

1. Buyer

Method of Requirement Gathering:

- Questionnaire/Google Form Survey
- Interview
- Feedback on the existing system

Discussion Summary:

Buyers, as end customers, expect a smooth and intuitive browsing experience while using the marketplace. Their major requirements include transparent product details, secure and convenient payment options, and reliable customer support. Feedback on existing systems highlighted the importance of improved search and comparison features, as well as faster issue resolution.

2. Seller

Method of Requirement Gathering:

- Questionnaire/Google Form Survey
- Interview

Discussion Summary:

Sellers are responsible for creating accurate listings, managing inventory, processing orders, and engaging with buyers. The discussion emphasized the need for easy-to-use tools for listing and inventory management, seamless sales tracking, and secure payment settlements. Sellers also highlighted the importance of prompt notifications and performance insights to better manage their business.

3. Admin

Method of Requirement Gathering:

- Study of Documentation
- Brainstorming Sessions

Discussion Summary:

Admins oversee marketplace operations to ensure security, reliability, and policy compliance. Discussions revealed that admins require features for managing user accounts, approving listings, monitoring transactions, and resolving disputes. Additionally, they need analytics dashboards for performance monitoring and insights to support data-driven improvements in platform operations.

4. Delivery Partner

Method of Requirement Gathering:

- Questionnaire/Google Form Survey
- Interview

Discussion Summary:

Delivery partners are responsible for ensuring timely and safe order deliveries. Discussions focused on the need for efficient route management systems, real-time tracking updates, and communication tools for coordination with both buyers and sellers. Handling delivery issues such as returns and failed attempts was also highlighted as a crucial requirement.

5. Payment Gateway

Method of Requirement Gathering:

- Study of Documentation
- (Further research/analysis planned)

Discussion Summary:

The payment gateway plays a critical role in facilitating secure and seamless transactions. Discussions revealed the importance of supporting multiple payment methods, ensuring compliance with financial regulations, managing refunds, and protecting against fraud. A smooth checkout experience was emphasized as essential for enhancing buyer trust and overall platform reliability.

Conclusion

The discussions with stakeholders provided valuable insights into their roles, expectations, and challenges within the marketplace ecosystem. Each stakeholder group emphasized usability,

efficiency, and security as central concerns. These inputs will guide the design and development of an improved, user-centric marketplace platform.