Workflow 1

Course Assignment: ClothesOnLine

Functional Specification Document

Content

Document History

Authors

Name	Role	Department
Tina Mary Holdcroft	Student	FE01

Document History

Version	Date	Description	Author
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Introduction

ClothesOnLine is a start-up online company which just launched. The company specialises in selling clothing, shoes and accessories online, worldwide. Your digital agency was approached to develop their online site and mobile app that they will advertise their merchandise on.

Purpose of the Document

The purpose of this document is to document the business requirements and functional rules of the ClothesOnLine mobile app and website. This document will include a basic mock-up of the website and mobile app.

All system requirements and restraints will be documented.

Risks and Assumptions

Risk	Level	Impact	Responsible
User logins will not be migrated to the new portal	High	Users will not be able to login in using their existing login details	Development Team

System/Solution Overview
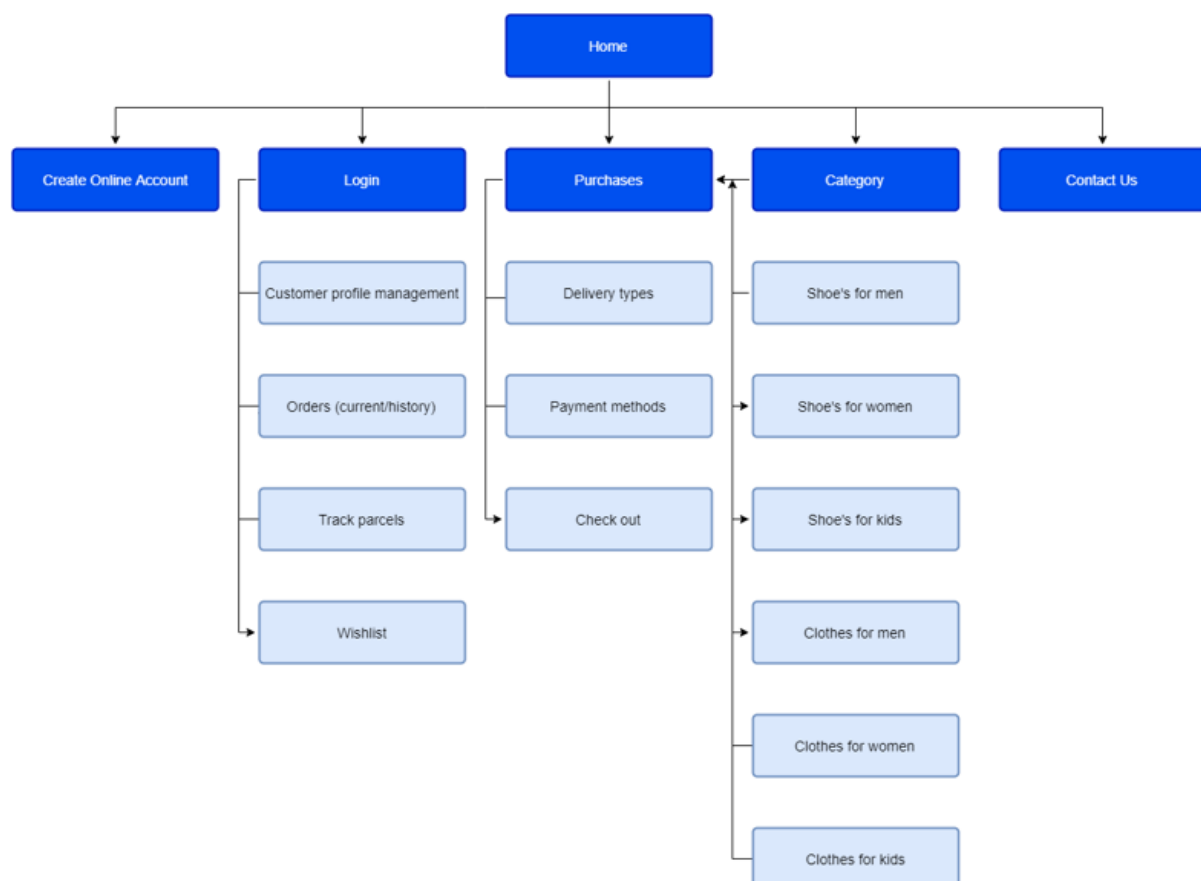
Functional Specification

The site should be a one stop site for all your shopping needs. The goal is to allow all the costumers to do all their shopping in one place.

Purpose/Description

The client requires the ClothesOnLine website to differentiate gender clothing and shoes, e.g. men, women, kids and list all sizes of the apparel. The site should make clear what delivery and payment types are available, as well as tracking options for the parcels. Customers must create an online account for purchases. The account will have its own login where the costumer view orders and manage their profiles.

List of Functionalities

- Separate sections for Men, Women and Kids
- Display size selection
- Costumer Service
  - Contact details to be listed on site and mobile app
  - 24/7 chat line available to all customers
- Database management
- Site must also be easily updated if new products are made available
- News and communication:
  - Newsletter
  - Updates on parcels and where in process parcels are
  - Customers must also be able to unsubscribe
- Payment:
  - Payment methods to be catered for: PayPal, Visa, Mastercard, bank transfer, cash on delivery.
- Delivery:
  - Tracking of packages must be available
  - Delivery types to be stipulated
- Costumer Profile:
  - Costumers must create an account to make a purchase
  - Current order
  - Order history
  - Wishlist
  - Customer profile management

Use Case

UC-1	User wants to purchase an item
Primary Actor(s)	Customers
Stakeholders and Interest	CEO, Business Owner, Payment Provider
Trigger	Create ClothesOnLine
Pre-conditions	Website does not exist
Post-conditions	URL of website to exist
Main Success Scenario	1. Enter one of ClothesOnLine's landing pages or enter the app 2. Enter department page (Men's, Women's, Kids 3. Pick out items to purchase and adds them to shopping cart

|	
	4. Costumer clicks button to purchase the items in the shopping cart and lands on Costumer Profile page
	5. Costumer creates an account and lands on payment page
	6. Costumer fills inn delivery information and chooses a delivery method
	7. Costumer add billing information and select payment method
	8. Order and payment is submitted
	9. A confirmation for successful/unsuccessful purchase is displayed
Extensions	If URL does not work, try google search for ClothesOnLine
Priority	High
Special Requirements	A domain name and host to exist
Open Questions	• Delivery world wide • Tracking of packages must be available • Payment methods: PayPal, Visa, Mastercard, bank transfer, cash on delivery. • If the payment is unsuccessful should we link to the customer service page?

Mock-up

Desktop Mock-up

Home Products Contact Search
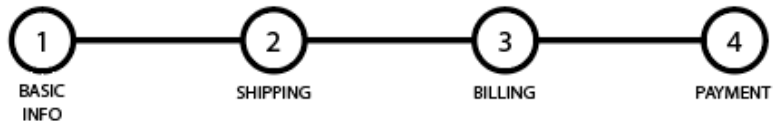
CHECKOUT PROCESS

1 — 2 — 3 — 4
BASIC INFO   SHIPPING   BILLING   PAYMENT

Name

E-mail

Phone

ADDRESS

NEXT

Phone Mock-up

CHECKOUT PROCESS

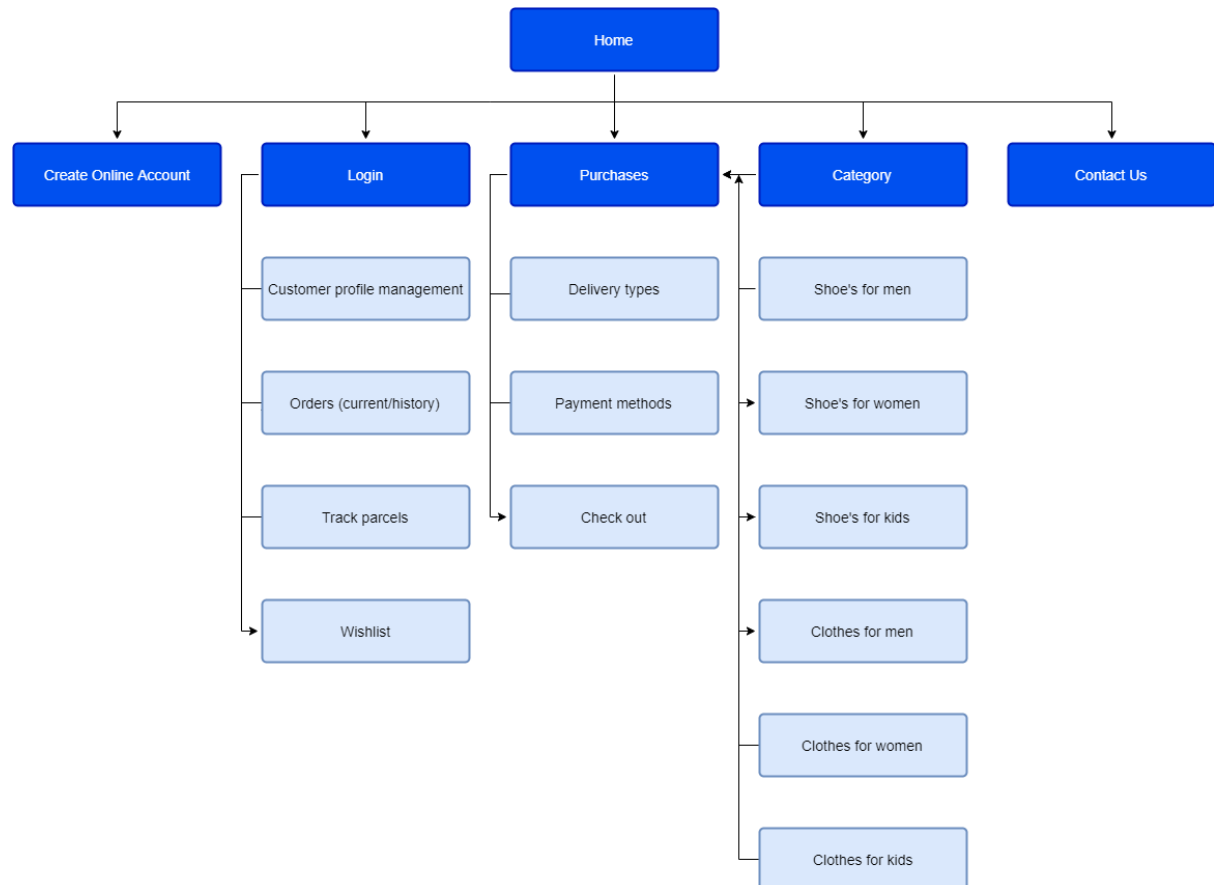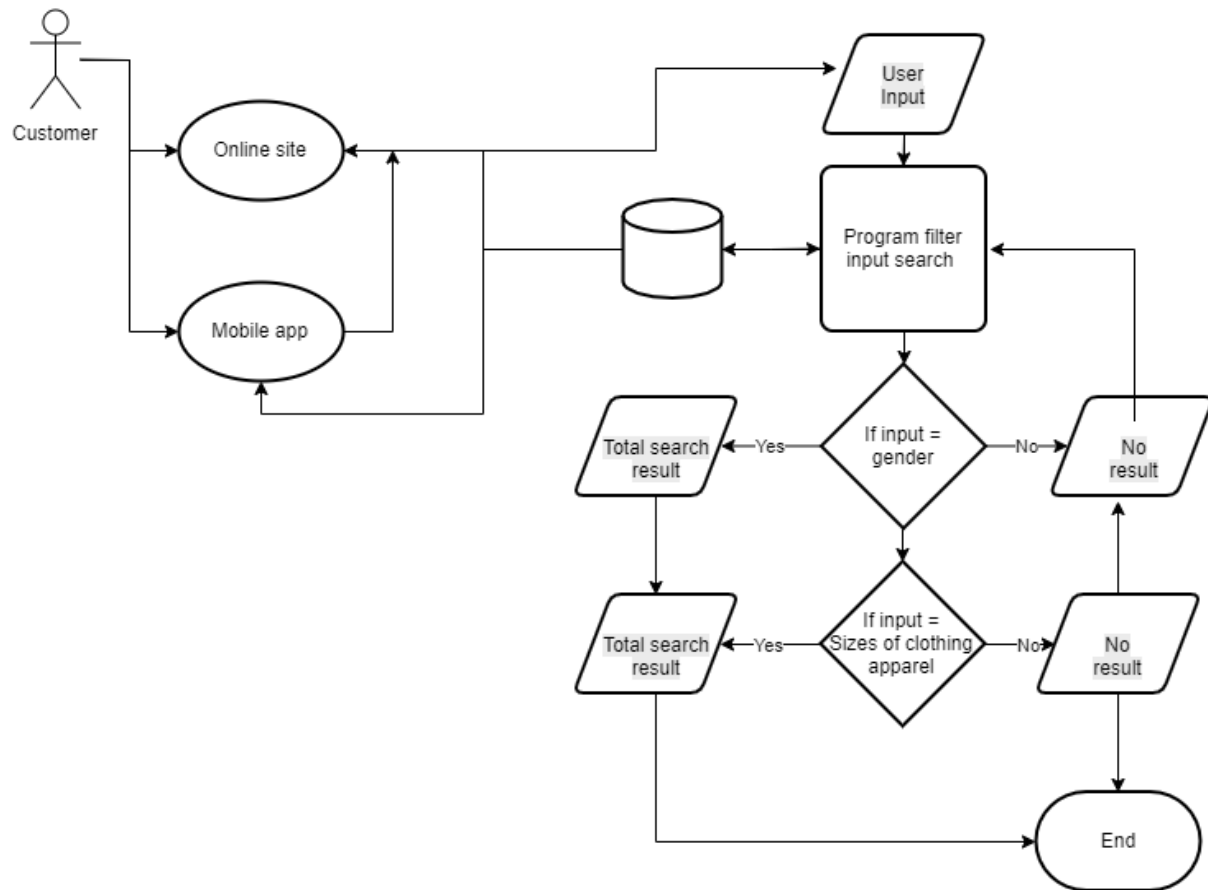(1) BASIC INFO — (2) SHIPPING — (3) BILLING — (4) PAYMENT

👤 Name

✉ E-mail

📞 Phone

ADDRESS

NEXT

Integration Requirements

Filter Function

Payment Process

Order placed with Mastercard, Paypal, Visa, bank transfer or cash on delivery selected as payment method

Transaction started in order system

Validate through Verified by Bank, Paypal

Credit card valid?

No → Customer must enter new payment method

Yes

Funds Available?

No → Customer must enter new payment method

Yes

Customer information database ← Transaction completed in order system → Customer sent receipt via e-mail

Transaction entered in ledger

Entries are reconciled at end of month