Functional requirement of grocery store

Objectives

The objective of a grocery website is to provide a convenient and efficient platform for customers to browse, select, and purchase a wide range of groceries and household essentials online. The website aims to replicate the experience of shopping at a physical grocery store by offering a comprehensive product catalog that includes fresh produce, pantry items, dairy products, meat and poultry, beverages, and more. The primary goal is to make grocery shopping accessible and hassle-free for customers, allowing them to order items from the comfort of their homes and have them delivered to their doorstep.

Features Supported in Application

Features Available for Admin

1.View customer orders

2.add products

3.delete products

4.payment status

Features Available for user

1.search products

2.add /delete products which are in cart

3.choose the products to buy

4.select payment and pay

5.track the package status

6.customer support

Features for admin

Login>dashboard>view customer orders

Login>dashboard>add products

Login>dashboard>delete products

Login>dashboard>payment status

|  |  |
| --- | --- |
| **View customer orders** | Admin can view the customer id ,history of orders , order time and date |
| **Add products** | Admin can add product and its description in catalogue of products |
| **Delete products** | Admin can delete product from the catalogue |
| **Payment Status** | Admin checks the payment status of each customer |

Features for users

Signup>Login>Dashboard>profile

Login>add products to the cart>>cart>payment>place order

Login>view products >review the delivered products

Login>dashboard>customer support

Login>dashboard>profile>orders>modify orders(cancel or replacement)



|  |  |
| --- | --- |
| **Profile** | User can monitor all the activities in his account in his profile and the major fields in profile are orders, email, address etc |
| **Place Orders** | User can choose and place order for the same product |
| **Review** | User can share his experience buying particular product in the form of reviews |
| **Customer support** | User can user customer support in case any doubts or clarification |
| **Modify orders** | User can ask for cancellation or replacement of order by specifying valid reasons |

Admin Interactions

1.Admin can View order and customer details

2.Admin can add /delete products

3.Admin monitors customer support

4.Admin can check payment status of a customer

5.Admin can logout.

User Interactions

1.User can monitors all the activities done by him in the profile

2.User can add or delete products from cart

3.User can view products based on their category

4.User can clear his queries using Customer support panel

5.User can select payment method while ordering(credit,UPI,debit).

6.User can keep track of orders in orders section

7.User can logout

User and Admin workflow

