

# Functional Requirements (FRs) and Non-Functional Requirements (NFRs) – Buyer

## Functional Requirements (FRs)

### 1. Account Management

- Registration & Login: Users can create an account with email/password and log in securely.
- Profile Management: Users can view/edit personal details, saved addresses, and payment methods.
- Order History: Users can view details of all past and current orders.

### 2. Product Discovery & Evaluation

- Search Bar: Search for products by name or keyword.
- Search Suggestions: Real-time suggestions while typing.
- Filtering & Sorting: Narrow results by category, price, brand, rating, etc., with sort options (price, relevance, newest).
- Product Comparison: Compare multiple products side-by-side.
- View Customer Reviews: Access product ratings, text reviews, and customer-uploaded photos.
- Wishlist/Favorites: Save items for later purchase.

### 3. Purchasing & Checkout

- Shopping Cart: Add/remove products, update quantities.
- Deals & Promotions: View ongoing discounts and special offers.
- Coupon Redemption: Apply discount codes at checkout.
- Bidding System: Place bids for auction-style items.
- Secure Checkout: Multi-step checkout (shipping → payment).
- Multiple Payment Options: Pay via UPI, credit/debit cards, and digital wallets (Razorpay gateway).

### 4. Post-Purchase & Support

- Order Tracking: Real-time tracking (Processing → Shipped → Delivered).
- Return & Refund Initiation: Request returns or refunds for delivered items.
- Submit Reviews & Ratings: Provide product/seller feedback after purchase.
- Notifications: Receive updates via email, SMS, or push notifications.
- Customer Support: Access chatbot for FAQs and connect with human agents if needed.

## Non-Functional Requirements (NFRs)

### 1. Usability & UX

- Simple & Intuitive UI: Clean, user-friendly interface requiring minimal effort to navigate.

### 2. Performance

- Fast Load Times: Pages (especially product listings & checkout) should load in <3 seconds.
- Responsiveness: Immediate feedback for actions (e.g., adding to cart, applying filters).

### **3. Security**

- Data Privacy: Secure storage & handling of user data as per privacy policies.
- Secure Payments: All payment data encrypted and processed securely, reducing fraud risk.

### **4. Reliability**

- System Availability: 24/7 accessibility with minimal downtime.
- Low Payment Failure Rate: Highly reliable transactions with minimal failures.