**Functional Requirements Document (FRD)**

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# **1. Introduction**

This Functional Requirements Document (FRD) outlines the detailed functionalities required for the development of an eCommerce website. It serves as a comprehensive guide for developers, designers, and stakeholders to ensure that the system meets the business needs and user expectations.

# **2. Purpose**

The purpose of this document is to provide a clear and concise outline of the functional requirements for the eCommerce website, allowing the development team to build a platform that meets user needs and business objectives.

# **3. Scope**

The scope of this document covers the functional requirements for the eCommerce platform as specified in the Business Requirements Document (BRD). The focus is on user interaction, administrative capabilities, and system integrations necessary for the platform's operation.

# **4. Functional Requirements**

## **4.1 User Requirements**

| **Requirement ID** | **Description** | **Priority** | **Comments** |
| --- | --- | --- | --- |
| FR001 | Intuitive navigation with clear menus and search capabilities. | Must | Ensures users can easily find products. |
| FR002 | Responsive design compatible with all device types. | Must | Enhances user experience across devices. |
| FR004 | Users can create accounts via email or social media. | Want | Provides flexibility for user registration. |
| FR005 | Profile management for personal details, addresses, and payment methods. | Must | Allows users to manage their information. |
| FR006 | Access to order history and shipment tracking. | Must | Enhances user transparency and trust. |
| FR010 | Prominent search bar with autocomplete suggestions. | Want | Improves product search efficiency. |
| FR012 | A user-friendly shopping cart for item management. | Must | Facilitates an easy checkout process. |
| FR013 | Multiple payment methods including guest checkout. | Must | Increases customer convenience. |
| FR014 | Order confirmation and shipping notification emails. | Must | Keeps users informed about their orders. |
| FR020 | Functionality for seasonal sales and flash deals. | Must | Promotes user engagement and sales. |
| FR021 | Easily accessible contact information. | Must | Ensures users can reach support easily. |
| FR025 | User reviews and ratings on products. | Must | Builds community trust and product visibility. |

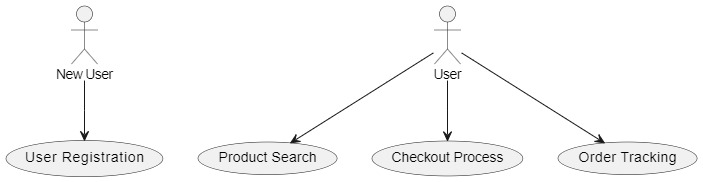
## **4.2 Admin Requirements**

| **Requirement**  **ID** | **Description** | **Priority** | **Comments** |
| --- | --- | --- | --- |
| FR007 | Admin interface for adding/editing/removing products with details. | Must | Allows inventory management. |
| FR008 | Categories and subcategories for product organization. | Must | Improves product discoverability. |
| FR009 | Inventory tracking and low stock alerts. | Must | Helps maintain stock levels. |
| FR024 | Integration for email marketing and social media sharing. | Must | Facilitates promotional activities. |
| FR027 | Reports on sales performance and customer demographics. | Must | Provides insights for business decisions. |

## **4.3 Security and Compliance**

| **Requirement ID** | **Description** | **Priority** | **Comments** |
| --- | --- | --- | --- |
| FR028 | Compliance with GDPR and data protection regulations. | Must | Ensures legal compliance. |
| FR029 | Secure storage and encryption of user data. | Must | Protects user privacy and data integrity. |

# **5. Use Cases**



# **6. Roles and Responsibilities**

 **Project Manager:** Oversees project progress, coordinates team efforts, and communicates with stakeholders.

 **Business Analyst:** Gathers and documents requirements, liaises with stakeholders.

 **Developers:** Implement specified features and functionalities.

 **UI/UX Designers:** Create user-friendly interfaces.

 **Quality Assurance (QA):** Conducts testing to ensure compliance with requirements.

 **Marketing Team:** Manages promotional activities and customer engagement.

# **7. 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.

# **8. 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.

# **9. Dependencies**

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

# **10. 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.