**Business Requirements Document**

**E-Commerce Website Requirement**



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Contents

[**Amendment History 3**](#_Toc180008424)

[**Overview 4**](#_Toc180008425)

[**Stakeholders 5**](#_Toc180008426)

[**Objective of the Project 6**](#_Toc180008427)

[**Scope 6**](#_Toc180008428)

[**The scope of the project includes: 6**](#_Toc180008429)

[**Out of Scope: 6**](#_Toc180008430)

[**Functional Requirements 7**](#_Toc180008431)

[**Non-Functional Requirements 10**](#_Toc180008432)

[**Business Rules 11**](#_Toc180008433)

[**Roles & Responsibilities 11**](#_Toc180008434)

[**Use Cases 11**](#_Toc180008435)

[**Dependencies 11**](#_Toc180008436)

[**Assumptions 11**](#_Toc180008437)

[**Limitations 11**](#_Toc180008438)

[**Risks 12**](#_Toc180008439)

[**Glossary 12**](#_Toc180008440)

# **Amendment History**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Prepared By | Date | Description |
| 1.0 | Shehan Amarasinghe | 01/10/2024 | First Version |

# **Overview**

This requirement document will provide the requirement for a e commerce website  
  
Both functional and non-functional requirement will be documented.

# **Stakeholders**

|  |  |  |
| --- | --- | --- |
| Stakeholder Name | Organization | Role |
| Smith Joe | Shopay | Director |
| Fred Joe | Shopay | Treasurer |
| Priscilla doe | Shopay | Secretary |
| Tom Doe | Shopay | Member |
| Jane Doe | Shopay | Vice President |

# **Objective of the Project**

The objective of this project is to develop a robust, user-friendly eCommerce platform that enhances the shopping experience for customers, streamlines product management for the business, and ultimately drives sales growth. The platform will cater to both local and international users with features that support intuitive navigation, diverse payment options, and effective customer support.

# **Scope**

## The scope of the project includes:

* Development of a web-based eCommerce platform with user account management, product management, and payment processing.
* Implementation of features for customer engagement, including promotions, discounts, and customer support functionalities.
* Integration of analytics and reporting tools for business insights.
* Ensuring compliance with data protection regulations and incorporating scalability for future growth.

# **Out of Scope:**

* Mobile app development (unless specified).
* Third-party integrations beyond payment gateways and shipping services.
* Custom feature requests that exceed initial requirements.

# **Functional Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement ID | Description | Priority | Comments |
| FR001 | Intuitive navigation with clear menus and search capabilities. | Must |  |
| FR002 | Responsive design compatible with all device types. | Must |  |
| FR003 | Fast page loading speeds (target: under 3 seconds). | Want |  |
| FR004 | Users can create accounts via email or social media. | Want |  |
| FR005 | Profile management for personal details, addresses, and payment methods. | Must |  |
| FR006 | Access to order history and shipment tracking. | Must |  |
| FR007 | Admin interface for adding/editing/removing products with details. | Must |  |
| FR008 | Categories and subcategories for product organization. | Must |  |
| FR009 | Inventory tracking and low stock alerts. | Must |  |
| FR010 | Prominent search bar with autocomplete suggestions. | Want |  |
| FR011 | Filter options by price, category, ratings, etc. | Must |  |
| FR012 | A user-friendly shopping cart for item management | Must |  |
| FR013 | Multiple payment methods including guest checkout. | Must |  |
| FR014 | Order confirmation and shipping notification emails. | Must |  |
| FR015 | Integration with secure payment gateways. | Must |  |
| FR016 | Clear refund and return policies. | Must |  |
| FR017 | Various shipping options with estimated delivery times. | Want |  |
| FR018 | Shipment tracking feature. | Want |  |
| FR019 | Ability to apply coupon codes at checkout. | Want |  |
| FR020 | Functionality for seasonal sales and flash deals. | Must |  |
| FR021 | Easily accessible contact information. | Must |  |
| FR022 | Live chat support | Want |  |
| FR023 | Comprehensive FAQs section | Want |  |
| FR024 | Integration for email marketing and social media sharing | Must |  |
| FR025 | User reviews and ratings on products | Must |  |
| FR026 | Traffic and sales analytics tools | Want |  |
| FR027 | Reports on sales performance and customer demographics | Must |  |
| FR028 | Compliance with GDPR and data protection regulations | Must |  |
| FR029 | Secure storage and encryption of user data | Must |  |
| FR030 | Blog or articles section for posting relevant content | Must |  |
| FR031 | SEO optimization tools | Must |  |
| FR032 | Ensure the platform can handle increased traffic and sales | Must |  |
| FR033 | Options for international users to select languages and currencies | Want |  |

# Non-Functional Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement ID | Description | Priority | Comments |
| NFR001 | The system should handle at least 10,000 concurrent users. | Want |  |
| NFR002 | User interface should comply with best practices for accessibility. | Want |  |
| NFR003 | The platform should have 99.9% uptime. | Want |  |
| NFR004 | Implement industry-standard encryption and security protocols. | Want |  |
| NFR005 | The system should be easy to update and maintain. | Must |  |

# **Business Rules**

* Users must provide valid email addresses during account creation.
* Discounts cannot be combined with other promotions.
* Orders must be confirmed via email before processing.

# **Roles & Responsibilities**

* **Project Manager:** Oversee project progress, coordinate team efforts.
* **Business Analyst:** Gather requirements, communicate with stakeholders, document BRD.
* **Developers:** Implement the features and functionalities as specified.
* **UI/UX Designers:** Design user-friendly interfaces.
* **Quality Assurance (QA):** Test functionalities to ensure they meet requirements.
* **Marketing Team:** Manage promotional activities and customer engagement.

# **Use Cases**

* **User Registration:** A user registers an account, receives a confirmation email, and can log in.
* **Product Search:** A user enters a keyword in the search bar, sees autocomplete suggestions, and filters results.
* **Checkout Process:** A user adds items to the cart, chooses a payment method, and completes the purchase.
* **Order Tracking:** A user logs into their account to view current shipment status.

# **Dependencies**

* Integration with payment gateways (e.g., PayPal, Stripe).
* Third-party shipping services.
* Hosting and server resources.

# **Assumptions**

* Users have access to the internet and compatible devices.
* Stakeholders will provide timely feedback and decisions.
* Sufficient budget and resources are allocated for project completion.

# **Limitations**

* Initial launch may only support English and local currency.
* Feature scope may be limited based on budget constraints.
* Customization options may be limited due to platform design.

# **Risks**

* Potential delays in development due to resource availability.
* Security vulnerabilities if data protection measures are insufficient.
* User adoption may be slower than expected without proper marketing.

# **Glossary**

* **eCommerce:** Buying and selling of goods or services over the internet.
* **UX (User Experience):** The overall experience a user has while interacting with a website.
* **GDPR:** General Data Protection Regulation, a legal framework for data protection and privacy in the EU.