

Requirement Gathering Date:

06 Jan 2025

Project Overview

SoleStreet is a premium footwear brand offering a seamless e-commerce experience for stylish and high-quality shoes. The platform aims to provide an intuitive shopping process, secure payments, and efficient order fulfillment.

1. System Scope

The system is a complete e-commerce platform including:

- **Customer Module:** Product discovery, wishlist creation, order tracking, and reviews.
 - **Admin Module:** Product management, inventory updates, order monitoring, and customer support.
 - **Payment Module:** Secure transactions via PayPal, Stripe, Razorpay, and multiple payment options.
 - **Recommendation System (Future Scope):** Personalized product suggestions based on user preferences and browsing history.
- ### 2. Target Audience
- **Primary Users:** Shoe enthusiasts seeking a reliable and stylish online shopping experience.
 - **Secondary Users:** Admins managing inventory, orders, and customer interactions.

3. User Roles

- **Customers:** Browse shoes, manage carts/wishlists, place orders, track deliveries, and leave reviews.
- **Admins:** Manage products, oversee orders, handle inventory, and respond to customer queries.

4. System Ownership

The SoleStreet platform is owned by [Ashwin], responsible for its maintenance and continuous improvement.

Industry/Domain: E-commerce – Footwear and fashion retail.

5. Data Collection Contacts

- **Name:** Raju Lukose
- **Role:** St joseph agencies and traders
- **Contact Information:** 9447038604

6. Questionnaire for Data Collection

1. Who is your target audience?
men, women, children, or specific demographics like athletes, professionals, or fashion-conscious buyers
2. What types of shoes do you sell?
sneakers, formal shoes, boots, sandals
3. What is your current sales process?
customers visit in-store, do you have an existing online presence
4. What payment methods do you want to offer online?
credit/debit card payments, PayPal, cash on delivery
5. How do you want to manage inventory for the online store
a real-time inventory system, or are there specific processes

6. What shipping and delivery options would you like to offer customers?
free shipping, charge based on distance, or offer multiple delivery speed option
7. What is your return and exchange policy?
returns or exchanges for online orders, and should this be incorporated into the store's website
8. Do you want to feature customer reviews or ratings for the shoes?

customer feedback play a role in your store, and should it be visible on product
9. What kind of customer support do you envision for your online store?
chat option, a contact form, or an email-based customer support system
10. Are there any specific branding or design preferences you want for the website?
a specific color scheme, logo, or style guide that needs to be reflected in the design of the online store



