**Software Requirement Specification**

**Project Name – Amazon**

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**Introduction**

**1.1 Purpose**

This new badge system is intended to provide complete solutions for the customer by distinguishing the sellers through a grading system. This system will allow the customer to save time sifting through customer reviews, searching for a trusted vendor that provides a quality service and product.

This document is meant for this new feature to be discussed and to serve as a guide for the developers.

**1.2 Intended Audience**

The end user is the customer. The customer that likes to shop online and seeks to find a quality seller that provides a good service also. This customer will spend a lot of time browsing through the customer reviews in order to sift through the bad quality sellers, to find the good sellers

**1.3 Intended Use**

The problem this software will solve is, all the time wasted looking through the customer reviews and separating the poor-quality sellers from the good and average, which in turn will lower the complaints rates.

**1.4 Scope**

The main goal is to add a badge besides the seller’s information so that it is easy to distinguish exactly what the user is looking for. The objective is to save the customer time when searching for their exact needs. This will put the customer at ease and increase the quality of the customer experience. This will remove the fear of purchasing from a low-quality seller with numerous poor reviews and they will be easily identifiable.

**1.5 Definitions and Acronyms**

|  |  |
| --- | --- |
| User | Someone who interacts with the mobile or web applications. |
| Seller | Product/service provider |

**2. Overall Description**

The overall goal is to minimize the time the customer spends when searching for a seller with the level of quality and service that meets their needs. In order to make that happen we are installing a badge system that will include their average customer review rating, average quality rating and average quality of service rating. This is to grant ease to the customer and save the customer time sifting through numerous customer reviews just to find the right seller to buy from.

**2.1 User Needs**

The user is in need of this software because the customer should be able to easily identify who to buy from and steer clear from. This system will allow the customer to purchase with confidence and will also save them time.

**3. System Features and Requirements**

**3.1 Functional Requirements**

**R.1:** **Search**

**Input:** Enter product name

**Output:** List of sellers of product

**3.4** **Non-functional Requirements**

The user will have access to the system, either from a pc or by using a mobile application.