

Requirement analysis:

Functional requirements:

Admin account:

1. An admin has to register in order to login into the system.He needs to provide necessary data to register for the system.
2. An admin can update, delete or add any information regarding customer or shop owners as well as the platform itself.
3. There would be a group of admins who will be available for 24/7 and provide services to the customers or shop owners online.

Customer account:

1. A customer has to register in order to login into the system.He/she needs to provide necessary data to register for the system.
2. A customer can search for a product in the search box and the system will display the product according to their availability in the shops.
3. Customers can also search for products according to their brand or type (Such as:food, clothes, furniture,groceries etc.).
4. Customers can add products in the cart as well as in the wish list.
5. A customer can pay for the product online using different payment methods.Customers can also avail the cash on delivery Option.
6. Customers can give reviews of a product along with the shop.
7. A customer will get reward points based on his/her purchase,which they can use later while buying a product.
8. A customer can talk to the shop owner through a chat option.
9. Customers can also talk to the admin panel via chat option.

Shop owner account:

1. A shop owner has to register his/her shop in order to login into the system.He/she needs to provide necessary data to register for the system.
2. A shop owner can add a product ,set price and give a special discount.
3. Shop owners can confirm orders from the customer side.
4. Shop owners can talk to the customers as well as the admin team with the chat option.

Other functionalities:

1. There would be an option of donation in the system which will be controlled by the admin panel.
2. There would be a special section for promotion where the promotion of a shop or a brand or a product will be displayed.
3. There would be a dedicated page for seasonal items from where customers can purchase seasonal things according to their needs.

Non Functional Requirements:

Operational:

1. This system should run in all types of devices with the latest version of IOS and android.
2. The system will be operational in the last five versions of windows, linux and macintosh.

Performance:

1. The system should not take longer than 5 seconds to show any data based on the admin search.
2. Users should be able to see their real time updated data.
3. Each action taken by users should work within 3 seconds.
4. Login and signup errors should not take more than 3 seconds to pop up.

5. This system should hold a large number of simultaneous users, more than 200 thousand from 6AM to 10PM.

Security:

1. Shop owners and users' information should only be accessible by themselves.
2. The payment gateway should be verified and follow the gateway policy.
3. For each login one email will be used which will be accessed by admins only.
4. Two factor authentication system ensures the user's safety properly.
5. Password changing warning email will be sent to the user within 5 seconds and the data should be preserved.

Cultural and political:

1. The system will support the English language primarily.
2. This system will show one currency only which is BDT.
3. This system will not show any political agenda or slogans for any purpose.
4. Any icons or symbols will not be shown which might be offensive to certain communities and hurt the religious sentiment.

Maintainability:

1. In the release of the new version, an announcement will be given to users.
2. Emergency maintenance break should not exceed more than 30 minutes.

Usability:

1. A farm and fit size of fonts should be used.
2. There should not be use of different and deep colors but a simplistic and consistent color code.
3. An intuitive user interface and a responsive system will be made to make it easy to operate for users.
4. Admins will be able to check all the user and site information with ease and have access properly.