<ONLINE SHOP STORE>

Vision Document

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Revision History

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# Introduction

The online book store is a new website that makes it easy for people to find and buy books on the internet. It offers a wide selection of books in different categories, so readers can easily discover new titles and authors. The website also provides personalized recommendations based on individual interests and preferences. With a focus on user-friendly features and secure payment options, the online book store aims to create a convenient and enjoyable experience for book lovers everywhere. Whether you're looking for a specific book or just want to explore new reading options, our online store is here to help you find the perfect book.

# Positioning

## Problem Statement (Phát biểu bài toán)

|  |  |
| --- | --- |
| The problem of  (vấn đề về) | You can't find the book you're looking for in a bookstore You can’t go to the book store because some problem such as the store’s very far The store can reach for more reader |
| affects  (ảnh hưởng đến) | Bookstore owner and reader |
| the impact of which is  (ảnh hưởng là) | That reader can’t find type of book or that book buy at store has much more money than real value of that book That the bookstore owner can’t find the way to attract the customer so that the bookstore is increasingly sluggish |
| a successful solution would be  (giải pháp thành công sẽ là) | That the book will be able to the reader faster and the bookstore maybe increase the revenue |

## Product Position Statement (Phát biểu giải pháp)

|  |  |
| --- | --- |
| For  (sản phẩm cho ai) | Bookstore onwers and Readers |
| Who  (làm gì) | Sell and buy books |
| The (product name)  (tên sản phẩm) | Is Shopus |
| That  (sẽ) | Allows bookstore to sell the book fasters and the readers can buy the book with good Price |
| Unlike  (khác với) | Tiki, shopee, lazada |
| Our product  (sản phẩm của chúng tôi) | can guarantee the book are real and reach to the reader most accurately |

# User Descriptions

## User Profiles

1. User Profile: Book Enthusiast

Avatar: [Optional]

Name/User Type: Sarah, Book Enthusiast

Perspective: Sarah loves reading and enjoys discovering new books across different genres. She values convenience and seeks an online platform that offers a wide selection of books and personalized recommendations.

Role/Responsibility: Sarah's primary role is to explore and purchase books for her personal reading pleasure. She may also engage with the online book store community by sharing book recommendations and reviews.

Skills: Proficient in using computers and navigating online platforms. Familiar with browsing and searching for books.

Experience: Sarah has been using computers for several years and has previous experience purchasing books online.

Usage Frequency: Sarah visits the online book store regularly, browsing and purchasing books as often as once a week.

Demographics: Age: 30, Gender: Female, Cultural Background: Diverse, Preferences: Interested in various genres such as fiction, self-help, and biographies.

Habits: Sarah enjoys reading during her free time and often seeks recommendations from friends or online sources.

Expectations: Sarah expects the online book store to provide a user-friendly interface, accurate book recommendations, secure payment options, and prompt delivery of purchased books.

Limitations/Constraints: Sarah may have time constraints due to work or personal commitments, and she may have specific preferences or limitations in terms of accessibility for individuals with disabilities.

1. User Profile: Gift Shopper

Avatar: [Optional]

Name/User Type: David, Gift Shopper

Perspective: David often purchases books as gifts for family and friends on special occasions. He wants an online book store that offers a diverse selection of books suitable for different age groups and interests.

Role/Responsibility: David's role is to find and purchase books as gifts for others. He values recommendations and a hassle-free shopping experience.

Skills: Competent in using computers and comfortable with online shopping.

Experience: David has previous experience buying books online for gifting purposes.

Usage Frequency: David visits the online book store intermittently, particularly when there are occasions or events that require gift shopping.

Demographics: Age: 40, Gender: Male, Cultural Background: Diverse, Preferences: Seeks books suitable for different age groups and interests.

Habits: David prefers to plan ahead for special occasions and enjoys finding unique and thoughtful gifts.

Expectations: David expects the online book store to have a well-organized selection, clear categorization, reliable recommendations for gift ideas, and secure packaging and delivery options.

Limitations/Constraints: David may have time constraints and specific requirements related to gift wrapping or personalized messages for the recipients.

## User Task and Environment

1. Task: Search for a Book

Goal: To find a specific book or explore books based on specific criteria.

Performer: Users (e.g., Book Enthusiast, Gift Shopper)

Location: Online book store website

Frequency: Users may perform this task whenever they have a specific book in mind or want to explore new titles.

Task Constraints: Users may encounter challenges if the search functionality is not intuitive or if there are limited search filters available. It is essential to provide a user-friendly search interface with options to filter by genre, author, title, and other relevant criteria.

1. Task: View Book Details

Goal: To gather information about a specific book, including its description, author, reviews, and pricing.

Performer: Users (e.g., Book Enthusiast, Gift Shopper)

Location: Online book store website

Frequency: Users may perform this task after finding a book of interest or when considering a purchase.

Task Constraints: Users should be able to access comprehensive and accurate book details easily. It is crucial to provide clear and concise descriptions, ratings, reviews, and pricing information to help users make informed decisions.

1. Task: Add Book to Cart

Goal: To select and add a book to the shopping cart for eventual purchase.

Performer: Users (e.g., Book Enthusiast, Gift Shopper)

Location: Online book store website

Frequency: Users perform this task when they decide to purchase a book.

Task Constraints: The process of adding a book to the cart should be straightforward and seamless, with clear indications of the selected items. Users should have the ability to modify quantities or remove items from the cart easily.

1. Task: Proceed to Checkout

Goal: To initiate the payment process and finalize the purchase.

Performer: Users (e.g., Book Enthusiast, Gift Shopper)

Location: Online book store website

Frequency: Users perform this task after reviewing the selected items in their cart and deciding to proceed with the purchase.

Task Constraints: The checkout process should be secure, providing users with various payment options and clear instructions on how to complete the transaction. Users should be able to review the order details and enter their billing and shipping information accurately.

1. Task: Track Order

Goal: To monitor the progress and status of an order.

Performer: Users (e.g., Book Enthusiast, Gift Shopper)

Location: Online book store website

Frequency: Users perform this task after making a purchase to stay updated on the delivery status.

Task Constraints: Users should have access to a tracking feature that provides real-time updates on the order's whereabouts. This feature should be user-friendly and provide accurate information to enhance transparency and customer satisfaction.

## Alternatives and Competition

1. Buying Books from Traditional Bookstores:

Stakeholder Perception: Users may continue to purchase books from physical bookstores, visiting them in person or placing orders over the phone.

Strengths: Provides a hands-on browsing experience, immediate access to books, and a personal interaction with bookstore staff.

Weaknesses: Limited selection, geographical constraints, potential for out-of-stock items, and the need for physical travel.

1. Competitor: Online Retailers (e.g., Amazon, Barnes & Noble)

Stakeholder Perception: Users may choose to buy books from well-established online retailers offering a wide range of products.

Strengths: Extensive book selection, competitive pricing, user reviews, convenient online shopping experience, and reliable delivery options.

Weaknesses: Lack of specialized focus on books, potential for overwhelming product options, and limited community engagement features.

1. Building a Homegrown Bookstore Platform:

Stakeholder Perception: The stakeholders could consider developing a custom online bookstore platform tailored to their specific requirements.

Strengths: Flexibility to incorporate unique features, complete control over the platform's design and functionality, and potential cost savings in the long run.

Weaknesses: Requires significant time, resources, and technical expertise to develop, maintain, and support the platform. May lack the initial user base and brand recognition of established competitors.

1. Maintaining the Status Quo (No Change):

Stakeholder Perception: The stakeholders may decide to continue with their current approach, such as buying books from various sources or relying on physical libraries.

Strengths: Familiarity with existing methods, potentially lower initial investment or effort required, and maintaining current relationships with suppliers.

Weaknesses: Limited access to a diverse range of books, potential inconvenience in finding desired titles, and missed opportunities for improved convenience and personalized experiences.

# Product Features 🡪 functional user requirements

1. Book Search and Browsing:

* Description: Users can search for books based on various criteria (title, author, genre, etc.) and browse through a comprehensive collection of books. The system provides filters and sorting options to facilitate easy and efficient book discovery.

1. Book Details and Reviews:

* Description: Users can view detailed information about each book, including descriptions, author biographies, reviews, ratings, and related recommendations. This feature enables users to make informed decisions before purchasing or adding books to their reading list.

1. User Accounts and Profiles:

* Description: The system allows users to create individual accounts, providing personalized experiences and features such as saved preferences, purchase history, and recommendations based on reading habits. User profiles enhance engagement and enable community interactions.

1. Shopping Cart and Checkout:

* Description: Users can add books to a shopping cart, modify quantities, and proceed to a secure checkout process. The system provides multiple payment options, order review, and confirmation to ensure a smooth and secure transaction experience.

1. Order Tracking and History:

* Description: Users can track the status of their orders, view order history, and receive notifications on shipping and delivery updates. This feature provides transparency and allows users to manage their book orders effectively.

1. Personalized Recommendations:

* Description: The system employs algorithms and user preferences to generate personalized book recommendations based on individual reading habits, genres of interest, and past purchases. This feature enhances user engagement and helps users discover new books.

1. Community Features:

* Description: The system offers features for users to engage with the online book store community, such as sharing book reviews, ratings, and recommendations. Users can participate in discussions, join book clubs, and interact with fellow readers.

1. Wishlist and Favorites:

* Description: Users can create personalized wishlists and mark favorite books for future reference. This feature allows users to save and organize books of interest, facilitating easy access and potential future purchases.

1. Customer Support:

* Description: The system provides customer support features, including access to frequently asked questions, help guides, and the ability to contact customer service for assistance or issue resolution.

1. Mobile Compatibility:

* Description: The system is compatible with mobile devices, allowing users to access the online book store and its features through responsive web design or dedicated mobile applications. This feature provides convenience and accessibility on the go.

# Non-Functional Requirements 🡪 non-functional user requiremens

1. Security Requirements:

* The system should ensure secure transmission and storage of user data, including personal information, login credentials, and payment details.
* User authentication and authorization mechanisms should be implemented to prevent unauthorized access to sensitive information.
* The system should have measures in place to protect against common security threats, such as SQL injection, cross-site scripting, and session hijacking.

1. Performance Requirements:

* The system should be responsive and provide quick search results, book loading, and checkout processes.
* The website or application should be able to handle concurrent user requests without significant performance degradation.
* The system should have efficient database queries and caching mechanisms to optimize performance.

1. Scalability Requirements:

* The system should be designed to handle increasing user traffic and a growing book inventory without compromising performance.
* The architecture should support horizontal scalability, allowing for the addition of more servers or resources to accommodate increased demand.

1. Reliability and Availability Requirements:

* The system should have high availability, minimizing downtime and ensuring continuous access to the online book store.
* Regular backups and disaster recovery mechanisms should be in place to prevent data loss and enable quick recovery in the event of system failures.

1. Usability Requirements:

* The user interface should be intuitive, visually appealing, and easy to navigate.
* The system should provide clear and concise error messages and instructions to assist users in completing tasks.
* Accessibility standards should be followed to ensure that users with disabilities can access and use the system effectively.

1. Compatibility Requirements:

* The system should be compatible with major web browsers and mobile platforms to ensure a seamless user experience across different devices.
* Integration with popular payment gateways and shipping services may be required to facilitate smooth transactions and order fulfillment.

1. Documentation Requirements:

* The system should have comprehensive user manuals or online help documentation to guide users on using the platform's features and functionalities.
* Installation instructions, system requirements, and troubleshooting guides should be provided for administrators or technical users.
* Any labeling or packaging requirements should be defined, considering legal and industry standards.

1. Design and External Constraints:

* The system design should adhere to industry best practices, coding standards, and architectural guidelines.
* Compliance with relevant legal regulations, such as data protection and consumer rights, should be ensured.
* The system should be able to integrate with existing systems or third-party services, such as inventory management or analytics tools.