Proposal for Retail System

To develop this digital solution, we must make sure the software meets the

needs for the client and existing/potential customers.

I have researched multiple sites to support the creation of the system. Software is used widely across multiple retail stores to manage customer relationships, sales stats, and employee access. This system must be 100% secure, fool proof and must follow GDPR laws, as customer information must not be at risk of being stolen or leaked.

The app will be simple to navigate for both employees and customers. The homepage with have 2 buttons, a login for either the customer or employee. They must login with their ID, name, and password. The system will then check the database to see if the information exists and matches.

Once logged in, the employee will have a dashboard page where they can see sales statistics and send/receive messages from customers. The messages will be stored in a database and organised by newest to oldest, colour coding unread and read messages.

When the customer logs in, they will have a messages page, and the option to send a message to an employee. The message will contain a drop-down subject to box to enquire about a certain type of shoe. The page will also show options of numerous shoes they may potentially want to buy to increase sales for the company.

The customer will be more likely to purchase items if it is easy and effective to do so, which will increase business.

Functional requirements:

Users can:

* Log into their account- Account details are in a database which are checked and retrieved to log the customer or employee in.
* Access each page
* Be able to send and receive messages- Each message will be given an ID which is connected to the receivers ID so that only the receiver and view the message. The message will be added and retrieved from the database
* Provide relevant content to the customer
* Provide simple sales statistics for the employee- a CSV for sales data will be displayed onto the dashboard
* Encourage customers to buy products- little adverts will be displayed on some pages
* Have a relevant terms and conditions box

The system can:

* Provide correct and relevant sales information
* Add data to an external database
* Extract data from a database
* Read from a database

Non- functional requirements:

* Tasks have an excellent response time, throughput, and utilisation
* Great scalability
* Great readability- easy to read on any device
* A secure system to protect all user details
* Organised presentation

Accessibility issues and legal issues to be considered:

* Keyboard accessibility
* Error messages and error icons
* Language bar
* Headings and titles
* Alternative text
* Forms
* Copy to clipboard

The minimum hardware needed to run this system are:

Processor: 1 gigahertz or faster process or SoC

Ram: 1GB for 32-bit pr 2GB for 64 bits

Hard disk space: 16GB for 32 bits

OS 20 GB for 64-bit OS

Graphics card: DirectX 9 or later with WDDM 1.0 driver

Display: 800x600

Mobile device

1.3GHz dual-core processor

1GB of RAM

User Acceptance Criteria

The user, whether they are a customer and employee, will be able to log into their account, view messages and be able to send a message to another account. Employees will be able to see sales data.

KPI’s

* User can log in under 1 minute
* User can send a message within 2 minutes

Risks

* The performance could be slow
* Messages may not be received or sent to the wrong person
* Legal issues are not met

Risk mitigation

* PyLint to improve supportability of the code
* Include cookies and t’s & c’s
* Use dummy data for messages to check they are sending properly

Chart, diagram, box and whisker chart

Description automatically generated