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SOFTWARE ENGINEERING REPORT

* **Introduction:**

The need of using the smartphone is more and more increasing everyday and to take the trend of this market, our group are going to design a business smartphone website in order to satisfy the consumer’s requirement. The customers can search, view the phone’s information, exchange these devices and use many other functions quickly. All of activities will be processed online without coming to store.

**1. Definition**

* **Manager**

Manager who consists of team lead and project manager, manages all working of

system.

* **Staff**

People who are hired to work, are divided into different functions such as manager,

seller, programmer and cashier.

* **ID and password of staff**

Each employee is given an account that includes a username and password to access

to the system.

* **ID and password of user**

Each user has an ID and password to know more information of the devices, can

receive promotions from the company and send feedback if something is trouble.

* **Statistics**

Statistic devices, revenue or feedback from customers.

**2. Description**

* **Functions**
* **Web-app**: Allowing user to find information, buy phone from home without going

to store.

* **Registration module:** This stores the customers of the mobile showroom

website. The registration details store in this module. This module stores complete

customer profile details.

* **Login module**: The mobile showroom customers can login to this website by

entering login id and password. The login credentials valid then system redirects to the

account page. Customers can change the password after the login.

* **Search module**: If the products are not in the list, then the customers can search

products by entering product title in the search box.

* **Feedback module**: The customers can post feedbacks in the feedback page.

The administrator can view feedbacks published by the customers.

* **Category module**: The category module stores different category details. After

adding category user can add item details.

* **Item module**: All the item details can be stored in this module. Only

administrator can add item details by entering item name, product specification, cost,

expiry date, etc. And customer can view the items in shopping website.

* **Accessories module**: The accessories module which stores different parts and

accessory details of the mobile.

* **Cart module**: The cart module selected item details in the cart. Customer can

purchase cart items by making online payment.

* **Report module**: Administrator can view all purchase reports and customer can

view only his purchase details in this module.

* **User module**: In the user module all it stores all user details with administrator

and employees. Admin has full authority of the software.

* **Rating module**: The customers can rate phone after using it.
* **Book phone module**: if the phone is not available, book it for the next

importation.

* **Phone comparison module**: Viewer can compare between 2 phones.

**3. Activities**

* Answering a comment, changing phone information, checking registered user

Information and adding or deleting phone will be controlled by staff user.

* User can login into the system in order to update personal information, confirm

email or check out the products.

**4. Requirement**

The User Requirement:

The first user is the customers:

* The Users can search the phone which they want to view by input the key word or use the search engine to easily sort phone by several categories such as the average price, date release, the manufacturer and so on.
* The Users even can user the comparing engine to compare the technical parameters between 2 phones.
* The Users can register an account by typing personal information like name, phone number, address and e-mail. Then, the account must be confirmed by customer’s e-mail.
* The customers are able to comment and question about the quality of services, staffs or even rating the buy products. These feedback will be generalized and answered one by one in the short time.
* As for the user who was the member of website:

1. Members can update their information, view the promote activities for member and pay online by credit or debit cards.
2. The transactions which is paid online will be shipped in 24 hours or even some days belong to the receiver’s place.

Similar to customers, the Staff also have their own account to manager the web store:

There are 2 type of staff account: Manager and common staff.

* Only Manager can update the website by: add, modify and delete phone’s information.
* The Staffs have the duty to answers the comments or questions of customers by their account in 24 hours.
* Staffs and Manager also use the search engine to sort and view the list of phone easily.

**5. General demonstrating system**

* **Demonstration**
  + *Customer*:

Website is the interface which help customer can easily view and search the phone which they want to buy or concern.

The view function can help user easy to see the detail or technical parameter of the phone and show the review of that phone for user.

To use the Search function, user just click to the search box (Which is in the top of website) and type the name of the phone they want to view. Furthermore, user can use the advance search function to sort list of phone by manufacturer, price, date release and many other categories.

Customers are able to login into the website by authentication to use member’s function such as buy phone, receive promote for member, comment and feedback to website. If they don’t have an account, they can create the new one by input the personal’s information and confirm with e-mail or sms message.

As for the feedback function, customers send the message to website by the feedback button at the bottom of website. Customers just write the name and type what they satisfy and what they don’t into the feedback window and the thanks box will be showed. If it’s necessary, the staffs of website will answer their feedback in 24 hours.

In each phone’s info page, there is the comment box below the phone detail. Customers can comment in there and staff manage to response as fast as they can.

* + *Staff*:

Staff maybe is the manager or even the employee.

The Staff can check the status of the warehouse like the quantity and the color of phone have left. Only Manager can see the date the phone sold and it origin price.

Only Manager can add, delete or modify the detail of phone information.

After the phones are sold, Staff can update the status of that phone and this changes will be record by system of website to help manage.

Staffs have the duty to answer the comment and feedback(If necessary) of customer and if there are any difficult problem, manager will be the one who deal with it instead of employee.

* System:

The system will save any transaction between the staffs and customers.

The account’s information of staff and customer will be saved to the database for further purpose such as check type of account and the authority.

The system will check the available of each phone and update website as quick as possible for users.