**Software Requirements Specification**

**For project e-Furniture**

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**November 11, 2024**

**1. Introduction**

**1.1 Background**

Customers who want to buy furniture face many big problems: they don't know all the models of the same type of furniture, they don't know the market price, they can't find a reputable place, and they don't have an overview. Regarding the compatibility between the interiors, there is no accurate estimate between the interior and the space, and the budget cannot be determined. That leads to a bad buying experience, easily leading to mistakes such as buying the wrong item, buying at a higher price, buying it but not being able to use it because it doesn't fit the space, the total cost of buying furniture being exceeded. budget, causing a loss of time and money.

**1.2 Business opportunity**

The traditional way of operating a furniture store is to trade directly at the store, which costs a lot of operating costs. A multi-platform online sales system will be a more optimal solution. The system will help stores easily market and bring in better revenue. Customers can shop and view products more easily. The ability for customers to order home-delivery furniture products in the future will bring more convenience to customers.

**1.3  Business Objectives**

BO-1: Increase revenue by 30% because customers can buy online and have it delivered to their homes. Scale: number of orders per week Meter: Check the system's order history Past: 33% (2023, initial study) Target: Below 20% Stretch: Less than 15%

BO-2: Increase average productive working time by 1 hour for each employee using the app every day within 3 months after initial issuance.

**1.4 Vision Statement**

For customers who want to buy furniture, the home-furni system is a furniture e-commerce site that will accept online orders, schedule showroom viewings or interior design appointments. Unlike the current process, the home-furni system helps customers save more time in viewing orders, making payments and receiving more advice through the use of the app or web.

For staff who want to participate in the company's management processes such as customer account management, order management, warehouse data management, and direct contact with customers. Unlike the traditional paper-based management methods of the past, the system can now easily manage customers and orders more simply.