System Requirement Specification (SRS) Document

YouSell

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Version 1

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1. Product General Description

Our app will provide a platform for anyone and everyone to buy and sell used and new items. Our app offers a great opportunity for people trying to get rid of unused items or profit from something they’ve made or manufactured. This app will make it easier for people to find great deals on item they may have never thought of getting/needing. We aim to provide plenty of user-friendly features including but not limited to direct messaging and a review panel. We also strive to implement a block/report feature, so that users can report suspicious or inappropriate behaviors by customers or providers, this way admins can see this kind of behavior and take any appropriate actions.

1. Product Features

Listing/review moderation: Yousell will have a system where users of our services can report listings for malicious activity. Malicious activity can be defined as deceptive, false, “untasteful” and/or illegal listing. These reports will be sent to a moderator team who will then take appropriate action.

Ticketing system for moderation: Moderators will be able to view a listing of active and completed tickets. From there, a singular ticket can be accessed and assessed. One of two actions can be taken, “delete listing /ban”(time can be manually assigned) or “no action required”. Completed tickets can also be retroactively accessed and if necessary removed.

Account management for moderators: Moderator accounts will be created by YouSell manager accounts.  These managers' accounts will also be able to suspend and delete accounts.  All active moderators will be able to view from a “moderators” dashboard where these actions can be accessed.

Statistic Analysis: Management Accounts are able to access a dashboard that displays the following statistics.  Active Listings. Total Listings in a desired time frame. Amount of unfulfilled tickets.

1. Functional Requirements

* FR0: Moderator/Manager accounts will be username and password protected.
* FR1: Manager accounts can create suspend and delete Moderator accounts.
* FR3: Reports(tickets) sent by users can be seen by Moderators
* FR4: Moderators can take necessary action on individual tickets. Such as remove listing/ban account or take no action.
* FR5: Manager accounts can access a dashboard to view the following statistics: Active listings, total listings in a desired time frame, and total unfulfilled tickets.

1. Non-Functional Requirements

* NFR0: In the statistics dashboard the default value for timed view will be one month.
* NFR1: In the tickets dashboard the default view will be 10 tickets of the unfulfilled type.
* NFR2:  All Tickets older than a month will be deleted to reduce memory strain.

5. Scenarios

1. SysAdmin – Tim the manager/moderator (Steven Torres)
   1. View/take action on tickets
      1. Initial Assumption: The moderator has an active account and is logged in and on the ticket dashboard.
      2. Normal: The moderator will have a dashboard of unfulfilled tickets where they can individually select tickets
         1. Once in the individual ticket view the remove/ban or no action required buttons can be selected.
      3. What Can go Wrong: The admin may accidentally click the wrong button. A prompt with the desired action will pop up and ensure that the action that is about to be performed is desired.
      4. Other activities: The admin may click on the next page button to view 10 different tickets
      5. System State on Completion: Tickets have have action taken to them will be placed on the fulfilled status.
   2. Manager creates a new moderator account
      1. Initial Assumption: The manager has an active account and is logged in and on the create a moderator page.
      2. Normal: The manager will have a form to fill information for the new account
         1. Information needed will be name, default image, username and initial password
      3. What Can go Wrong: The admin may reuse an already existing username. In this case they will be prompted of this, and a new account will not be created
      4. Other activities: N/A
      5. System State on Completion: A new moderator account is created, and the manager is returned to the index page.
   3. View Statistics
      1. Initial Assumption: The manager has an active account and is logged in and on the statistics dashboard.
      2. Normal: The moderator will have a dashboard of statics.
         1. The statistics displayed will be active listings, total listings in a time frame and current unfulfilled tickets.
      3. What Can go Wrong: No existing listings or tickets, in this case the manager will be notified of that.
      4. Other activities: The admin may change the desired time frame for the total listings.
      5. System State on Completion: The manager will stay on the page until another webpage is accessed.
2. Customer – Joey the customer (Hunter Mitchell)
   1. View/take action on listings
      1. Initial Assumption: The customer has an active account and is logged in and on the buy page.
      2. Normal: The customer will have a dashboard of all available listings where they can scroll and click on ones they are interested in.
         1. Once selected an listing, it will take customer to a page that gives greater details about said listing.
      3. What Can go Wrong: Customer may click on a listing they are not interested in by accident. A back button will be available so the customer may go back to the listing page.
      4. Other activities: The customer can click on a listing and hide it from their feed so they can no longer see it.
      5. System State on Completion: Customer clicks on listing they are interested in and are taken to the specific listing page.
   2. Create a customer account
      1. Initial Assumption: The customer does not have an active account and they are on the create an account page.
      2. Normal: The customer will be able to enter their account information in order to create an new account.
      3. What Can go Wrong: Customer trying to create a new account with an email that is linked to an already existing account. A prompt will tell the customer to try another email or to login due to email already being associated with account.
      4. Other activities: N/A
      5. System State on Completion: Customer enter valid information and hits create account, it will notify customer their account has been created and will automatically transfer them to the listings page.
   3. Message Seller
      1. Initial Assumption: User has a valid account and is in the message page under the correct seller.
      2. Normal: Customer will have a dashboard showing all their previous messages with the current seller they are talking to (if no history the message will be blank).
      3. What Can go Wrong: User sends a typo or sends a message they don’t want to. User will be able to edit/delete any messages they send.
      4. Other activities: User can report any inappropriate messages directly by clicking on them.
      5. System State on Completion: Customer sends the message they want to send and hits back button to get back to the listing page.
   4. Write a Review
      1. Initial Assumption: User has a valid account and is under the listing they want to review
      2. Normal: User will scroll down until they see leave a review
         1. Customer will be able to enter 1-5 stars as well a descriptive message with before hitting submit
      3. What Can go Wrong: Customer leaves a review they don’t mean to. Customer will be prompted if they are sure they want to leave a review, as well as being able to edit/delete any of their own reviews.
      4. Other activities: Customer can click back to go to listings
      5. System State on Completion: After customer clicks submit review their review will go under review from the admin, in the meantime they will be directed back to the listing page.