**ONLINE BAKERY SHOP**

**USABILITY SPECIFICATION**

Bakir Ćutuk

# RECORD OF CHANGE

\*A – Added M – Modified D – Deleted

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| --- | --- | --- | --- | --- |
| **Effective Date** | **Changed Items** | **\*A, M, D** | **Change Description** | **New version** |
| 29-01-2017 | The whole document | A | Initial version | 1.0 |
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| 10-02-2017 | Use cases | M |  | 1.2 |
| 12-02-2017 | Interface requirements | A |  | 1.3 |
| 12-02-2017 | Mockup UI | A |  | 1.3 |
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# INTRODUCTION

The introduction of the Software Requirements Specification (SRS) provides an overview of the entire SRS with purpose, scope, definitions, acronyms, abbreviations, reference, system proposals and an overview of the SRS.

## Purpose

The aim of this document is to gather, analyse and provide a consistent and complete description of the requirements for the software: Online Bakery. The Online Bakery (OB) system helps to manage all online transactions in a systematic order, which is beneficial for both sellers and customers.

* 1. Scope

This system is convenient to computerize all the sales activities related to bakery. It focuses on the seller (server-side) and the customer (client-side) to provide online sales and related activities.

## 1.3 Definition, Acronyms and Abbreviations

|  |  |  |
| --- | --- | --- |
| **ID** | **Acronym** | **Definition** |
| 1 | US | Usability Specification |
| 2 | OB | Online Bakery |
| 3 | CMS | Content Management System |
| 4 | app | application |

* 1. Reference
* Software Requirements Specification Sample (by LongNHSE03005)
* Software Engineering - Ninth Edition (by Ian Sommerville)
* Software Requirements Specification for Online Shopping System

Link: http://docshare01.docshare.tips/files/24792/247923506.pdf

* 1. System proposals
* Chatbot with framework:
* A bot can answer questions of users by detecting keywords in their messages.
* Use **Text Analysis** and **Linguistic Analysis** APIs of Microsoft Cognitive Services to analyze the text chat.
* · Using Java to design webpage.
  1. Overview

We intend to develop the application with the following main part:

* Client side: This part includes features to help user use the core function of website such as: login, register, view products, add products to cart, checkout, order with voice, etc.
* Server side: This part contains all features to manage the content of the system such as: add/update/remove products, view orders, change order’s status, etc…

1. **OVERALL DESCRIPTION**
   1. Product Perspective

* The website is to provide a cake-ordering service for customers, and a management system for sellers.
* It aims to promote customers to order cake by providing enhanced features:
* Chatbot to interact with customers
* Voice recoginition to assist special use cases such as bind or illiterate customers
* Individual product suggestions to fit customers’ taste.
* The website is a Java web-based application, so any device with web browser and Internet connection will be able to assess.
* Chatbot and voice recognition are created using Microsoft Cognitive Service and Google’s Speech-to-text API so these features will depend on the availability of Microsoft’s and Google’s third party services.
  1. Product Functions

### 2.2.1 Client side

|  |  |  |
| --- | --- | --- |
| **Class of use cases** | **Use case** | **Description of use cases** |
| User account | Register | User can register a new account |
| Login | User can log into the website via created account |
| Update account information | Edit password and account information |
| Product | Search for products | Search for products using product name, price, etc. |
| Add product to cart | Add product to cart |
| Remove product in cart | Remove product in cart |
| Change quantity of chosen product | Change quantity of chosen product |
| Review product | Review available products with ratings, comments,etc. |
| Checkout | Confirm chosen products and send order to CMS |
| View order history | View orders history |
| Send feedback and suggestions | Send feedback and suggestions |
| Chatbot | Chat with bot | Chat with bot using text or speech for simple demands or guidelines |

### 2.2.2 Server side

|  |  |  |
| --- | --- | --- |
| **Class of use cases** | **Use case** | **Description of use cases** |
| Admin account | Login | Login using admin account |
| Change password | Change admin account password |
| Order | View orders | View orders made by customers |
| View order details | View details of an order: what products, how many and product status, etc. |
| Update order status | Change order status to be paid. |
| Product | Add product | Add product to the list of available products |
| Remove product | Remove product from the list of available products |
| Update product | Update product from the list of available products |
| View feedback and suggestions | View feedback and suggestions made by users |

## 2.3 User characteristics

The website doesn’t require any special characteristics of user.

* 1. General Constraints
* The website requires Internet connection and browser to assess (client side).
* CMS needs Internet connection and browsers
  1. Requirement Subsets

The website will request users for:

* Permission to use cookies
* Permission to store and use user’s data if user wants to access product suggestion functions

1. **SPECIFIC REQUIREMENTS**
   1. Functionality

|  |  |
| --- | --- |
| **Primary Actor** | **Use Cases** |
| User | 1. Register 2. Login 3. Update account information 4. Search for products 5. Add product to cart 6. Remove product from cart 7. Change product quantity in cart 8. Review product 9. Checkout 10. View order history 11. Send feedback and suggestions 12. Chat with bot |
| Admin | 1. Login 2. Change password 3. View orders 4. View order details 5. Update order status 6. Add new product 7. Update product 8. Remove product 9. View feedbacks and suggestions |

### Client side

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: OB01 | | | |
| Use Case Name | Register | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | January 28, 2017 | Date Last Updated | February 10, 2017 |
| Actors | User | | |
| Description | User can register a new account to get access to core functions of the system | | |
| Preconditions | User entered the website | | |
| Postconditions | A new user account is created and saved in the database. | | |
| Normal Flow | 1. User clicks [Login] 2. A login form is displayed. 3. User clicks [Register] below the login form 4. User is presented with the registration form 5. User fills in the required information 6. User confirms the registration 7. A new account is created | | |
| Alternative Flows | N/A | | |
| Exceptions | * The information is either incomplete or invalid; prompt the error to the user and go back to step 5 | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB02 | | | |
| Use Case Name | Login | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | January 28, 2017 | Date Last Updated | February 10, 2017 |
| Actors | User | | |
| Description | User can log into the website to be able to make and view orders | | |
| Preconditions | User registered an account on the system | | |
| Postconditions | User is logged in | | |
| Normal Flow | 1. User clicks [Login] 2. A login form shows up 3. User provides necessary information 4. Server does authentication 5. The main page is displayed | | |
| Alternative Flows | N/A | | |
| Exceptions | * Server authentication failed, prompt the error to user and go back to step 3. | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB03 | | | |
| Use Case Name | Update account information | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | January 28, 2017 | Date Last Updated | February 10, 2017 |
| Actors | User | | |
| Description | User can update his/her account information: password, full name, gender, phone number, shipping address | | |
| Preconditions | User logged in | | |
| Postconditions | User’s information is updated | | |
| Normal Flow | 1. User clicks [Update Information] 2. User provides changes to his/her information 3. User confirms the changes 4. User’s information is updated | | |
| Alternative Flows | N/A | | |
| Exceptions | N/A | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB04 | | | |
| Use Case Name | Search for products | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | January 28, 2017 | Date Last Updated | February 10, 2017 |
| Actors | User | | |
| Description | User can search for products which can be filtered by product categories such as price, name, most ordered items, etc. | | |
| Preconditions | User entered the website | | |
| Postconditions | A list of related products are displayed to user | | |
| Normal Flow | 1. User clicks [Search bar] 2. User types in search terms 3. A list of related products is displayed to the user | | |
| Alternative Flows | 1(a). User opens [Chatbot]  2(a). User speaks the information to search for products. | | |
| Exceptions | If no product contains information related to the search terms, display a message indicating there is no product related | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB05 | | | |
| Use Case Name | Add product to cart | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | January 28, 2017 | Date Last Updated | February 10, 2017 |
| Actors | User | | |
| Description | User can add product to his/her order list | | |
| Preconditions | User logged in  The desired product is in stock | | |
| Postconditions | The desired product is added to user’s cart | | |
| Normal Flow | 1. User clicks on a product for details 2. User chooses quantity 3. User clicks [Add to cart] 4. The product is added to user's cart | | |
| Alternative Flows | N/A | | |
| Exceptions | If quantity is greater than stock number, prompt the error to user and cancel the operation | | |
| Priority | High | | |
| Special Requirements | If product already exists in cart, check for exceptions; if no exception, add the product quantity to its existing value in user's cart. | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB06 | | | |
| Use Case Name | Remove product from cart | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | January 28, 2017 | Date Last Updated | February 10, 2017 |
| Actors | User | | |
| Description | User can remove a product from his/her order list | | |
| Preconditions | User logged in  User added one or more products to cart | | |
| Postconditions | The chosen product is removed from user's cart | | |
| Normal Flow | 1. User clicks [Cart] 2. User clicks [x] on the line of the product to be removed 3. The product is removed from order list | | |
| Alternative Flows | N/A | | |
| Exceptions | N/A | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB07 | | | |
| Use Case Name | Change product quantity in cart | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | January 28, 2017 | Date Last Updated | February 10, 2017 |
| Actors | User | | |
| Description | User can change quantity of an chosen product in cart (limited by the number of product in stock) | | |
| Preconditions | User logged in  User added one or more products to cart | | |
| Postconditions | Quantity of the chosen product in cart is updated according to user's wish | | |
| Normal Flow | 1. User clicks [Cart] 2. User clicks on the quantity text field of the respective usufruct 3. User changes quantity 4. User clicks [Update] 5. The quantity of the product is updated | | |
| Alternative Flows | N/A | | |
| Exceptions | Quantity not valid, operation aborted | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB08 | | | |
| Use Case Name | Review product | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | January 28, 2017 | Date Last Updated | February 10, 2017 |
| Actors | User | | |
| Description | User can review products in the shop including rate value (on the scale of 5) and comment message. | | |
| Preconditions | User logged in  User has used the product before | | |
| Postconditions | User's review is shown in the product page | | |
| Normal Flow | 1. User clicks on a product 2. User chooses rating for the product 3. User types their comments 4. User confirms their review | | |
| Alternative Flows | N/A | | |
| Exceptions | N/A | | |
| Priority | High | | |
| Special Requirements | User’s review must not be shorter than 5 words | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB09 | | | |
| Use Case Name | Checkout | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | January 28, 2017 | Date Last Updated | February 10, 2017 |
| Actors | User | | |
| Description | User confirms chosen products and check out | | |
| Preconditions | User logged in  User added one or more products to cart  User's shipping address and phone number are updated in user's profile | | |
| Postconditions | User’s order is sent to server | | |
| Normal Flow | 1. User clicks [Cart] 2. User clicks [Check out] 3. User confirms order details 4. User’s order is sent to server | | |
| Alternative Flows | N/A | | |
| Exceptions | N/A | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB10 | | | |
| Use Case Name | View order history | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | January 28, 2017 | Date Last Updated | February 10, 2017 |
| Actors | User | | |
| Description | User can view his/her list of orders in the past | | |
| Preconditions | User logged in | | |
| Postconditions | User’s past orders are displayed | | |
| Normal Flow | 1. User clicks [Profile] 2. User clicks [Order history] on left sidebar 3. User’s past orders are displayed | | |
| Alternative Flows | N/A | | |
| Exceptions | If user has no past order, display a message indicating that user has no past order | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB11 | | | |
| Use Case Name | Send feedback and suggestions | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | January 28, 2017 | Date Last Updated | February 10, 2017 |
| Actors | User | | |
| Description | User can send his/her feedback to the admin | | |
| Preconditions | User logged in | | |
| Postconditions | User’s feedback is sent to server and saved in database. | | |
| Normal Flow | 1. User hovers [Contact] on menu bar 2. User clicks [Send feedback and suggestions] 3. User types in feedback message. 4. User confirms and clicks [Send] 5. User’s feedback is sent to server. | | |
| Alternative Flows | N/A | | |
| Exceptions | N/A | | |
| Priority | High | | |
| Special Requirements | User’s feedback must not be shorter than 5 words | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB12 | | | |
| Use Case Name | Chat with bot | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | January 28, 2017 | Date Last Updated | February 10, 2017 |
| Actors | User | | |
| Description | User can chat with bot by text or voice | | |
| Preconditions | User entered website | | |
| Postconditions | User’s message is replied by chatbot | | |
| Normal Flow | 1. User clicks [Chatbot] 2. User types in his/her message 3. User confirms and clicks [Send] 4. User’s is automatically replied | | |
| Alternative Flows | 1(a). User speaks “Chat with bot” to activate voice mode.  2(a). User speaks the message.  3(a). User speaks “Send”. | | |
| Exceptions | N/A | | |
| Priority | High | | |
| Special Requirements | User’s message should not be empty. | | |
| Notes and Issues | N/A | | |

## Server side

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB13 | | | |
| Use Case Name | Login | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | February 1, 2017 | Date Last Updated | February 10, 2017 |
| Actors | Admin | | |
| Description | Admin can log into the system to update contents, manage orders and view feedbacks and suggestions, etc. | | |
| Preconditions | There exists admin account in database | | |
| Postconditions | Admin logged in the system | | |
| Normal Flow | 1. Admin clicks [Login] 2. A login form shows up 3. Admin provides necessary information. 4. Server does authentication 5. CMS page is displayed | | |
| Alternative Flows | 5(a). Authentication fails  5(a).1. Prompt the admin that he/she provided invalid information. | | |
| Exceptions | N/A | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB14 | | | |
| Use Case Name | Change password | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | February 1, 2017 | Date Last Updated | February 10, 2017 |
| Actors | Admin | | |
| Description | Admin can change his/her password | | |
| Preconditions | Admin logged into system | | |
| Postconditions | New password is updated | | |
| Normal Flow | 1. Admin clicks [Change password] 2. A change password form shows up 3. Admin provides and confirms new password 4. Server does authentication 5. CMS page is displayed | | |
| Alternative Flows | 5(a). Authentication fails  5(a).1. Prompt the admin that he/she provided invalid information | | |
| Exceptions | N/A | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB15 | | | |
| Use Case Name | View order list | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | February 1, 2017 | Date Last Updated | February 10, 2017 |
| Actors | Admin | | |
| Description | Admin can all view available orders in a list table | | |
| Preconditions | Admin logged into the system | | |
| Postconditions | Detailed orders table is displayed | | |
| Normal Flow | 1. Admin click [View Orders] 2. Orders table is displayed | | |
| Alternative Flows | N/A | | |
| Exceptions | If there is no order, prompt a message indicating the there is no available order. | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB16 | | | |
| Use Case Name | View order details | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | February 01, 2017 | Date Last Updated | February 10, 2017 |
| Actors | Admin | | |
| Description | Admin can view a particular order’s detail made by users. | | |
| Preconditions | Admin logged in  Order list is not empty | | |
| Postconditions | Order detail is displayed | | |
| Normal Flow | 1. User clicks [View orders] 2. User clicks on an order in the Order table 3. Order details is displayed | | |
| Alternative Flows | N/A | | |
| Exceptions | N/A | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB17 | | | |
| Use Case Name | Update order status | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | February 1, 2017 | Date Last Updated | February 10, 2017 |
| Actors | Admin | | |
| Description | Admin can change order status from pending to paid. | | |
| Preconditions | Admin logged in  Order list is not empty | | |
| Postconditions | Order status is updated | | |
| Normal Flow | 1. Admin clicks [View orders] 2. Admin chooses an order status 3. Admin clicks [Update] | | |
| Alternative Flows | N/A | | |
| Exceptions | N/A | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB18 | | | |
| Use Case Name | Add new products | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | February 1, 2017 | Date Last Updated | February 10, 2017 |
| Actors | Admin | | |
| Description | Admin can add a new product to Product list | | |
| Preconditions | Admin logged in | | |
| Postconditions | New product is added | | |
| Normal Flow | 1. Admin clicks [Manage products] 2. Admin clicks [Add] 3. Admin fills in details of product 4. Admin confirms product details 5. The new product is added | | |
| Alternative Flows | N/A | | |
| Exceptions | A product with the same name exists in database, prompt the error to admin, addition is aborted | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB19 | | | |
| Use Case Name | Update product | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | February 1, 2017 | Date Last Updated | February 10, 2017 |
| Actors | Admin | | |
| Description | Admin can update a product’s information such as price, stock,etc. | | |
| Preconditions | Admin logged in  Product list is not empty | | |
| Postconditions | Product’s details are updated | | |
| Normal Flow | 1. Admin clicks [Manage products] 2. Admin clicks [Update] on a product row 3. Admin edit product details 4. Admin confirms the update 5. Product is updated | | |
| Alternative Flows | N/A | | |
| Exceptions | N/A | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB20 | | | |
| Use Case Name | Remove product | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | February 1, 2017 | Date Last Updated | February 10, 2017 |
| Actors | Admin | | |
| Description | Admin can remove a product which is not available in stock from the Product list | | |
| Preconditions | Admin logged in  Product list is not empty | | |
| Postconditions | Product is removed | | |
| Normal Flow | 1. Admin clicks [Manage products] 2. Admin clicks [Remove] on a product row 3. A prompt displays asking for confirmation 4. Admin confirms the removal, remove the product | | |
| Alternative Flows | N/A | | |
| Exceptions | N/A | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID : OB21 | | | |
| Use Case Name | View feedback and suggestions | | |
| Created By | CanhKD | Last Updated By | CanhKD |
| Date Created | February 1, 2017 | Date Last Updated | February 10, 2017 |
| Actors | Admin | | |
| Description | Admin can view feedback and suggestions made by users. This function is to help admin collect and analyze feedbacks from users. | | |
| Preconditions | Admin logged in | | |
| Postconditions | Feedback and suggestions is displayed | | |
| Normal Flow | 1. Admin clicks [View feedback and suggestions] 2. Feedback list is displayed | | |
| Alternative Flows | N/A | | |
| Exceptions | If there is no feedback, display a message indicating there is no feedback | | |
| Priority | High | | |
| Special Requirements | N/A | | |
| Notes and Issues | N/A | | |

* 1. Use case diagram



* 1. State Diagram



* 1. Non-functional requirements

### Security: secure assess to user’s confidential data.

### Reliability: 24/7 availability.

* Maintainability: coding conventions, follow-up documents for maintenance activities.

## Performance requirements

90% of responses should be within 1 second, except for Update content for which more time is acceptable.

* 1. Technical issues

This system will work on client-server architecture. The system should support common browsers such as IE, mozilla firefox, chrome, etc.

1. **Interface Requirements**
   1. User interface

A graphic user interface will be available in a workflow scenarios to assess to all features of the website. Any occuring error or exception catching should be displayed to user with friendly messages.

* 1. Software requirement

Any operating system with browser and internet connection.

* 1. Hardware requirement
* iOS or Android with voice recognition support
* PC with micro support

1. **Mockup UI**
   1. User interface

