Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	12 April 2025
Team ID	SWTID1742751842
Project Name	ShopEZ: One-Stop Shop for Online Purchases
Maximum Marks	4 Marks

Functional Requirements:

FR.No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	- Registration through Form - Registration through Gmail - Registration through LinkedIn
FR-2	User Confirmation	- Confirmation via Email - Confirmation via OTP
FR-3	Cart & Checkout	- View product categories - Search for products - Filter and sort products
FR-4	Payment	- Multiple payment options (UPI, Card, Net Banking) - Payment confirmation handling
FR-5	Order Management	- View order history - Track current orders - Cancel order

FR-6	Customer Support	- Raise support ticket - Chat or message executive - View support history
FR-7	Customer Support	- Raise support ticket - Chat or message executive - View support history
FR-8	Admin Panel	- View user list - Manage product listings - Manage orders and delivery status
FR-9	Delivery Integration	- Generate delivery requests - Update delivery status - Notify customer upon delivery

Non-Functional Requirements:

NFR.No.	Non-Functional Requirement (Epic)	Description
NFR-1	Usability	The UI must be intuitive, responsive, and user-friendly for both mobile and desktop users.
NFR-2	Scalability	User data must be encrypted; authentication and authorization must be implemented using secure protocols (e.g., HTTPS, OAuth).
NFR-3	Reliability	The system should ensure consistent performance with a < 1% failure rate and handle failures gracefully.
NFR-4	Performance	The website must load within 3 seconds and support 50+ concurrent users without performance degradation.
NFR-5	Availability	The system should have 99.9% uptime and auto-recovery from minor crashes.

	Scalability	The platform should support scaling to accommodate growing users and product inventory. Cloud-based deployment is preferred.
NFR-6		