giadinhtiendung Website

Vision Document

Version 0.2

Revision History

| **Date** | **Version** | **Description** | **Author** |
| --- | --- | --- | --- |
| 04/10/2023 | 0.1 | Write section 3 | Lê Quang Trường |
| 04/10/2023 | 0.1 | Write section 5 | Nguyễn Văn Tuấn Kiệt |
| 04/10/2023 | 0.1 | Write section 4 | Nguyễn Gia Khánh |
| 04/10/2023 | 0.1 | Write section 1 | Trần Ngọc Trường Thịnh |
| 04/10/2023 | 0.1 | Write section 2 | Bùi Nguyên Hanh |
| 18/11/2023 | 0.2 | Revise the revision history | Lê Quang Trường |
| 18/11/2023 | 0.2 | Revise the Non-functional reqs | Nguyễn Văn Tuấn Kiệt |
| 18/11/2023 | 0.2 | Revise the Non-functional reqs | Nguyễn Gia Khánh |
| 18/11/2023 | 0.2 | Revise the Non-functional reqs | Trần Ngọc Trường Thịnh |
| 18/11/2023 | 0.2 | Revise the Non-functional reqs | Bùi Nguyên Hanh |

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Vision (Small Project)

# Introduction

## Purpose

The purpose of this document is to define high-level features of the giadinhtiendung e-commerce website. It focuses on the capabilities needed by the stakeholders and the target users.

## Scope

The website will be used by associated vendors to sell their household goods to users. The website aims for a small portion of the market at first then may be developed for a larger scale later.

## References

1. https://youtube.com/playlist?list=PL3Bp9JDvkArZTRS3xxnCmqYLJIk\_dzAdD&si=GWGEkalNxC2319Hy Course project instructor video playlist
2. Ian Sommervile’s Software Engineering

# Positioning

## Business opportunities

An e-commerce website specializing in household appliances offers many attractive business opportunities. In the modern world, the demand for household products is always high, and their supply online is increasingly popular. We can take advantage of this trend to expand the market and attract customers. This includes the opportunity to provide quality products and support services, build brands and develop loyal customer relationships. We innovate and capitalize on the potential of the home appliances market to develop our e-commerce business in the most sustainable way.

## Problem Statement

| The problem of | selling and buying household goods |
| --- | --- |
| affects | vendors who sell household goods and buyers who buy these goods for their house |
| the impact of which is | vendors who could not hold a real estate for showcasing or selling their goods |
| a successful solution would be | helping vendors to advertise themself, make their own showcase and manage orders through our website. |

## Product Position Statement

| For | housewife and customers |
| --- | --- |
| Who | sell and buy authentic houseware products |
| The (product name) | giadinhtiendung.com |
| That | allows sellers to sell their household products on e-commerce platforms at a reasonable price with product quality that housewives or customers can afford. |
| Unlike | the current distribution channels, Lazada.vn, shopee.vn |
| Our product | brings convenience as well as wonderful moments at home with family. |

# 

# Stakeholder and User Descriptions

This section describes the users of the giadinhtiendung ecommerce website. There are 3 types of users: Administrators, Vendors and Buyers.

## Stakeholder Summary

| **Name** | **Description** | **Responsibilities** |
| --- | --- | --- |
| Development team | Group 04 | Design and develop the website. |
| Supervisor | Supervisor of the development team | Provide guidelines for the development team through the development process. |
| Administrator | The administrators who have the highest access rights to websites. | Provide requirements defining access right to internal level for future deep system management. |
| Vendor | Vendors | Provide requirements defining functionalities for managing products, orders, deliveries… business processes. |
| Buyer | Buyers | Test the ability to interact with the website on certain scales. Provide tips for developing accessibility requirements. |

## 

## User Summary

| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| --- | --- | --- | --- |
| Administrator | The administrators who have the highest access rights to websites | manage the website in real time to make sure no policies are violated and cope with any urgent situations where the website could be crashed. | self-represented |
| Vendor | Associate shops and product distributors | Selling and delivering items to buyers | self-represented |
| Buyer | Users who use the website to purchase products | Using the website to browse and buy items to their heart content | self-represented |

## User Environment

* The primary user is an individual or a household, with one or more decision-makers
* Users interact with the platform in a variety of environments. They access the platform on various devices, including mobile phones, tablets, and desktops.
* our platform is accessible on web browsers (desktop).In the future, we anticipate the continued growth of mobile usage and might explore compatibility with emerging high-knowledge-technologies
* Constraints: Users interact with the platform in a variety of environments. They access the platform on various devices, including mobile phones, tablets, and desktops. Some users might shop on the go, making mobile optimization crucial. Others may prefer to shop from the comfort of their homes. Some users could also be exploring products while physically in a store to make informed decisions.

## Alternatives and Competition

Maybe in the current competitive market there are quite a few e-commerce platforms available, for example: shopee, tiki, lazada, tiktokshop,... these platforms are typical and It is difficult for any start-up to surpass them in this commercial business field. But nothing can be certain that our system is a bad system. Maybe the user friendliness along with promotional policies or something interesting about this system will attract customers. What about attracting a large number of users? Who knows ?

# Product Features

| **No.** | **Feature** | **Description** | **Priority** |
| --- | --- | --- | --- |
| 1 | Product Display | Show a list of products with images, prices, and descriptions | High |
| 2 | Product Search | Allow users to search for products by keywords, categories, or attributes. | High |
| 3 | Shopping Cart | Enable users to add products to the cart and view its contents. | Medium |
| 4 | Online Payment | Provide secure and convenient payment methods. | Low |
| 5 | Registration and Login | Allow users to create accounts or log in with usernames and passwords. | High |
| 6 | Account Management | Users can update personal information and delivery addresses. | High |
| 7 | View Purchase History | Display order history and current order status. | Medium |
| 8 | Product Category Management | Allow administrators to add, edit, and delete product categories. | Medium |
| 9 | Product Management | Administrators can add, edit, and delete products. | High |
| 10 | Email Notifications | Send order confirmation emails and order status updates. | Low |
| 11 | Product Reviews | Users can read and write reviews about products. | Low |
| 12 | Inventory Management | Display product stock levels and alert when products are running low. | Medium |
| 13 | Discounts and Promotions | Show information about discounts, discount codes, and ongoing promotions. | Low |
| 14 | Pagination | Display products on multiple pages if the product list is large. | Low |
| 15 | Rating and Reviews Integration | Allow users to rate and review products. | Medium |
| 16 | Social Interaction | Connect with social media for product sharing. | Low |
| 17 | Comment System | Enable users to post comments or questions about products. | Medium |
| 18 | Online Support | Provide live chat or phone support. | Low |
| 19 | User-Friendly Navigation | Have a user-friendly and easy-to-use interface. | High |
| 20 | Analytics and Reporting | Provide data on sales, visits, and user behavior for business management. | Low |

# Non-Functional Requirements

**Usability:**

User-Friendly Interface: The system must have an intuitive and easy-to-navigate interface to guarantee a favorable user experience.

Accessibility: The platform should be accessible to people with impairments, conforming with WCAG criteria.

**Performance:**

Response Time: The system should have a rapid response time, with pages loading within 2 seconds.

Scalability: The system must manage rising demands at peak periods without performance loss.

Availability: The platform should have at least 99.9% uptime to guarantee ongoing service availability.

**Security:**

Data Encryption: Sensitive user data (e.g., payment information) must be encrypted.

Authentication and Authorization: Implement strong user authentication and authorization systems to preserve user accounts.

**Reliability:**

Data Backup and Recovery: Regular automatic data backups and a sound recovery strategy must be in place.

Fault Tolerance: The system should smoothly tolerate unexpected errors and recover without data loss.

**Scalability and Maintainability:**

Modular design: The system should employ a modular design to enable for simple upgrades and maintenance.

Scalable Database: The database should be built to scale with the expansion of the platform using plan

**User Support:**

Customer help: Offer customer help across numerous channels (email, chat, phone) and guarantee fast replies to user concerns.

User Documentation: Provide extensive user documentation to help users in navigating the site.

**Search and Recommendation Algorithms:**

Advanced Search: Implement a powerful search engine with filters to facilitate product discovery.

Personalization: Utilize recommendation algorithms to present consumers with individualized product options.