**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 accept goods from manufacturers and sells 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, and 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**

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| --- | --- |
| 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 customers 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 platform which integrates*   * *Making goods available online (Product registration)* * *Browsing through items that are for sale* * *Accepting order requests from customers* * *Sending delivery request for suppliers* * *Notification when products become available* * *Notification when delivery is initiated.*   *The platform also enables*  *Easy ways to change different business rules regarding*   * *Product cost,* * *Product availability notifications* * *Price change notifications* * *Product and providers information,* * *Staff management.*   *The platform keeps a database of list of staff, customers, available goods and provider’s 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 (as shopper)* * *Anyone with products to sell (as supplier)* |
| Who | * *Wants to buy items and wants it to be delivered to its address* * *Wants to sell its product on the platform* |
| The eShop | *Is an online shopping platform* |
| 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 | Manages accounts for   * Customers * Managers * Staffs * Suppliers   Manage: add, edit, or delete, block , unblock accounts | Admins are responsible for managing accounts, supporting platform users on order status and product placement. |
| Managers | Managers   * Approve/disapprove product providers and products * Generate sales and inventory report * Access platform metrics | Managers are responsible to approve products sold in the platform. |
| Customers | Customers will interact with the platform by   * Creating account * Logging in * Browsing (Searching) product * Placing order * Subscribe for product information (e.g. price) change | Customers are responsible for   * creating account with valid financial and personal information * browse, and place order products they would like to buy. |
| Providers/Manufacturers | Suppliers will interact with the platform by   * Creating supplier account * Registering product by providing necessary information * Updating inventory * Updating product information. * Accessing sales report about their product | Providers are responsible for   * Registering their product with correct information and inventory * Delivering products purchased by a customer. |
| Developers/Designers | Translating requirements into software model.  Produce a testable software product that meets the requirement. | Developers are responsible for Designing, developing platform features, fixing bug, and maintaining system’s availability. |
| Testers | Will perform unit, integration and performance test for every release of the platform | Testers are responsible for unit integration and performance testing. |