**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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

**Functional Requirements:**

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| **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:**

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