
- Coordinate sales events and promotions.

##### **4.2.4.2 Financial Management**

- Oversee payment processing and manage refunds.
- Handle payroll for employees.
- Track revenue and expenditure reports.

##### **4.2.4.3 Platform Maintenance and Security**

- Maintain website functionality and resolve technical issues.
- Ensure data security for customers and staff.
- Monitor platform performance and implement upgrades.

#### **4.2.5 Staff Information Management**

The platform's staff management system tracks the following information for employees:

- Staff name
- Staff ID
- Department
- Role
- Salary
- Work schedule

## 6. SCREEN DESIGN

### 6.1 Login

Screen	Login screen		
Description	Input your user name and password to login your account. If you do not have any account, you can click to Create account link to create new account or click to Forget password to be help.		
Screen Access	Default		
Screen Content			
Item	Type	Data	Description
User Name	Textbox	Export From Database	Here, input your user name
Password	Textbox	Export From Database	Input your password for your user name that you were submit.
Login	Button		To login account, Affter fishnish typing username and password, click this button. If user name or password was wrong, you can't access to the account. You must retype and try again.

Creat Account	Link		To creat new account, you click here. New creat account layout will show.
Forget Password	Link		When you forget your password, click here for help
<b>Screen Action</b>			
<b>Action Name</b>	<b>Description</b>	<b>Success</b>	<b>Failure</b>
Login	Click "login" button to login in to system.	Navigate to the index page.	Show an error message (e.g., "Invalid username or password").

## 6.2 Register

Screen	Register screen		
Description	This function allows new users to create an account by entering their personal information, such as full name, email, phone number, password, and password confirmation.		
Screen Access	Default		
Screen Content			
Item	Type	Data	Description
Full Name	Textbox	User Input	The user enters their full name.
Email	Textbox	User Input	The user enters a valid email address. The system will verify the email format before allowing registration.
Password	Textbox	User Input	The user enters a secure password. The password must meet system security criteria.
Confirm Password	Textbox	User Input	The user re-enters the password to ensure there are no typing errors.
Register	Button	Submit Data	When clicked, the system validates the entered information and creates a new account if all details are correct.



Screen Action			
Action Name	Description	Success	Failure
Register	Click "Register" send request to the system.	Show success message. Redirect to login page.	Show an error message (e.g., "Invalid input field").

### 6.3 Order Tracking

Screen	View		
Description	This function allows users to place an order for products or tickets. The system processes the order by collecting necessary details, verifying availability, and confirming the transaction.		
Screen Access	Default		
Screen Content			
Item	Type	Data	Description
Product/Item	Button	Export From Database	The user selects the product or ticket they want to order.
Choose Quantity	Button/textbox	User input	The user selects the number of items they wish to order.
Payment Method	Radio tag/button		The user selects a preferred payment method.
Confirm Order	Button		When clicked, the system verifies the details and processes the order.
Cancel	Button		Cancel current purchase process.
Screen Action			

Action Name	Description	Success	Failure
Cancel	Click "Cancel" to cancel the current process.		

## 6.4 Order History Management

Screen	View		
Description	This function allows users to view, filter, and manage their past orders. Users can check details of previous orders, track order statuses, and, if applicable, request cancellations or refunds.		
Screen Access	Default		
Screen Content			
Item	Type	Data	Description
View Order Details	Button	Export From Database	The user selects an order to view detailed information, including items, total cost, and payment details.
Search bar	Textbox	User input	The user can search orders by name, keyword,...
Feedback	Button	User input	Allow users to give feedback about the product to the seller shop.
Re-order	Button		This function allows users to quickly place a new order based on a previous order.
Filter Oder	Button		The user can filter orders by date range, and order status (completed, pending, cancelled).

## 6.5 Payment

Screen	View		
Description	This function allows users to complete the payment process for their orders using various payment methods.		
Screen Access	Default		
Screen Content			
Item	Type	Data	Description
Select Payment Method	Button	Export From Database	The user chooses a preferred payment method.
Payment Details	Textbox	User input	The user inputs payment details if required.
Confirm Payment	Button		The user confirms the payment.
Display Payment Status	Display		The system notifies the user whether the payment was successful or failed.
Order Confirmation	Display		If payment is successful, the system confirms the order and generates a receipt.
Screen Action			
Action Name	Description	Success	Failure
Confirm button	Click the button to confirm a transaction.	Show transaction status.	Show an error message(e.g: Card details is incorrect).

## 6.6 View product

Screen	View Product		
Description	View Product : Displays product information, including product ID, name, description, quantity, price, and status.		
Screen Access	Allows users to view detailed information about the products available in the system.		
Screen Content			
Item	Type	Data	Description
Product ID	Number	number	Displays the unique identifier for the product.
Name	Text	String	Displays the name of the product.
Description	Text	String	Displays the description of the product.
Quantity	Number	number	Displays the price of the product.
Status	Text	string	Displays the status (In stock/Out of stock).
Price	Number	number	Displays the price of the product.
Edit	Button	-	Click to edit the product.
Delete	Button	-	Click to delete the product.

## 6.7 Order

<b>Screen</b>	View
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Description	The user selects the product, confirms the order details, and processes the payment.		
Screen Access	Default		
Screen Content			
Item	Type	Data	Description
Product	List	Name and image product	Displays all available products for the user to browse and select.
Product Filter/Sort	Dropdown/Buttons		Allows the user to filter or sort products based on category, price, or other attributes.
Add to Cart Button	Button		Adds selected product to the shopping cart.
Cart Items	List	Product Name, Quantity,Price	Displays the products added to the cart
“Order” button	Button		Takes the user to the checkout screen to enter payment and shipping information,...

<b>Screen Actions</b>			
<b>Action Name</b>	<b>Description</b>	<b>Success</b>	<b>Failure</b>
Add to Cart	Adds selected product to the shopping cart.	The selected product is successfully added to the cart.	Product is not added, or the cart does not reflect the correct item count.
Order	User click to Order button	Navigate to payment screen.	User is unable to reach to the payment screen due to a navigation error.

## 6.8 Contact Support

<b>Screen</b>	Contact Support
<b>Description</b>	Allows users to send support requests or contact the support team
<b>Screen Access</b>	Users can access this screen to ask questions, report issues, or request assistance.

Screen Content			
Item	Type	Data	Description
Name	Text	string	Displays the unique identifier for the review.
Email	Email	string	Field for the user to enter their contact email.
Message	Text Area	string	Field to input the detailed message for support.
Submit	Button	-	Button to submit the support request.
Screen Actions			
Action Name	Description	Success	Failure
Ok	User click Ok to agree add room	Display message "Ok".	Display message "Failed".
Cancel	User click cancel to cancel		

## 6.9 Reviews and feedback

Screen	Review and Feedback		
Description	Review and feedback: Allows customers to leave reviews and feedback about products, and enables admins to view, moderate, and respond to them.		
Screen Access	Customers can submit their reviews, and admins can manage and moderate the feedback.		
Screen Content			
Item	Type	Data	Description
Review ID	Number	number	Displays the unique identifier for the review.
Product Name	Text	string	Displays the name of the product being reviewed.
Customer Name	Text	string	Displays the name of the customer who left the review.
Rating	Number	1-5	Displays the star rating (1 to 5) given by the customer.

Feedback	Text Area	string	Displays the written feedback provided by the customer.
<b>Screen Actions</b>			
<b>Action Name</b>	<b>Description</b>	<b>Success</b>	<b>Failure</b>
Submit Review	Customer submits a review and rating for a product.	Display message "Ok".	Display message "Failed".

## 6.10 Verify Account

Screen	Verify Account		
Description	Verify Account :Allows users to verify their account via email, phone, or other verification methods to enhance account security and access additional features.		
Screen Access	Verify Account : Available to unverified users when they log in or attempt to access certain restricted features.		
Screen Content			
Item	Type	Data	Description
User ID	Number	number	Displays the unique identifier for the user.
Name	Text	string	Displays the user's full name.
Email	Text	string	Displays the user's email address.
Phone Number	Number	string	Displays the user's phone number.
Send Code	Button	-	Sends a verification code via email or SMS.
Resend Code	Button	-	Resends the verification code to the user.
Verify	Button	-	Confirms the verification process.
Screen Actions			
Action Name	Description	Success	Failure
Send Verification Code	User clicks "Send Code" to receive a code via email or SMS.	Displays the message: "Verificati	Displays the message:

		on code sent successfully."	"Failed to send verification code. Please try again."
Verify Account	User enters the code and clicks "Verify" to confirm.	Displays the message: "Account verified successfully."	Displays the message: "Verification failed. Please check the code and try again."
Resend Verification Code	User clicks "Resend Code" to get a new code.	Displays the message: "New verification code sent successfully."	Displays the message: "Failed to resend verification code. Please try again later."

## 6.11 View Booking Customer

<b>Screen</b>	View
<b>Description</b>	The <b>View Booking Customer</b> screen allows users to view, search, and filter their booking details. Users can also modify or cancel bookings, and access support if needed, for a streamlined booking management experience.



Screen Access	Default		
Screen Content			
Item	Type	Data	Description
Search	Textbox	Text	Allows users to search for specific bookings by keywords (e.g., booking ID, date).
Booking List	List	Text	Shows a list of all bookings with details such as date, time, status, and location.
Filter	Dropdown	Text	Enables users to filter bookings by date, status, or location.
Booking Details	Button		Clicking this button will show detailed information for a specific booking.
Modify Booking	Button		Option to change or update booking details (if applicable)
Cancel Booking	Button		

## 6.12 Live chat with Customer

<b>Screen</b>	View
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Description	The <b>Live Chat with Customer</b> feature enables real-time communication between customers and support representatives. Customers can ask questions, seek assistance, or resolve issues instantly, ensuring a seamless and personalized support experience. This tool enhances customer satisfaction by providing quick responses and efficient problem-solving.		
Screen Access	Default		
Screen Content			
Item	Type	Data	Description
Chat	Display Area	Text	Shows the conversation history between the customer and the support representative
Message Input Field	Textbox	Text	Allows customers to type their messages
Send Button	Button		Sends the typed message to the support representative.

### 6.13 View List Product

<b>Screen</b>	View
<b>Description</b>	The <b>View List Product</b> screen allows users to browse and explore a collection of products. It provides essential information such as product names, images, prices, categories, and ratings. Users can search, filter, and sort products to quickly find what they need. Additional features include adding products to the cart, viewing

	detailed product pages, and marking favorites for easy reference. This screen ensures an intuitive and efficient shopping experience..			
Screen Access	Default			
Screen Content				
Item	Type	Data	Description	
Product List	Display	Export From Database	Shows a grid or list of products with essential details such as name, price, and thumbnail image	
Product Image	Image	Export From Database	Displays the thumbnail or primary image of the product.	
Product Name	Text	Export From Database	The name or title of the product.	
Product Price	Text	Export From Database	Shows the price of the product.	
Product Category	Text	Export From Database	Displays the category or type of the product.	
Product Rating	Icon/Stars	Export From Database	Shows the average customer rating of the product	
Add to Cart Button	Button		Allows users to add the product to their shopping cart.	
View Details Button	Button		Navigates users to a detailed product page with more information	

Search Bar	Textbox	Text	Lets users search for products by name or keyword.
Filter Options	Dropdo wn/Che ckbox		Enables users to filter products by category, price range, or other attributes.
Sort Options	Dropdo wn		Allows users to sort products by price, popularity, or rating.
Pagination	Links/B uttons		Enables navigation between different pages of the product list

## 6.14 CRUD feedback Customer

Screen	View		
Description	The <b>CRUD Feedback Customer</b> feature enables customers to provide, manage, and interact with feedback		
Screen Access	Default		
Screen Content			
Item	Type	Data	Description
Feedback Form	Form	Text	Allows customers to submit feedback with fields for comments and ratings

Feedback List	Display /List	Export From Database	Shows a list of feedback, including customer comments, ratings, and submission dates
Edit Feedback Button	Button		Enables customers to modify their submitted feedback.
Delete Feedback Button	Button		llows customers to remove their feedback.
Submit Feedback Button	Button		Saves new feedback provided by the customer.
Rating System	Stars		Lets customers rate a product or service
Confirmation Dialog	Modal/ Popup		Confirms actions such as deleting or updating feedback.
Sort/Filter Options	Dropdo wn		Enables sorting feedback by rating, date, or relevance.
User Profile Information	Display Text		Shows the name or ID of the customer who provided the feedback

## 6.15 View List Customer

Screen	View List Customer		
Description	Displays a list of customers, showing their details such as name, email, phone number, and order history.		
Screen Access	Admins can access this screen to view and manage customer information.		
Screen Content			
Item	Type	Data	Description
Customer ID	Number	number	Displays the unique identifier for the customer.
Name	Text	string	Displays the full name of the customer.
Email	Email	string	Displays the email address of the customer.
Phone Number	Number	string	Displays the phone number of the customer..
Address	Text	string	Displays the address of the customer.
Total Orders	Number	number	Displays the total number of orders made by the customer.
Last Order Date	Date	date	Displays the date of the customer's most recent order.
Status	Text	string	Displays the status of the customer (Active/Inactive )
View Orders	Button	-	Button to view the orders made by the customer.

Edit	Button	-	Button to edit customer details.
Delete	Button	-	Button to delete the customer from the system.
<b>Screen Action</b>			
Action Name	Description	Success	Failure
View Order	Admin clicks "View Orders" to see the customer's order history.	Displays the list of orders for the customer.	Displays an error message if order history cannot be retrieved.
Delete	Admin clicks "Delete" to remove the customer from the system.	Successfully deletes the customer and updates the list.	Displays an error message if the deletion fails.
Edit	Admin clicks "Edit" to modify customer details.	Successfully updates customer information.	Displays an error message if the edit fails.

Action Name	Description	Success	Failure
View Order	Admin clicks "View Orders" to see the customer's order history.	Displays the list of orders for the customer.	Displays an error message if order history cannot be retrieved.
Delete	Admin clicks "Delete" to remove the customer from the system.	Successfully deletes the customer and updates the list.	Displays an error message if the deletion fails.
Edit	Admin clicks "Edit" to modify customer details.	Successfully updates customer information.	Displays an error message if the edit fails.

## 6.16 CRUD feedback Customer

Screen	Manage Customer Feedback		
Description	This screen allows administrators to view, create, edit, and delete customer feedback. The feedback includes customer reviews and comments about the platform or products.		
Screen Access	Seller		
Screen Content			
Item	Type	Data	Description
Feedback ID	Text Field	Auto-generated Value	Displays the unique identifier for each feedback entry.
Customer Name	Text Field	Input from Customer	Displays the name of the customer who provided the feedback.
Feedback Content	Text Area	Input from Customer	Displays the feedback content provided by the customer.
Rating	Dropdown	1-5 Stars	Displays the customer's rating for the product or service.
Date Submitted	Date Display	Auto-generated Value	Displays the date and time when the feedback was submitted.
Edit Feedback	Button	Action Trigger	Allows administrators to modify the content of customer feedback.



Delete Feedback	Button	Action Trigger	Removes the feedback entry permanently from the system.
Search Feedback	Button	Input from Admin	Search for feedback by customer name, feedback ID, or date.

## 6.17 Manage User Account

Screen	Manage User Account		
Description	This screen allows administrators to manage user accounts, update user information, and control access permissions.		
Screen Access	Admin		
Screen Content			
Item	Type	Data	Description
User ID	Text Field	Auto-generated Value	Displays the unique identifier for each user account.
User Name	Text Field	Input from Admin	Enter or update the username of the account.
Email	Text Field	Input from Admin/User	Displays or updates the email associated with the account.
Role	Dropdown	Role List	Assign user roles (e.g., Admin, Customer, Vendor).

Status	Dropdown	Active/Inactive	Set the account status (Active or Inactive).
Password Reset	Button	Action Trigger	Allows resetting the user's password and notifying them via email.
Delete Account	Button	Action Trigger	Deletes the user account permanently.
Search User	Search Field	Input from Admin	Search for specific user accounts by name, ID, or email.

## 6.18 Manager product

Screen	Manager Product			
Description	This screen allows administrators to manage product listings, update product details, and track inventory levels.			
Screen Access	Admin			
Screen Content				
Item	Type	Data	Description	
Product ID	Text Field	Auto-generated Value	Displays the unique identifier for each product.	
Product Name	Text Field	Input from Admin	Enter or edit the name of the product.	

Category	Dropdown	Category List	Select the category to which the product belongs (e.g., Clothing, Accessories).
Price	Text Field	Input from Admin	Enter or update the price of the product.
Stock Quantity	Text Field	Input from Admin	Enter or update the available stock for the product.
Product Image	File Upload	Image File	Upload an image of the product to display on the platform.
Description	Text Area	Input from Admin	Provide a detailed description of the product.
Save Changes	Button	Action Trigger	Save any changes made to the product details.
Delete Product	Button	Action Trigger	Remove the product from the platform.

## 6.19 Manage Order

<b>Screen</b>	Manage Order
<b>Description</b>	This screen allows administrators to manage customer orders, update order statuses, and process refunds or cancellations.
<b>Screen Access</b>	Seller
<b>Screen Content</b>	

Item	Type	Data	Description
Order ID	Text Field	Auto-generated Value	Displays the unique identifier for each order.
Customer Name	Text Display	Customer Information	Displays the name of the customer who placed the order.
Order Status	Dropdown	Status List	Allows updating the order status (e.g., Pending, Shipped, Delivered, Cancelled).
Product Details	Text Display	List of Products	Displays a summary of the items included in the order, including quantity and price.
Update Status	Button	Action Trigger	Updates the status of the order based on admin input.
Cancel Order	Button	Action Trigger	Cancels the order and updates inventory accordingly.
Payment Status	Text Display	Payment Information	Displays the payment status (e.g., Paid, Unpaid, Refunded).
Refund	Button	Action Trigger	Allows initiating a refund for the order if necessary.
Export Order	Button	Action Trigger	Exports order details in a format such as PDF or Excel for record-keeping.

## 6.20 View Revenue

Screen	View Revenue		
Description	This screen allows users to view the total revenue generated over a selected period. Users can filter revenue data by date, category, or product type.		
Screen Access	Admin		
Screen Content			
Item	Type	Data	Description
Date Range	Date Picker	User Input	Select the start and end date to filter revenue data for a specific time period.
Category Filter	Dropdown	Categories List	Allows the user to filter revenue based on product categories (e.g., Clothing, Accessories).
Total Revenue	Text Display	Calculated Value	Displays the total revenue generated for the selected filters.
Revenue Chart	Chart	Data Visualization	A visual representation (e.g., bar chart or pie chart) of revenue data based on filters.
Export Data	Button	Action Trigger	Allows users to export revenue data in formats like CSV or PDF.



