**Vision Document for “eShop”**

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**1. Introduction**

A company owns different shops in which it accepts different goods from different producers/manufacturers and sells them to customers. The company provides delivery services accepting requests from telephone calls. This company requests to improve its services using an online application that will automate the whole system.

The company wants to start online shopping services, to accepts goods from manufacturers and sell them online. Any manufacturer can register to the system online and submit its product item lists with their costs to the company. Once they are approved the items will be available to consumers online. Any customer can browse any product and must register first if one wants to buy an item. After a customer logged in to the system, it can browse items, add to cart, make the necessary payment and checkout. The online system will use customer’s information and list of items and initiate a delivery request (sent a request) to the provider/manufacturers.

**2. Positioning**

**2.1 Problem Statement**

|  |  |
| --- | --- |
| The problem of | *Selling or providing different goods for different customers using telephone request* |
| Affects | *The company, customers, providers* |
| the impact of which is | *Accepting requests from different custormers and checking the availability of items in the store must be made manually and keeping track of products from providers is challenging* |
| a successful solution would be | *One tool which integrates accepting requests from customers, checking stocks from providers, and manages delivery.*  *Easy to change different business rules regarding costs, availability notifications, product information, providers information, and staff management.*  *The system provides a database of list of staff, customers, available goods and providers information.*  *A user interface will be provided for staff, providers and customers with different role.* |

**2.2 Product Position Statement**

|  |  |
| --- | --- |
| For | *Anyone with credit/debit card* |
| Who | *Wants to buy items and wants it to be delivered to its address* |
| The eShop | *Is an online shopping tool* |
| That | *Will automates the management of accepting requests from customer, checking the availability of provider of the requested item and facilitates its delivery.* |
| Unlike | *Managing selling goods from different stores by accepting requests manually, by phone or face to face, and checking the availability manually and order the delivery manually.* |
| Our product | *Automates shopping experience of a customer by organizing items from different providers using an online application.* |

**3. Stakeholder Descriptions**

**3.1 Stakeholder Summary**

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Admins/Staffs | Admins add, edit, or delete customers | Admins are responsible for setting up, insert data to database/system |
| Managers | Managers approve product providers and products | Managers are responsible to approve product information |
| Customers | Customers will register, login and be able to checkout | Customers are responsible to provide legal card information and personal information |
| Providers/Manufacturers | Providers will register as supplier, provide necessary information about their product. | Providers are responsible to deliver the product purchased by a customer. |
| Developers | Developers will develop the system on the basis of the requirement. | Developers are responsible for developing system features, fixing bug, and maintaining the system’s availability. |
| Testers | Testers use jUnit tool to test system or integration test | Testers are responsible for integration testing. |