

SCOPE OF WORK

v1.0



PetShack

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Scope Version History

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1. Introduction

1.1 Purpose

The purpose of this document is to present a detailed description of the features that will be added to the web application. It will explain the purpose and features, interfaces, business process workflow of the features added in the application, what the system will do, the constraints under which it must operate, and how the system will react to the data generated. This document is intended for both the stakeholders and the developers of the system and will be proposed to the client and development team for approval.

1.2. Scope

The scope of the project involves the design and development of a web-based pet product price comparison platform that aggregates pricing and stock data from multiple Australian retailers, normalizes product information into a unified master catalog, and enables users to search, filter, and compare products across stores. The platform will include user account management, price drop alert functionality, blog and CMS-driven content pages, a rule-based chatbot for structured support, and a comprehensive super admin panel for managing users, stores, banners, blogs, chatbot Q&A, and system data. The backend will support automated data scraping, product normalization, alert triggering, and email notifications, ensuring a scalable and high-availability comparison system without direct checkout or payment processing functionality.

1.3. Glossary

Term	Definition
Scope of Work	A document that completely describes all of the functions of a proposed application and the constraints under which it must operate
Stakeholder	Any person with an interest in the project who is not a developer
Actor	End User, Admin

2. Business Process Requirements Specification

This section outlines the business process features for each of the users separately.

Types of User Roles:

1st level users: End User

2nd level users: Admin

2.1 User Classes and Characteristics

User Characteristics	User Classes
Website <ul style="list-style-type: none"> ● Home ● Compare ● Blog ● Chatbot ● Signup / Login ● About Us ● FAQ ● Feedbacks ● Terms and Conditions ● Privacy Policy ● Membership ● Become A Partner 	Homepage / Landing Page
Web Panel	Admin

- | | |
|--|--|
| <ul style="list-style-type: none"> ● Admin Dashboard ● User Management ● Store Management ● Banner Management ● Blog Management ● Chatbot Management ● CMS <ul style="list-style-type: none"> ○ About Us ○ FAQ ○ TnC ○ Privacy Policy ● Feedback Queries ● Profile | |
|--|--|

2.2 Technology Stack

Browser Compatibility for Web App	OS Compatibility for Web App
All latest versions of Firefox, Chrome & Safari are supported; Internet Explorer is not supported	MS Windows, Linux, Mac

Is the design to be provided by the Client	No
Is an Android native app required	Not Applicable
Is an iOS native app required	Not Applicable

Android OS versions supported	Not Applicable
iOS versions supported	Not Applicable
Mobile app orientation	Not Applicable
Is Cross platform app required (like Phonegap, Ionic, React Native etc.)	Not Applicable
Framework	Frontend: React, Backend: Python
Programming Language	Frontend: JavaScript (React) Backend: Python
Android app screen resolution supported	Not Applicable
iOS app screen resolution supported	Not Applicable
Mobile app: Is Web Service to be provided by Inheritx solution	Not Applicable
For the Android app – uploading on Google Play Store needs to be provided by Inheritx solution on the client's provided account.	Not Applicable
For the iOS app, uploading to Apple iTunes store needs to be provided by Inheritx solution on the client's provided account.	Not Applicable

Will the apps work offline?	Not Applicable
Will the apps have dark mode support?	Not Applicable

3. Landing Page

3.1 Homepage

- The Home Page will be the landing screen of the platform. It displays introductory information about the PetShack.
- The following items will be shown on this screen:
 - **About PetShack:** Details about what the platform is offering to the user. (May change as per static content requested by the client).
 - **Advertisement Banner**
 - The banner added by the admin would be shown here.
 - Clicking upon the image/banner user would be redirected to the merchant's link.
 - **Global Search Bar:**
 - Search products by name, brand, categories or keyword
 - Auto-suggestions while typing
 - Users would be redirected to the Compare page.
 - **Featured Sections:** Featured section showcasing the animals and top brand carousel for quick navigation for pet products.
 - **Feedback Form:**
 - Users need to provide name (first name and last name), email address and topic (dropdown having static values) to provide the feedback.
 - The notes field will be shown here, where the user can add comments.
 - Once added, an email will be sent to the admin with the details that the user added.
 - **Note:** All feedback submissions across the platform will be stored in a single centralized feedback database.

3.2 Compare Page

- The following items will be shown on this screen:

- **Global Search Bar:**
 - Search products by name, brand, categories or keyword
 - Auto-suggestions while typing.
- **Compare Page:** Display list of products results based on applied filters or search input by the user.
 - **Filter By:** Filter the list of the product on the bases of following parameters
 - **Pet Types:** Users can filter the list of the products on the bases of pet types (e.g., Dog, Cat, etc.). Filter values would be dynamic based upon the scrap data from the store website.
 - **Categories:** Users can filter the list of the products on the bases of categories (e.g., Clothing, Food, Harness etc.). Filter values would be dynamic based upon the scrap data from the store website.
 - **Product Brands:** Users can filter the list of the products on the bases of product brands (e.g., Royal Canin, Black Hawk, Hills, Breder's Choice etc.). Filter values would be dynamic based upon the scrap data from the store website.
 - **Life Stage:** Users can filter the list of the products on the basis of life stage for pets (e.g., Adult, Baby, Senior etc. Filter values would be dynamic based upon the scrap data from the store website.
 - **Price Range:** Users can filter the list of the products on the basis of price range. Filter values would be dynamic based upon the scrap data from the store website.
 - **Pet Stores:** Users can filter the list of the products on the bases of stores. Filter values would be dynamic based upon the scrap data from the store website.
 - **Sort By:** Sort the list of the product on following parameters.
 - **Price (High to Low):** Product list can be sorted on the basis of price (high to low).
 - **Price (Low to High):** Product list can be sorted on the basis of price (low to high).
 - **List of products:** List of products based upon the search result would be shown with pagination, searching and sorting functionality. Following details would be shown per product.
 - **Product Image:** Label
 - **Product Name:** Label
 - **Lowest Product Price:** Label
 - **Shipping Price:** Label (Based upon lowest price store)
 - **Stock Availability:** Label (Based upon lowest price store)
 - **Store Name:** Label (Based upon lowest price store)
 - **Store Logo:** Label (Based upon lowest price store)
 - **Go To Store:** Button, clicking upon this user would be redirected to a merchant site page of the product.

- **Notify Me (Non logged in user):** Button, clicking upon this user can create an alert for the product price. Users need to provide following details to get an alert.
 - **First Name:** Textbox, Mandatory
 - **Last Name:** Textbox, Mandatory
 - **Email:** Textbox, Mandatory
 - **Price Drop Below:** Numeric Textbox, Mandatory
 - **Note:**
 - An email would be sent to the user when product price drops below the specified price by the user.
 - Notify would trigger once for the product and then auto expire.
- **Notify Me (Logged in user):** Button, clicking upon this user can create an alert for the product price. Users can provide price details to get the alert.
 - **Note:**
 - An email would be sent to the user when product price drops below the specified price by the user. Also, users can view the alert trigger on the alert panel.
 - Notify would trigger once for the product and then auto expire.
- **View Other Stores:** Button, clicking upon this user can view other store details and prices for the products in expandable accordion. Per store we would show following details
 - **Product Price:** Label
 - **Shipping price:** Label
 - **Stock Availability:** Label
 - **Store Name:** Label
 - **Store Logo:** Label
 - **Go To Store:** Button, clicking upon this user would be redirected to a merchant site page of the product.
 - Static messages would be shown in case no relevant product for the search input had been found.
 - **Last Price Update:** Label, showcasing when was the last price updated for the products.

3.3 Blog

- List of all the blogs published by the admin would be shown here with following details.
 - **List of all blogs:** List of all the blogs would be shown here with pagination and searching functionality. Following details would be displayed per blog.
 - **Blog Image:** Label
 - **Blog Title:** Label

- **Blog Author:** Label
- **Publish Date:** Label
- **Blog Description:** Label (up to 100 characters)
- **View More:** Button, clicking upon this user would be redirected to Blog Detailed Page.
- **Blog Detailed Page:** Following details would be shown here.
 - **Blog Image:** Label
 - **Blog Title:** Label
 - **Blog Author:** Label
 - **Publish Date:** Label
 - **Blog Description:** Label
 - **Share:** Button, clicking upon this the link for the blog would be copied in the clipboard which can be shared outside the system.
 - **More from author:** This section would consist cards showcasing blogs published by the same author with following details
 - **Blog Image:** Label
 - **Blog Title:** Label
 - **Author:** Label
 - **Publish Date:** Label
 - **Blog Description:** Label (up to 100 characters)
 - Clicking upon the card user would be redirected to a detailed blog page.

3.4 Chatbot

- This will be a static chatbot designed to provide quick and structured responses.
 - Users will be able to:
 - Select from a list of predefined questions and instantly receive the relevant answers.
 - Type their own questions in a free-text format.
 - The chatbot will perform tag-based matching if no tag match is found, a fallback message will be shown.

3.5 Become A Partner

- Users would be redirected to a website link."<https://membership.petshack.au/forpartners>"

3.6 Membership

- Users would be redirected to a website link."<https://membership.petshack.au/>".

3.7 Feedbacks

- Users need to provide name (first name and last name), email address and topic (dropdown having static values) to provide the feedback.
- The notes field will be shown here, where the user can add comments.
- Once added, an email will be sent to the admin with the details that the user added.
- **Note:** All feedback submissions across the platform will be stored in a single centralized feedback database.

3.8 Sign up / Login

- Users would be redirected to the sign up / login page. (Features for the end users are listed in section 4).

3.9 FAQ

- The content added in the admin panel will be visible here as a webview.

3.10 About Us

- The content added in the admin panel will be visible here as a webview.

3.11 Terms and Conditions

- The content added in the admin panel will be visible here as a webview.

3.12 Privacy Policy

- The content added in the admin panel will be visible here as a webview.

4. End User Functionality

4.1 Sign up using Email address & Password

- Users can sign up by providing the following info -
 - **First name:** This will be a mandatory textbox; the users can tap on this to add the first name in the textbox. Only alphabetic values are allowed.
 - **Last name:** This will be a mandatory textbox; the users can tap on this to add the last name in the textbox. Only alphabetic values are allowed.
 - **Email:** This will be a mandatory textbox; users can tap on this to add their email address, and email-related validations will be there.

- **Password:** This will be a mandatory textbox. The user must include the following in the password -
 - At least 1 uppercase character.
 - At least 1 lowercase character.
 - At least 1 number.
 - At least 1 symbol.
 - Minimum 8 characters.
- **Confirm Password:** This will be a mandatory textbox. The user must include the following in the password -
 - At least 1 uppercase character.
 - At least 1 lowercase character.
 - At least 1 number.
 - At least 1 symbol.
 - Minimum 8 characters.
 - This password must match the password added in the field 'Password' field above.
- **Terms & Conditions:** This will be a checkbox. The user must check the box to provide an agreement to the terms & conditions. A link to the 'Terms & Conditions' will be shown here.
- **Submit:** This will be a button. If all the mandatory fields are filled, then the users can submit the details.

4.2 Account Verification

- Once the account is created, the user will have to verify the account. The verification can be done by -
 - **Email Verification Link:** Once the account is created, an email will be sent to the email address that the user provided while creating the account.
 - The email will have a verification link. The user can click on the link to verify the account.

4.3 Login using Email Address & Password

- Users can log in by providing the following info -
 - **Email Address:** This will be a mandatory textbox field, with email address-related validations.
 - **Password:** This will be a mandatory textbox field. The password added here will be shown as '****'. An option to make the password visible will be shown here.
 - **Sign in:** This will be a button. Once the email address & password are added, the user can submit the details. If the correct credentials are entered, the user will be able to sign in. In case of incorrect credentials or any other issue, a message will be shown that notifies the user of the issue.
 - **Don't have an account? Sign up:** This will be a link, the user can tap on this & the user will be redirected to the signup screen.

- **Note:** If a user tries to log in using an email linked to a social media sign-up, we show a message explaining that the account is connected to social login.

4.4 Forgot Password

- If the user has forgotten the password, then they can click on the 'Forgot Password' option from the Login screen.
- The user will then be asked to input their email ID to receive the link to reset the password. On clicking the link from the email, the user will be navigated to a web view where he/she will be able to set a new password.
- On clicking the link, a page will open in web view, which will have the following options :
 - **New Password** - This will be a mandatory textbox. The user must include the following in the password -
 - At least 1 uppercase character.
 - At least 1 lowercase character.
 - At least 1 number.
 - At least 1 symbol.
 - Minimum 8 characters.
 - **Confirm New Password:** This will be a mandatory textbox. The user must include the following in the password -
 - At least 1 uppercase character.
 - At least 1 lowercase character.
 - At least 1 number.
 - At least 1 symbol.
 - Minimum 8 characters.
 - This password must match the password added in the field 'Password' field above.
 - **Reset** - This will be a button, and clicking on it will save the new password.
 - The user can't use this feature if the account was created using the 'Social Signup' feature. A message will be shown if the user tries to use this feature.

4.5 Navigation Panel

- **Profile:** This will take the user to the 'Profile' screen.
- **Alert:** This will take the user to the 'Alert' screen.
- **Feedbacks:** This will take the user to the feedback screen.
- **Logout:** This will log the user out of the app.

4.6 Profile

- **Profile Details:** The user can manage the following details in this section -
 - **Profile Image:** The profile picture is initially not there; users can add the profile picture from local storage or capture it from their device.

- If the user has not added a profile picture, then the first letter of the first name and last name will be shown here.
- Users can upload from local storage.
- Ex: if the person's name is John Doe, then the JD will be shown if the user has not added the profile picture.
- **Email Address:** The email address that the user provided while signing up will be shown here as a label if the user has signed up using email and social signup.
- **First Name:** The first name that the user provided while signing up will be shown here as a label. The user can change it.
- **Last Name:** The last name that the user provided while signing up will be shown here as a label. The user can change it.
- **Bio:** Textbox, users can enter their biography and save it.
- **Security:** Users can change their passwords in this section. The following information would be shown here.
 - **Password:** The user can reset the password by entering the following
 - **Current Password:** This will be a textbox. The user can enter the current password.
 - **New Password:** This will be a mandatory textbox. The user must include the following in the new password -
 - At least 1 uppercase character.
 - At least 1 lowercase character.
 - At least 1 number.
 - At least 1 symbol.
 - Minimum 8 characters.
 - **Confirm New Password:** This will be a mandatory textbox. The user must include the following in the new password -
 - At least 1 uppercase character.
 - At least 1 lowercase character.
 - At least 1 number.
 - At least 1 symbol.
 - Minimum 8 characters.
 - The password added here must match the new password added in the field above.
 - **Note:** The user would not be shown the change password feature if the account was created using the 'Social Signup' feature.

4.7 Alert

- All the alerts triggered as per 'Notify Me' request of the user would be shown here. Following details would be displayed here.
 - **Product Image:** Label
 - **Product Name:** Label
 - **Product Price:** Label
 - Static message about price going below the price for which alert was set.

- When the user clicks on this alert, they will be redirected to the comparison page, where the specific product (for which the alert was triggered).
- **Clear All:** Button, clicking upon this user can clear all the alert triggered

4.8 Feedbacks

- Prefilled with user (first name and last name), email address. Users need to provide a topic (dropdown having static values) to provide the feedback.
- The notes field will be shown here, where the user can add comments.
- Once added, an email will be sent to the admin with the details that the user added.
- **Note:** All feedback submissions across the platform will be stored in a single centralized feedback database.

4.9 Notifications

- This user will get the following notifications:
 - **Email Notifications:** The following email notifications will be sent to this user:
 - Account created
 - Account verification
 - Forgot Password
 - Query raised via 'Contact Us' form
 - Alert received for price for the products.

5. Super Admin Functionality

5.1 Login

- The admin can log in by -
 - **Email Address:** This will be a mandatory textbox, with email address-related validations.
 - **Password:** This will be a mandatory textbox field, with password-related validations.

5.2 Forgot Password

- If the admin has forgotten the password, then he/she can click on the 'Forgot Password' option from the Login screen.

- The admin will then be asked to input their email id to receive the link to reset the password. On clicking the link from the email, the user will be navigated to a webview where he/she will be able to set a new password.
- On clicking the link, a page will open in a webview, which will have the following options :
 - **New Password:** This will be a mandatory textbox. The admin must include the following in the new password -
 - At least 1 uppercase character.
 - At least 1 lowercase character.
 - At least 1 number.
 - At least 1 symbol.
 - Minimum 8 characters.
 - **Confirm New Password:** This will be a mandatory textbox. The admin must include the following in the new password -
 - At least 1 uppercase character.
 - At least 1 lowercase character.
 - At least 1 number.
 - At least 1 symbol.
 - Minimum 8 characters.
 - **Reset:** This will be a button, and clicking on it will save the new password.

5.3 Navigation Panel

- The following options will be shown in the app Navigation Panel. Users can navigate to the various sections from here.
 - **Admin Dashboard:** This will take the user to the 'Admin Dashboard' screen.
 - **User Management:** This will take the user to the 'User Management' screen.
 - **Store Management:** This will take the user to the 'Store Management' screen
 - **Blog Management:** This will take the user to the 'Blog Management' screen.
 - **Banner Management:** This will take the user to the 'Banner Management' screen
 - **Chatbot Management:** This will take the user to the 'Chatbot Management' screen
 - **CMS Management:** This will take the user to the 'CMS Management' screen.
 - **Profile:** This will take the user to the 'Profile' screen.
 - **Contact Us Queries:** This will take the user to the 'Contact Us Query' page.
 - **Logout:** This will log the user out of the app.

5.4 Navigation Panel >> Admin Dashboard

- The following text stats will be shown on the dashboard -
 - **Stats:** The following stats would be displayed on the screen.

- **Total Users in the system:** A label with a count will be shown here. When the admin clicks on this, the admin will be taken to the end user list.
- **Total Store:** A label with a count will be shown here. When the admin clicks on this, the admin will be taken to the Store management.
- **Total Blogs:** A label with a count will be shown here. When the admin clicks on this, the admin will be taken to the Blog Management.
- **Total Active Banners:** A label with a count will be shown here. When the admin clicks on this, the admin will be taken to Banner Management.
- **Last Data Sync:** A date when the data was last scrapped and was synced to the website would be shown here.

5.5 Navigation Panel >> User Management

- **User Management:** This section allows the Admin to manage all users on the platform.
 - **List:** All the users who had signed up on the platform will be shown here in a list with pagination, searching and sorting functionality.
 - **Searching:** The admin can search the user details by user by name.
 - **Sorting:** Sorting options will be provided in these fields -
 - Latest to oldest by created date
 - Oldest to latest by create date
 - **Export:** The admin can export the end users list in a spreadsheet.
 - Following things would be shown in list format.
 - **Name:** The name of the user (first name + last name) would be shown here.
 - **User email id:** Email id of the user would be shown here.
 - **User signed up date:** Date on which the user signed up.
 - **User status:** Current status of the user. (Active / Inactive).
 - **Action Buttons:** Following action button would be shown.
 - **View Details:** Button, clicking upon this “View Details” modal would open. Following information would be displayed here.
 - **First Name:** Label
 - **Last Name:** Label
 - **Profile Photo:** Label, Profile photo of the user.
 - **Email Id:** Label,
 - **Close:** Button, clicking upon this the modal would close.
 - **Activate/ Deactivate:** Button, clicking upon this a confirmation would get open. After the admin confirmation the user account would be activated / deactivated.

5.6 Navigation Panel >> Blog Management

- **Blog Management:** All the blogs that are created will be shown here in a list, with pagination, searching, and sorting functionality.
- **Create Blog:** Button, clicking upon this user would be redirected to a new page where users need to fill in the following details to post a blog on the website. Following information would be displayed here.
 - **Blog Title:** Textbox, Mandatory, Title of the blog.
 - **Blog Cover Image:** Imagepicker, Mandatory, Cover image of the blog.
 - **Blog Author:** Textbox, Mandatory, Author of the blog.
 - **Blog Description:** Rich Textbox Editor, Mandatory, Description of the blog.
 - **Save As Draft:** Button, clicking upon this user can save the blog as draft and publish on the website later.
 - **Publish:** Button, clicking upon this user can publish the blog on the website.
- **List:** All the blogs which have been created will be shown here in a list.
- **Searching:** The admin can search the user details by user blog title and author name.
- **Sorting:** Sorting options will be provided in these fields -
 - Latest to oldest by created date
 - Oldest to latest by create date
- Following things would be shown in list format.
 - **Blog Title:** Label
 - **Blog Cover Image:** Label
 - **Author Name:** Label
 - **Blog Description:** Label (up to 100 char)
 - **Created Date:** Label
 - **Blog status:** Current status of the blog. (Active / Inactive)
 - **Action Buttons:** Following action button would be shown per blog.
 - **Edit Details:** Button, clicking upon this user can edit the details of the blog.
 - All the details would be prefilled with the existing user details.
 - **Blog Title:** Textbox, Mandatory, Title of the blog.
 - **Blog Cover Image:** Imagepicker, Mandatory, Cover image of the blog.
 - **Blog Author:** Textbox, Mandatory, Author of the blog.
 - **Blog Description:** Rich Textbox Editor, Mandatory, Description of the blog.
 - **View Details:** Button, clicking upon this “View Details” modal would open. Following information would be displayed here.
 - **Blog Title:** Label
 - **Blog Cover Image:** Label
 - **Author Name:** Label
 - **Blog Description:** Label
 - **Created Date:** Label
 - **Blog status:** Current status of the blog. (Active / Inactive)

- **Activate/ Deactivate:** Button, clicking upon this a confirmation modal would open, upon confirmation the blog would be activated/deactivated.

5.7 Navigation Panel >> Store Management

- **Store Management:** All the stores that are added will be shown here in a list, with pagination, searching, and sorting functionality.
- **Add Store:** Button, clicking upon this a modal would open where admin can add the store for data scrapping.
 - **Store Name:** Textbox, Mandatory, Name of the store.
 - **Store Logo:** Imagepicker, Mandatory, Logo of the store.
 - **Store Link:** Textbox, Mandatory, Link for the store.
 - **Store Description:** Textbox, Mandatory, Description for the store.
- **List:** All the stores which have been added will be shown here in a list.
- **Searching:** The admin can search the user details by store name.
- **Sorting:** Sorting options will be provided in these fields -
 - Latest to oldest by created date
 - Oldest to latest by create date
- Following things would be shown in list format.
 - **Store Name:** Label
 - **Store Logo:** Label
 - **Store Link:** Label
 - **Store description:** Label
 - **Added Date:** Label
 - **Store status:** Current status of the store. (Active / Inactive)
 - **Last fetch data:** Label, Last date on which data was scrapped for the store.
 - **Action Buttons:** Following action button would be shown per banner.
 - **Edit Details:** Button, clicking upon this user can edit the details of the banner details.
 - All the details would be prefilled with the existing user details.
 - **Store Name:** Textbox, Mandatory, Name of the store.
 - **Store Logo:** Imagepicker, Mandatory, Logo of the store.
 - **Store Link:** Textbox, Mandatory, Link for the store.
 - **Store Description:** Textbox, Mandatory, Description for the store.
 - **View Details:** Button, clicking upon this “View Details” modal would open. Following information would be displayed here.
 - **Store Name:** Label
 - **Store Logo:** Label
 - **Store Link:** Label
 - **Store description:** Label
 - **Added Date:** Label

- **Store status:** Current status of the store. (Active / Inactive)
- **Last fetch data:** Label, Last date on which data was scrapped for the store.
- **Activate/ Deactivate:** Button, clicking upon this a confirmation modal would open, upon confirmation the store would be activated / deactivated. Upon deactivation the data scrapping for the following store would stop.

5.8 Navigation Panel >> Banner Management

- **Banner Management:** All the banners that are created will be shown here in a list, with pagination, searching, and sorting functionality.
- **Create Banner:** Button, clicking upon this a modal would open to create the banner listing. Following information would be displayed here.
 - **Banner Name:** Textbox, Mandatory, Title of the banner.
 - **Banner Image:** Imagepicker, Mandatory, Image of the banner.
 - **Redirection Link:** Textbox, Mandatory, Redirection link for the banner.
 - **Note:** Textbox, Mandatory, Note for the banner.
 - **Save As Draft:** Button, clicking upon this user can save the banner as draft and publish on the website later.
 - **Publish:** Button, clicking upon this user can publish the banner on the website.
- **List:** All the banners which have been added will be shown here in a list.
- **Searching:** The admin can search the user details by user banner name.
- **Sorting:** Sorting options will be provided in these fields -
 - Latest to oldest by created date
 - Oldest to latest by create date
- Following things would be shown in list format.
 - **Banner Name:** Label
 - **Banner Image:** Label
 - **Redirection Link:** Label
 - **Note:** Label
 - **Created Date:** Label
 - **Banner status:** Current status of the banner. (Active / Inactive)
 - **Action Buttons:** Following action button would be shown per banner.
 - **Edit Details:** Button, clicking upon this user can edit the details of the banner details.
 - All the details would be prefilled with the existing user details.
 - **Banner Name:** Textbox, Mandatory, Title of the banner.
 - **Banner Image:** Imagepicker, Mandatory, Image of the banner.
 - **Redirection Link:** Textbox, Mandatory, Redirection link for the banner.
 - **Note:** Textbox, Mandatory, Note for the banner.
 - **View Details:** Button, clicking upon this “View Details” modal would open. Following information would be displayed here.

- **Banner Name:** Label
- **Banner Image:** Label
- **Redirection Link:** Label
- **Note:** Label
- **Created Date:** Label
- **Banner status:** Label
- **Activate/ Deactivate:** Button, clicking upon this a confirmation modal would open, upon confirmation the banner status would be activated / deactivated.

5.9 Navigation Panel >> Chatbot Management

- **Chatbot Management:** Admin can manage the chatbot Q & A from here.
- **Create Question:** Button, clicking upon this a modal would open to create Q & A for the chatbot. Following information would be displayed here.
 - **Question:** Textbox, Mandatory.
 - **Answer:** Textbox, Mandatory
 - **Tags:** Textbox, Mandatory.
 - **Save:** Button, clicking upon this user can make the question live on the chatbot.
- **List:** All the Q & A which have been created will be shown here in a list.
- **Sorting:** Sorting options will be provided in these fields -
 - Latest to oldest by created date
 - Oldest to latest by create date
- Following things would be shown in list format.
 - **Sr. No:** Label
 - **Question:** Label
 - **Answer:** Label
 - **Tags:** Label
 - **Created Date:** Label
 - **Question status:** Current status of the Q & A. (Active / Inactive)
 - **Action Buttons:** Following action button would be shown per Q & A.
 - **Edit Details:** Button, clicking upon this user can edit the details.
 - All the details would be prefilled with the existing user details.
 - **Question:** Textbox, Mandatory.
 - **Answer:** Textbox, Mandatory
 - **Tags:** Textbox, Mandatory.
 - **View Details:** Button, clicking upon this "View Details" modal would open. Following information would be displayed here.
 - **Question:** Label
 - **Answer:** Label
 - **Tags:** Label
 - **Created Date:** Label

- **Question status:** Current status of the Q & A. (Active / Inactive)
- **Activate/ Deactivate:** Button, clicking upon this a confirmation modal would open, upon confirmation the Q & A would be deactivated for the chatbot.

5.10 Navigation Panel >> Content Page Manager

- Admin can add content for content pages in this section. The content added here will be shown on the website.
- Admin can add content for the following pages
 - About Us
 - FAQ
 - Terms and conditions
 - Privacy Policy

5.11 Navigation Panel >> 'Feedback' Queries

- The admin can manage queries that the users have sent in this section. All the queries that the users have sent will be shown here, with pagination, searching, and sorting.
- For each query in the list, user details, the query that the user sent & the date-time of the query will be shown.
- An option to close the query will be shown for each row. Once the super admin resolves the query outside the system, it can be closed from here.

5.12 Navigation Panel >> Profile

- The Admin can manage the profile here. The following will be shown here -
- **Profile Details:** The admin can manage the following details in this section -
 - **Email Address:** The admin can only view the email address, it can't be changed.
 - **First Name:** The first name will be shown here as a label. The admin can change it.
 - **Last Name:** The last name will be shown here as a label. The admin can change it.
- **Reset Password:** The admin can reset the password by entering the following -
 - **Current Password:** This will be a textbox. The admin can enter the current password.
 - **New Password:** This will be a mandatory textbox. The admin must include the following in the new password -
 - At least 1 uppercase character.
 - At least 1 lowercase character.
 - At least 1 number.

- At least 1 symbol.
- Minimum 8 characters.
- **Confirm New Password:** This will be a mandatory textbox. The admin must include the following in the new password -
 - At least 1 uppercase character.
 - At least 1 lowercase character.
 - At least 1 number.
 - At least 1 symbol.
 - Minimum 8 characters.
 - The password added here must match the password added in the field above.

5.13 Notifications

- The admin will get the following notifications:
 - **Email Notifications:** The following email notifications will be sent to the admin in addition to all the players' notifications.
 - Forgot Password
 - Query raised by user, via 'Feedback' form
 - 'Feedbacks' query closed

6. Backend Specification

- **Data Scraping**
 - Architect and deploy robust crawlers to ingest pricing and stock data from 50+ Australian retailers (dynamic) every 24 hours.
 - Automated scrapers or data feeds crawl each partner store's category and product pages on a schedule, extract structured product data using predefined rules, and continuously sync it into the system without manual intervention.
 - High availability performance and adherence to anti-bot measures (proxy management, fingerprinting).
- **Data Normalization**
 - Develop a system that automatically maps disparate retailer data to a single "Master SKU."
 - The system will intelligently handle variations: e.g., mapping "Royal Canin G.Shepherd 3kg" and "RC German Shepherd Adult 3000g" to the same entity without manual intervention.

7. Conclusion

- The PetShack platform is designed to deliver a scalable and structured pet product price comparison ecosystem that simplifies product discovery and pricing transparency for

users while maintaining centralized administrative control. Through automated data aggregation, intelligent product normalization, price alert mechanisms, and content management capabilities, the system aims to provide a reliable and user-friendly comparison experience. With clearly defined functional boundaries and backend architecture, this project establishes a robust foundation for future scalability, retailer expansion, and feature enhancements while maintaining operational efficiency and controlled scope.

8. Notes

- The platform's data scraping functionality is dependent on third-party retailer website structures. Any structural changes, anti-bot restrictions, or access limitations imposed by retailer websites may require additional effort.
- Price alerts will trigger based on the latest successfully synced product data. Real-time pricing accuracy is subject to the scraping frequency (currently defined as every 24 hours).
- If changes are made for any module or any feature, other than what is defined in this scope work, needs to be added, that will require additional development effort. These changes will be re-estimated at that time & will be shared with the client.
- Any required third-party tools/plugins / APIs will be purchased and provided by the client.
- The efforts for deployment are considered for a one-time deployment on the LIVE server only.
- Default email templates will be used; it will require additional effort to create custom email templates.