

System Requirement Specification (SRS) Document

YouSell

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Version 1

Logan Christian, Steven Torres,
Hunter Mitchell

1. Product General Description

Our app will provide a platform for anyone and everyone to buy and sell used and new items. Our app offers a great opportunity for people trying to get rid of unused items or profit from something they've made or manufactured. This app will make it easier for people to find great deals on item they may have never thought of getting/need. We aim to provide plenty of user-friendly features including but not limited to direct messaging and a review panel. We also strive to implement a block/report feature, so that users can report suspicious or inappropriate behaviors by customers or providers, this way admins can see this kind of behavior and take any appropriate actions.

2. Product Features

Listing/review moderation: Yousell will have a system where users of our services can report listings for malicious activity. Malicious activity can be defined as deceptive, false, "untasteful" and/or illegal listing. These reports will be sent to a moderator team who will then take appropriate action.

Ticketing system for moderation: Moderators will be able to view a listing of active and completed tickets. From there, a singular ticket can be accessed and assessed. One of two actions can be taken, "delete listing /ban"(time can be manually assigned) or "no action required". Completed tickets can also be retroactively accessed and if necessary removed.

Account management for moderators: Moderator accounts will be created by YouSell manager accounts. These managers' accounts will also be able to suspend and delete accounts. All active moderators will be able to view from a "moderators" dashboard where these actions can be accessed.

Statistic Analysis: Management Accounts are able to access a dashboard that displays the following statistics. Active Listings. Total Listings in a desired time frame. Amount of unfulfilled tickets.

Rating System: Customers are able to leave a rating based on how satisfied they were with their experience with a specific Seller. This would be a typical scale of 1-10. Sellers are then able to review these ratings.

Review System: Customers in hand with the Rating System are able to leave comments with their rating to explain to future Customers why they left the rating they did.

Message System: To allow the Messaging between customers and sellers. This way an appropriate price point could potentially be discussed.

Creation of Accounts: These accounts would link to email and a chosen password with potential for more methods of contact. There are 2 readily available accounts those being Customers and Sellers. Admin accounts would be created through the system itself rather than the site.

Post and Review Products: This would allow Sellers to post a product and add all the details and pictures to it while also allowing Customers to view and inspect the products.

3. Functional Requirements

- FR0: Moderator/Manager accounts will be username and password protected.
- FR1: Manager accounts can create suspend and delete Moderator accounts.
- FR3: Reports(tickets) sent by users can be seen by Moderators
- FR4: Moderators can take necessary action on individual tickets. Such as remove listing/ban account or take no action.
- FR5: Manager accounts can access a dashboard to view the following statistics: Active listings, total listings in a desired time frame, and total unfulfilled tickets.
- FR6: Must have account creation for Sellers and Customers with a clear distinction between the two.
- FR7: Must have a way to Post/Review products both for Sellers and Customers.
- FR8: Must have a way to take payment methods to pay online safely.
- FR9:

4. Non-Functional Requirements

- NFR0: In the statistics dashboard the default value for timed view will be one month.
- NFR1: In the tickets dashboard the default view will be 10 tickets of the unfulfilled type.
- NFR2: All Tickets older than a month will be deleted to reduce memory strain.
- NFR3: A messaging system to allow customers to speak with sellers about the product.
- NFR4:

5. Scenarios

- 1) SysAdmin – Tim the manager/moderator (Steven Torres)
 - a) View/take action on tickets
 - i) Initial Assumption: The moderator has an active account and is logged in and on the ticket dashboard.
 - ii) Normal: The moderator will have a dashboard of unfulfilled tickets where they can individually select tickets
 - (1) Once in the individual ticket view the remove/ban or no action required buttons can be selected.
 - iii) What Can go Wrong: The admin may accidentally click the wrong button. A prompt with the desired action will pop up and ensure that the action that is about to be performed is desired.
 - iv) Other activities: The admin may click on the next page button to view 10 different tickets
 - v) System State on Completion: Tickets have have action taken to them will be placed on the fulfilled status.
 - b) Manager creates a new moderator account
 - i) Initial Assumption: The manager has an active account and is logged in and on the create a moderator page.
 - ii) Normal: The manager will have a form to fill information for the new account
 - (1) Information needed will be name, default image, username and initial password
 - iii) What Can go Wrong: The admin may reuse an already existing username. In this case they will be prompted of this, and a new account will not be created
 - iv) Other activities: N/A
 - v) System State on Completion: A new moderator account is created, and the manager is returned to the index page.
 - c) View Statistics
 - i) Initial Assumption: The manager has an active account and is logged in and on the statistics dashboard.
 - ii) Normal: The moderator will have a dashboard of statics.
 - (1) The statistics displayed will be active listings, total listings in a time frame and current unfulfilled tickets.
 - iii) What Can go Wrong: No existing listings or tickets, in this case the manager will be notified of that.
 - iv) Other activities: The admin may change the desired time frame for the total listings.
 - v) System State on Completion: The manager will stay on the page until another webpage is accessed.

- 2) Customer – Joey the customer (Hunter Mitchell)
 - a) View/take action on listings
 - i) Initial Assumption: The customer has an active account and is logged in and on the buy page.
 - ii) Normal: The customer will have a dashboard of all available listings where they can scroll and click on ones they are interested in.
 - (1) Once selected an listing, it will take customer to a page that gives greater details about said listing.
 - iii) What Can go Wrong: Customer may click on a listing they are not interested in by accident. A back button will be available so the customer may go back to the listing page.
 - iv) Other activities: The customer can click on a listing and hide it from their feed so they can no longer see it.
 - v) System State on Completion: Customer clicks on listing they are interested in and are taken to the specific listing page.
 - b) Create a customer account
 - i) Initial Assumption: The customer does not have an active account and they are on the create an account page.
 - ii) Normal: The customer will be able to enter their account information in order to create an new account.
 - iii) What Can go Wrong: Customer trying to create a new account with an email that is linked to an already existing account. A prompt will tell the customer to try another email or to login due to email already being associated with account.
 - iv) Other activities: N/A
 - v) System State on Completion: Customer enter valid information and hits create account, it will notify customer their account has been created and will automatically transfer them to the listings page.
 - c) Message Seller
 - i) Initial Assumption: User has a valid account and is in the message page under the correct seller.
 - ii) Normal: Customer will have a dashboard showing all their previous messages with the current seller they are talking to (if no history the message will be blank).
 - iii) What Can go Wrong: User sends a typo or sends a message they don't want to. User will be able to edit/delete any messages they send.
 - iv) Other activities: User can report any inappropriate messages directly by clicking on them.
 - v) System State on Completion: Customer sends the message they want to send and hits back button to get back to the listing page.
 - d) Write a Review
 - i) Initial Assumption: User has a valid account and is under the listing they want to review
 - ii) Normal: User will scroll down until they see leave a review

(1) Customer will be able to enter 1-5 stars as well a descriptive message with before hitting submit

iii) What Can go Wrong: Customer leaves a review they don't mean to. Customer will be prompted if they are sure they want to leave a review, as well as being able to edit/delete any of their own reviews.

iv) Other activities: Customer can click back to go to listings

v) System State on Completion: After customer clicks submit review their review will go under review from the admin, in the meantime they will be directed back to the listing page.

3) Provider – Riley the Seller (Logan Christian)

a) Create/edit listings

- i) Initial Assumption: The Seller has an account and a product they are willing to sell.
- ii) Normal: The Seller will have a screen in which they are able to upload pictures, post a description, and set a price for the product.
- iii) What can go wrong: The Seller may click wrong pictures that would be able to delete or change. They would also potentially post something with the wrong price in which case they could delete the posting.
- iv) Other Activities: The Seller is able to set up a haggling type post in which the Customer can send an offer that could be accepted or rejected by the seller.
- v) System State on Completion: The System would then upload the post to the server and website and Customers would from then on be able to see and interact with the post.

b) Create a Seller Account

- i) Initial Assumption: The Seller does not have an account and has some items they are interested in selling.
- ii) Normal: The Seller will have a screen to help set up a Seller specific account that would allow them to create and edit their own posts.
- iii) What can go wrong: The Seller may misclick somewhere and need to go back. In this case a back button would be added to the creation menu.
- iv) Other Activities: The Seller would be able to add potentially a phone number or another way to contact them to their account to let potential customers have an alternative means of contact.
- v) System State on Completion: Once the Seller creates the account it would then log them in to their brand new account while also establishing all of their information into the servers.

c) Direct Messaging

- i) Initial Assumption: The Seller has an account and wants to message someone else on the site.
- ii) Normal: The Seller would click on a message icon and be able to message Sellers and customers who have responded to their posts
- iii) What can go wrong: The Seller would potentially send a message to the wrong person allowing them to delete the message.
- iv) Other Activities: N/A
- v) System State on Completion: Upon opening the messages and sending a message to another user of the site. The message would then be transmitted to the receiving account.

d) Inspect Reviews

- i) Initial Assumption: The Seller has an account and has sold a few products to different customers.
- ii) Normal: The Seller would be able to open their profile and view the reviews that were left from previous customers. They could also respond to the reviews.

- iii) What can go wrong: The Seller may respond improperly to a review and wish to delete and or edit their response, in this case our site would allow editing or deletion of their own responses.
- iv) Other Activities: View their average rating.
- v) System State on Completion: Upon opening their profile the system would compile all of their reviews and ratings and sort them based on how recent they are.