

Introduction

The Introduction section of a Software Requirements Specification (SRS) document provides an overview of the software being developed, outlining its purpose, scope, key features, and the document's structure. The Purpose of this document is to clearly articulate the objectives of the software, including its expected functions and the problems it aims to solve. The Scope section details the boundaries of the software, specifying what features and capabilities will be included and what will be excluded. This helps in setting expectations for both developers and users. Additionally, the document includes a list of Definitions, Acronyms, and Abbreviations, which serves to clarify any specialized terminology used throughout the SRS. Lastly, the References section lists any relevant documents, guidelines, or standards that were consulted or are essential for the project, ensuring that all stakeholders have access to supporting materials for further understanding.

Overall Description

The Overall Description provides a high-level view of the system, placing it within its broader context. The Product Perspective outlines how the platform integrates into the existing ecosystem, such as how it serves as an online marketplace for second-hand educational materials within the educational community, connecting students, sellers, and admins in a seamless workflow. The Product Features include essential functionalities like user authentication for secure logins, product listing where sellers can post study materials, and payment integration for smooth transactions between buyers and sellers. The platform will also support search and filter capabilities, order tracking, and feedback systems. The User Characteristics describe the platform's primary users: students seeking affordable study materials, sellers offering second-hand materials, and administrators managing the system. Each user type has unique needs: students need a simple interface to browse and purchase items, sellers need easy tools for

listing products, and administrators need robust management features. The Assumptions and Dependencies identify factors that may impact the system, such as the reliance on third-party payment gateways (e.g., PayPal, Stripe) for processing transactions and the assumption that users will have internet access to interact with the platform.

System Features

The **System Features** section outlines the core functionalities of the system, providing a clear description of how the system will behave in various user interactions. Each feature is described in detail, covering the specific actions the user can perform and how the system responds. For instance, the **Login Feature** allows users to securely authenticate into the platform by entering their credentials. It includes validation checks for correct username and password combinations, and error messages for failed login attempts. Similarly, the **Search Feature** enables users to find specific study materials by entering keywords or applying filters such as subject, price range, or condition of the product. The **Buy/Sell Feature** facilitates transactions, where buyers can purchase listed items and sellers can manage their inventory. **Use Case Diagrams** are included to visually represent how users interact with these features, highlighting various scenarios like browsing products, adding items to the cart, or making a purchase. Additionally, **Functional Requirements** describe the expected behavior of the system in different conditions, such as the **login validation process**, which ensures that only registered users can access their accounts, or the **search algorithm**, which ranks results by relevance based on the user's query. These features ensure the system operates efficiently and meets the needs of the users.

External Interface Requirements

The **External Interface Requirements** section defines how the system interacts with external components, ensuring smooth integration and functionality. The

User Interface (UI) requirements focus on creating an intuitive, responsive design that adapts to different devices, such as desktops, tablets, and smartphones, providing a seamless experience across all platforms. Navigation must be clear and simple, enabling users to easily browse, search, and manage their accounts. The **Hardware Interface** specifies compatibility with various devices, including mobile devices, desktops, and any specialized hardware, such as barcode scanners for product listings. The system must support mobile responsiveness and desktop usability to meet user needs on different devices. The **Software Interface** section describes the integration with third-party tools and services, such as payment gateways (e.g., Stripe or PayPal), database management systems (e.g., MySQL or MongoDB), and other relevant APIs (e.g., email services or social media logins). The **Communication Interfaces** outline the protocols and standards used for communication between the system and external entities. This includes HTTP/HTTPS for web traffic, email communication for notifications and alerts, and any other required communication methods, ensuring secure and efficient data transfer between users and the platform. These interface specifications help maintain system interoperability and ensure smooth user experiences.

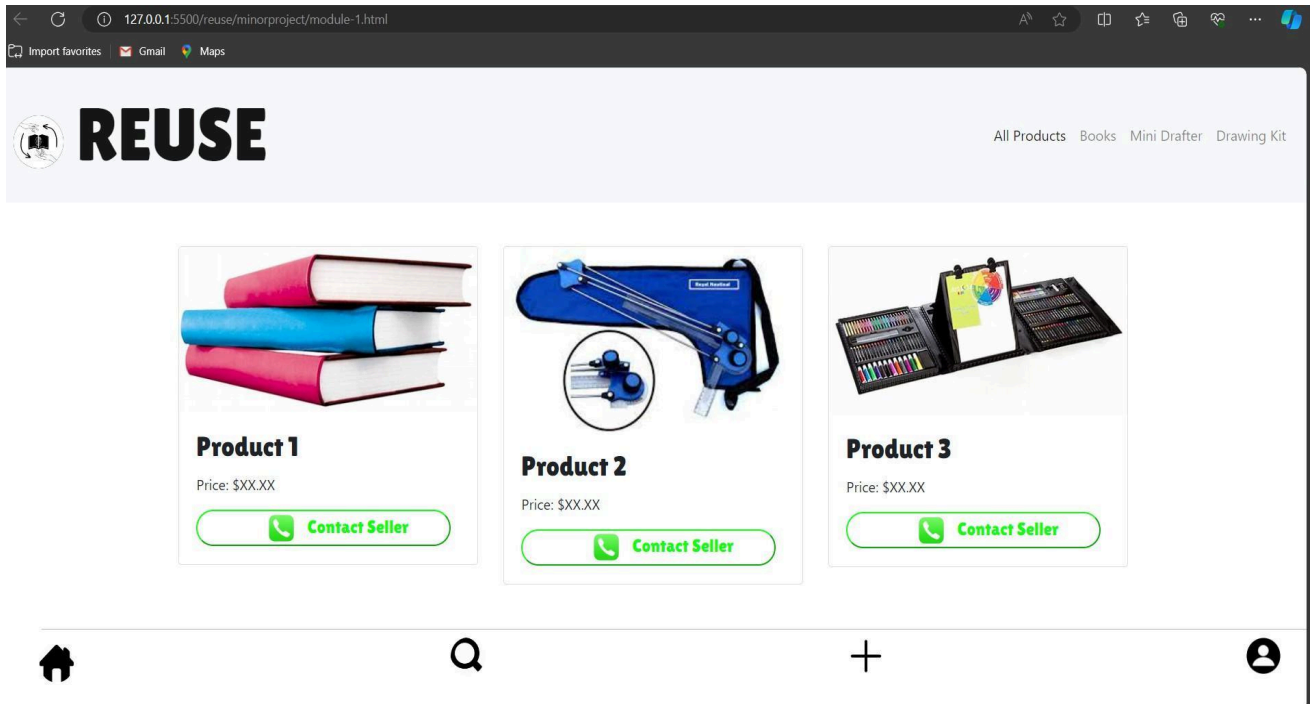
System Attributes

The **System Attributes** section outlines critical non-functional requirements, ensuring the system operates efficiently, securely, and reliably. **Performance Requirements** specify the system's performance benchmarks, such as page load time, transaction speed, and scalability. For example, the platform should be able to handle up to 1,000 simultaneous users without a noticeable slowdown in performance, with pages loading in under 2 seconds. **Security Requirements** detail the measures in place to safeguard user data and ensure secure transactions, such as using SSL encryption for data transmission and storing passwords with secure hashing algorithms. The system must comply with privacy standards, ensuring user data is not shared without consent. **Safety Requirements** focus on

ensuring that user transactions are secure, especially during financial exchanges. Payment information should be processed through trusted, secure gateways (e.g., PayPal, Stripe), and the system should meet PCI-DSS (Payment Card Industry Data Security Standard) compliance. Lastly, the **Software Quality Attributes** include aspects like **usability**, ensuring the platform is easy to navigate for all user types; **maintainability**, which allows for easy updates and bug fixes without downtime; and **scalability**, allowing the system to handle increasing users or data without performance degradation. These attributes together ensure the platform meets high standards of operation and reliability, providing a smooth and secure user experience

Other Requirements refer to the non-functional aspects that influence the system's overall performance and its interaction with legal, environmental, and operational contexts. These requirements are critical to ensuring that the system is both legally compliant and able to function across various environments. **Legal and regulatory requirements** ensure that the system complies with necessary laws and regulations, such as **GDPR** for data protection or **HIPAA** for healthcare data security. **Environmental requirements**, on the other hand, define the technical environment in which the system must operate, including the hardware, software platforms, operating systems, and network configurations required for optimal performance. This can include ensuring compatibility with specific web browsers, mobile platforms, or desktop operating systems, and meeting minimum hardware specifications. These requirements ensure the system functions as intended, adheres to legal standards, and can be deployed across diverse environments without technical or legal issues.

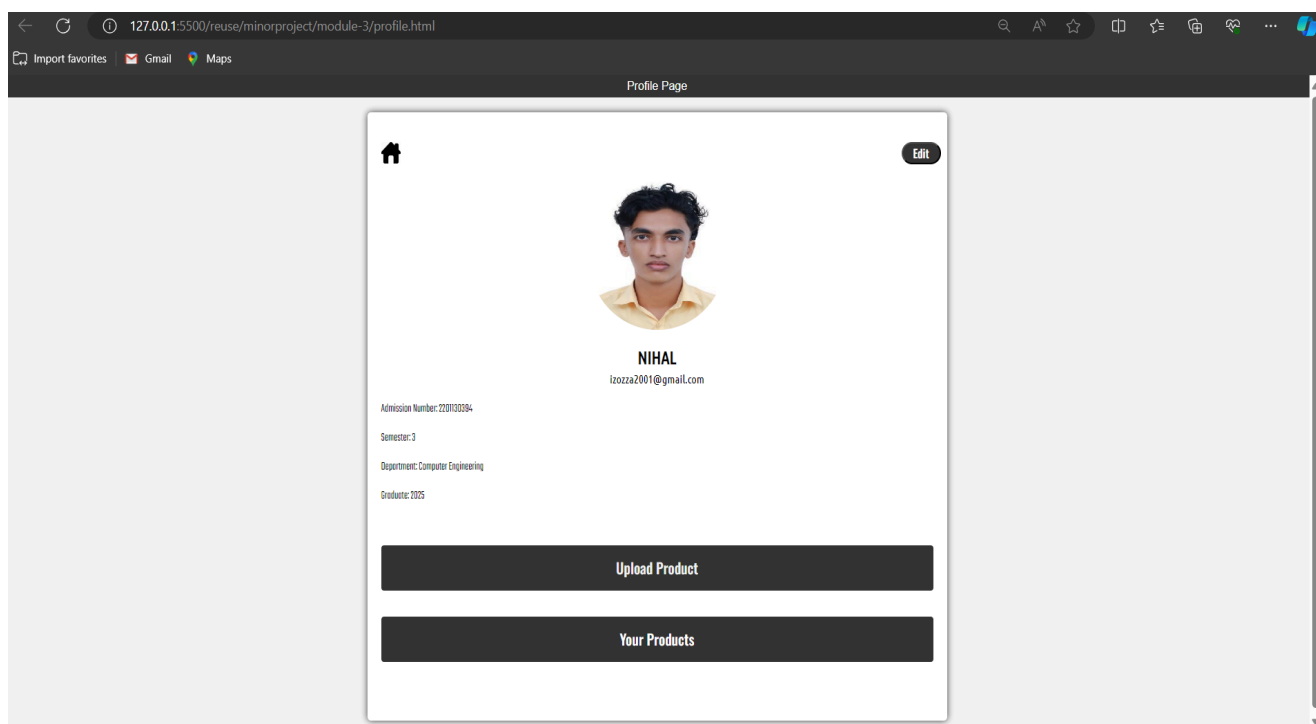
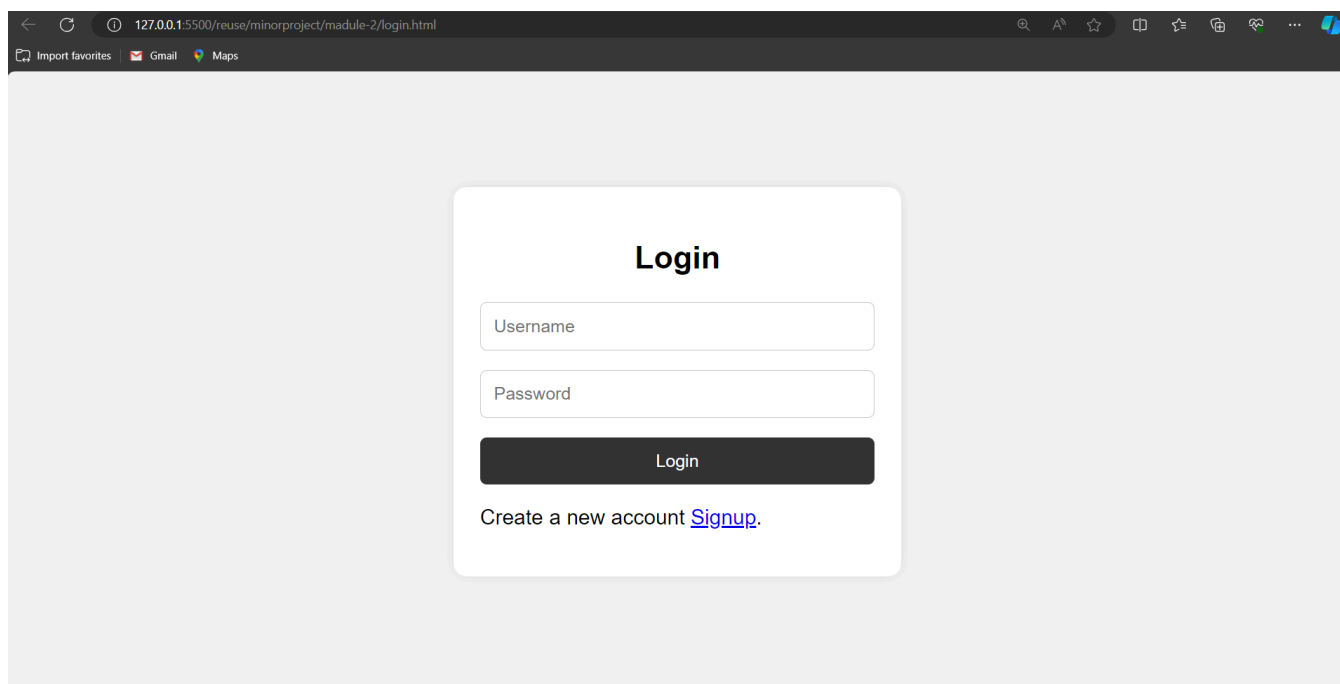
SCREENSHOTS

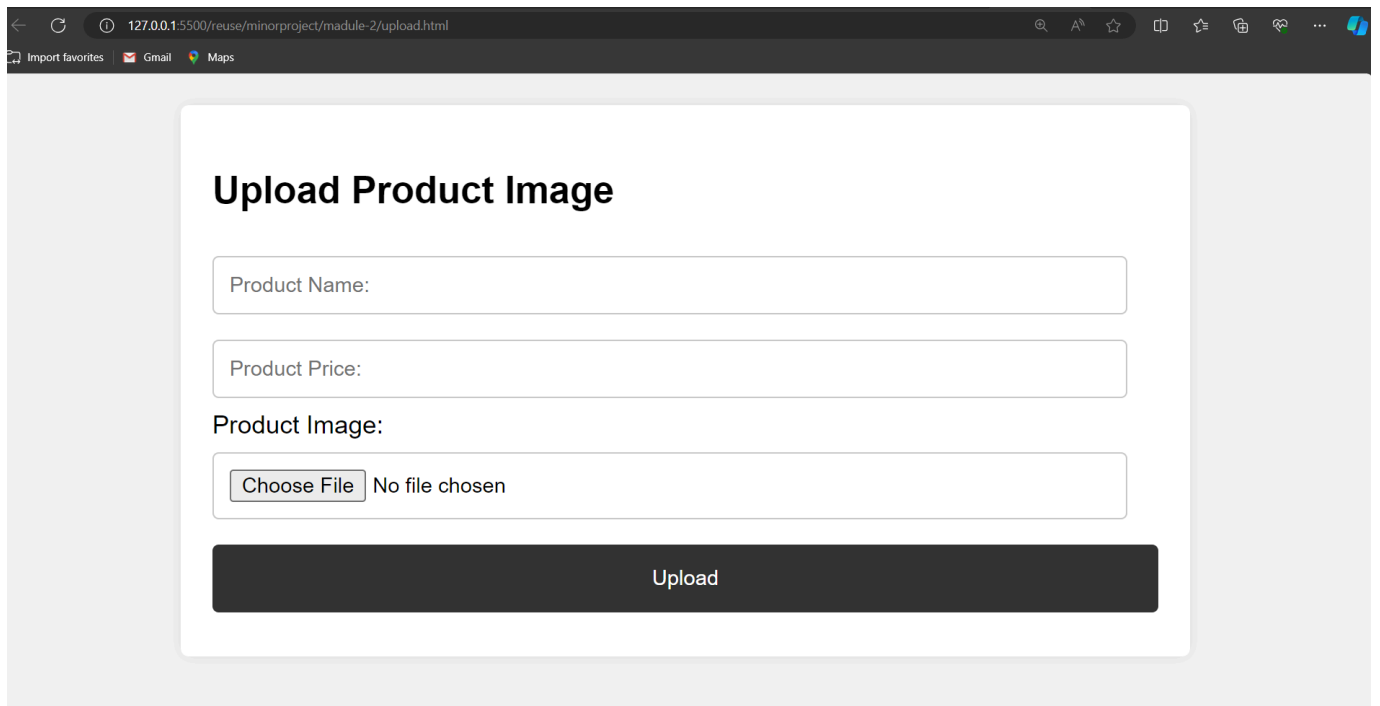
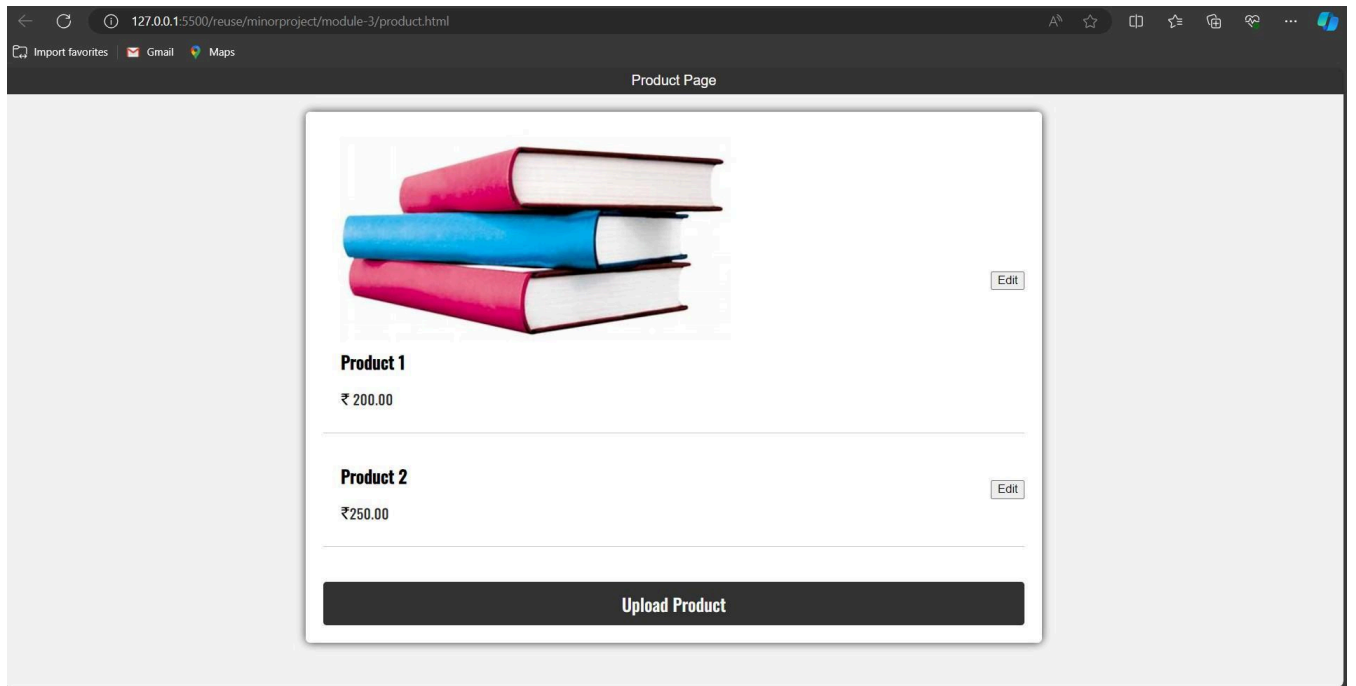


The screenshot shows the "Signup" page of the website. The browser address bar displays "127.0.0.1:5500/reuse/minorproject/madule-2/signup.html". The page has a light gray background. A white form is centered on the page with the title "Signup". The form contains the following fields and elements:

- Name
- Admission Number
- WhatsApp Number
- Semester:
- Department:
- Graduate:
- New Password
- Confirm Password
-

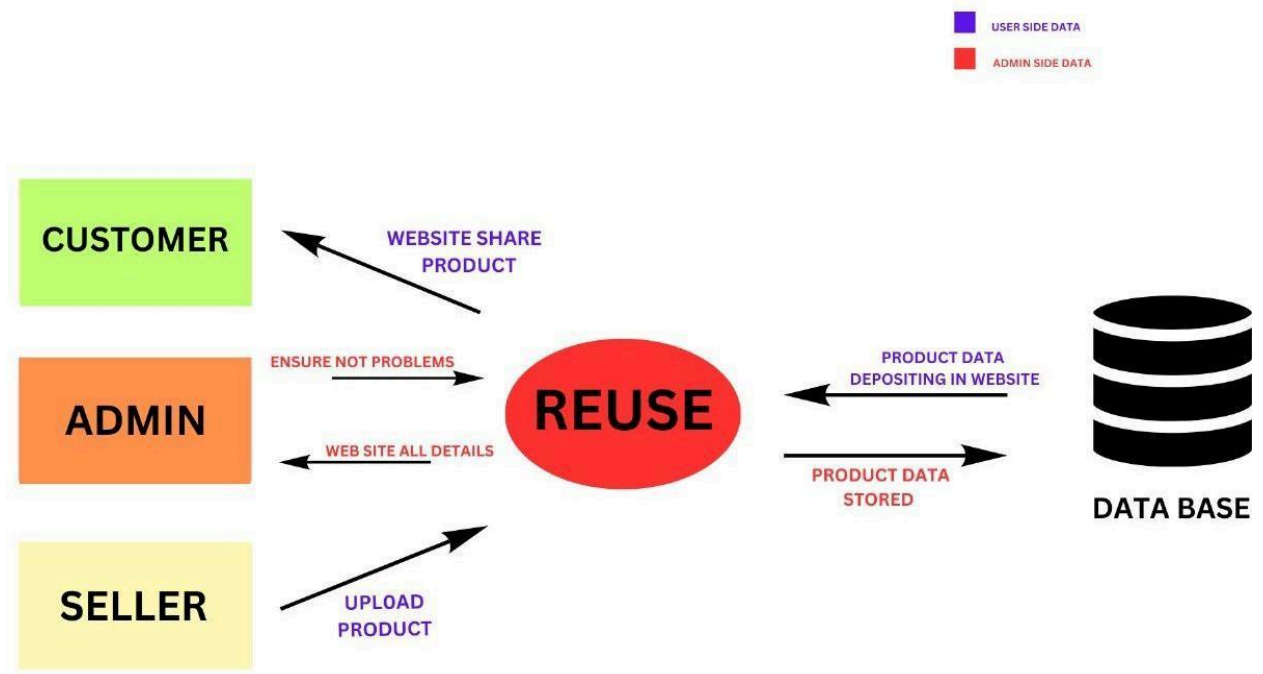
Below the form, there is a link: "Already have an account? [Login here.](#)"



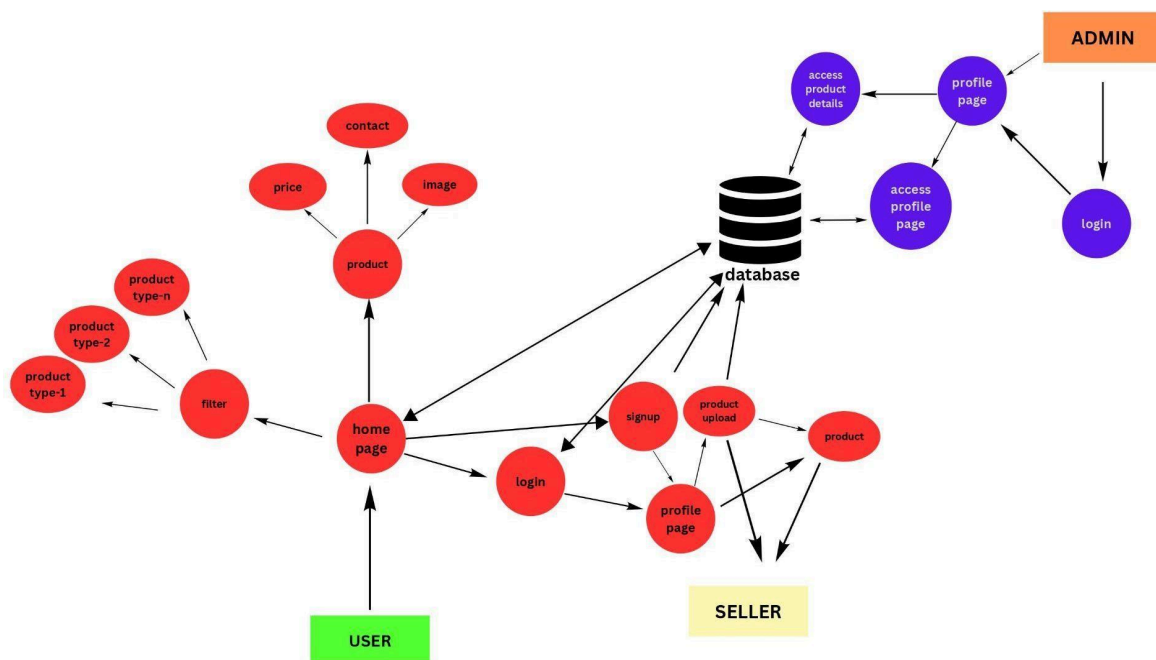


DATA FLOW DIAGRAM

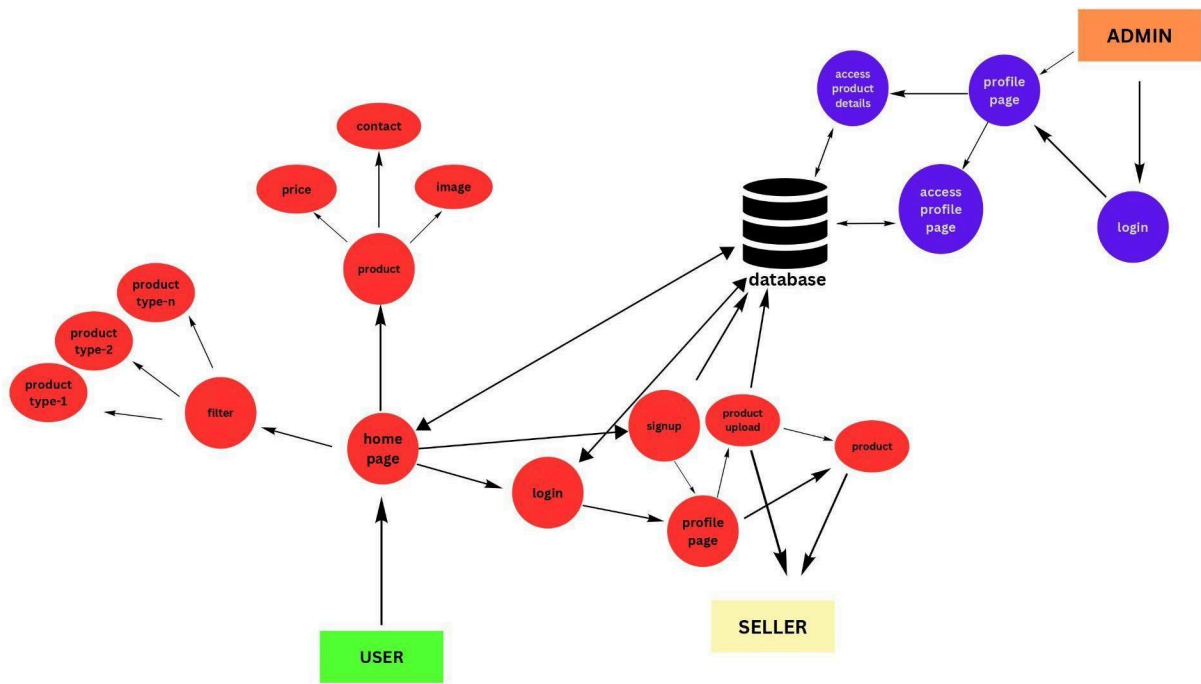
LAYER 0



LAYER 1



LAYE 2



CUSTOMER FEEDBACK

Response 1

Customer Name: Anil Kumar

Age: 23

College: Central Polytechnic College, Thiruvananthapuram

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 3

Customer Support Experience: 4

Additional Features: More options for mechanical engineering books.

Pain Points: Limited availability for specific course materials.

Overall Improvement: More variety in engineering subjects.

Likelihood to Recommend: 4

Response 2

Customer Name: Priya Rani

Age: 21

College: Government Women's Polytechnic College, Thiruvananthapuram

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Much cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Ability to review products and ratings.

Pain Points: None.

Overall Improvement: Keep up the great service.

Likelihood to Recommend: 5

Response 3

Customer Name: Arun Prakash
Age: 24
College: Government Polytechnic College, Neyyattinkara

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Yes

Price Comparison: Slightly more expensive

Quality of Materials: 3

Customer Support Experience: 3

Additional Features: Faster delivery options.

Pain Points: Slow response time from customer support.

Overall Improvement: Quicker customer service response.

Likelihood to Recommend: 3

Response 4

Customer Name: Deepa Suresh
Age: 22
College: Government Polytechnic College, Attingal

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Discounts for students.

Pain Points: Sometimes, books are out of stock.

Overall Improvement: More stock of popular textbooks.

Likelihood to Recommend: 4

Response 5

Customer Name: Vijay Menon
Age: 25
College: Government Polytechnic College, Nedumangad

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Limited

Price Comparison: Somewhat cheaper

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: More specialized content.

Pain Points: Delivery took too long.

Overall Improvement: Improve shipping times.

Likelihood to Recommend: 3

Response 6

Customer Name: Suma Nair

Age: 21

College: Government Polytechnic College, Punalur

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Much cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Bulk purchase options for study materials.

Pain Points: None at all.

Overall Improvement: Continue the great service.

Likelihood to Recommend: 5

Response 7

Customer Name: Rajesh Kumar

Age: 28

College: Government Polytechnic College, Ezhukone

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Slightly cheaper

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Search filter for used books.

Pain Points: More textbooks required for advanced subjects.

Overall Improvement: Expand inventory of higher-level materials.

Likelihood to Recommend: 4

Response 8

Customer Name: Sneha Iyer

Age: 23

College: Government Polytechnic College, Vennikulam

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: No

Price Comparison: More expensive

Quality of Materials: 2

Customer Support Experience: 3

Additional Features: A tracking feature for textbooks.

Pain Points: Difficult to find specific courses.

Overall Improvement: Improve product categorization.

Likelihood to Recommend: 3

Response 9

Customer Name: Tony Sebastian

Age: 25

College: Government Polytechnic College, Adoor

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 4

Customer Support Experience: 5

Additional Features: Add tutorials and videos related to textbooks.

Pain Points: Sometimes, the website feels slow.

Overall Improvement: Increase website speed.

Likelihood to Recommend: 4

Response 10

Customer Name: Leela Devi

Age: 20

College: Government Polytechnic College, Vechoochira

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Much cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Support for digital textbooks.

Pain Points: No challenges, everything works well.

Overall Improvement: Nothing to improve.

Likelihood to Recommend: 5

Response 11

Customer Name: Shyam Sundar

Age: 24

College: Government Polytechnic College, Cherthala

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 5

Additional Features: Discounts on bulk purchases.

Pain Points: Navigation can be improved.

Overall Improvement: A better search filter for specific categories.

Likelihood to Recommend: 4

Response 12

Customer Name: Aishwarya Suresh

Age: 22

College: Government Women's Polytechnic College, Kayamkulam

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Digital resources for students.

Pain Points: None.

Overall Improvement: Keep adding new and relevant books.

Likelihood to Recommend: 5

Response 13

Customer Name: Rajesh Kumar

Age: 23

College: Government Polytechnic College, Kottayam

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Slightly cheaper

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: Instant notifications for sales or new arrivals.

Pain Points: Slow delivery times.

Overall Improvement: Faster delivery service.

Likelihood to Recommend: 4

Response 14

Customer Name: Neha Sharma
Age: 21
College: Government Polytechnic College, Pala

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: No

Price Comparison: Comparable

Quality of Materials: 3

Customer Support Experience: 2

Additional Features: Online forums or discussions for students.

Pain Points: Poor customer support response.

Overall Improvement: Improve support team response time.

Likelihood to Recommend: 2

Response 15

Customer Name: Sumit Kumar
Age: 25
College: Government Polytechnic College, Kaduthuruthy

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Feature to see textbooks in digital form.

Pain Points: None.

Overall Improvement: No improvement needed, keep it up.

Likelihood to Recommend: 5

Response 16

Customer Name: Manish Varma
Age: 26
College: Government Polytechnic College, Muttom

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Limited

Price Comparison: More expensive

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: Availability of second-hand books.

Pain Points: Availability is an issue.

Overall Improvement: Broaden the selection of books.

Likelihood to Recommend: 3

Response 17

Customer Name: Bindu R

Age: 22

College: Government Polytechnic College, Vandiperiyar

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Much cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Mobile app for easier browsing.

Pain Points: None.

Overall Improvement: Keep adding new and updated books.

Likelihood to Recommend: 5

Response 18

Customer Name: Gopal Nair

Age: 24

College: Government Polytechnic College, Nedumkandam

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Free shipping for certain areas.

Pain Points: Website speed needs improvement.

Overall Improvement: Improve website performance and loading time.

Likelihood to Recommend: 4

Response 19

Customer Name: Shilpa S

Age: 21

College: Government Polytechnic College, Purappuzha

Overall Satisfaction: 4

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Student discount for all products.

Pain Points: No significant issues.

Overall Improvement: Add a wider range of books for computer science.

Likelihood to Recommend: 4

Response 20

Customer Name: Vinod Kumar

Age: 27

College: Government Polytechnic College, Kalamassery

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Yes

Price Comparison: Slightly cheaper

Quality of Materials: 3

Customer Support Experience: 2

Additional Features: Online chat feature for instant support.

Pain Points: Poor customer service.

Overall Improvement: Improve customer service response time.

Likelihood to Recommend: 3

Response 21

Customer Name: Arun Vijay

Age: 23

College: Government Polytechnic College, Kothamangalam

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 5

Additional Features: Quick checkout process.

Pain Points: Limited payment options.

Overall Improvement: Add more payment methods like UPI.

Likelihood to Recommend: 4

Response 22

Customer Name: Priya Nair

Age: 22

College: Government Polytechnic College, Perumbavoor

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Easy return policy.

Pain Points: None.

Overall Improvement: Keep adding more product categories.

Likelihood to Recommend: 5

Response 23

Customer Name: Akhil R

Age: 25

College: Maharaja's Technological Institute, Thrissur

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Limited

Price Comparison: Slightly cheaper

Quality of Materials: 3

Customer Support Experience: 3

Additional Features: Discounts on purchases over a certain amount.

Pain Points: Product availability issues.

Overall Improvement: Improve inventory and product availability.

Likelihood to Recommend: 3

Response 24

Customer Name: Anjali K

Age: 21

College: Sree Rama Government Polytechnic College, Thriprayar

Overall Satisfaction: 4

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Product recommendation system.

Pain Points: Shipping delays.

Overall Improvement: Improve the shipping process to ensure timely delivery.

Likelihood to Recommend: 4

Response 25

Customer Name: Rahul S

Age: 23

College: Government Polytechnic College, Koratty

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 5

Customer Support Experience: 4

Additional Features: Mobile application.

Pain Points: App crashes occasionally.

Overall Improvement: Fix app issues for smoother use.

Likelihood to Recommend: 4

Response 26

Customer Name: Devika Menon

Age: 22

College: Government Polytechnic College, Kunnankulam

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Subscription model for regular purchases.

Pain Points: None.

Overall Improvement: Keep offering great deals for students.

Likelihood to Recommend: 5

Response 27

Customer Name: Ramesh Kumar

Age: 24

College: Government Women's Polytechnic College, Thrissur

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Limited

Price Comparison: Slightly more expensive

Quality of Materials: 3

Customer Support Experience: 3

Additional Features: No additional features.

Pain Points: Lack of product availability.

Overall Improvement: Increase product range and availability.

Likelihood to Recommend: 3

Response 28

Customer Name: Amrita S

Age: 21

College: Government Polytechnic College, Chelakkara

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Option to buy e-books.

Pain Points: None.

Overall Improvement: Expand the digital product offerings.

Likelihood to Recommend: 5

Response 29

Customer Name: Sreejith T

Age: 23

College: Government Polytechnic College, Palakkad

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Quick browsing options.

Pain Points: Slow loading on some pages.

Overall Improvement: Improve page load speed.

Likelihood to Recommend: 4

Response 30

Customer Name: Rekha S

Age: 22

College: IPT & GPTC, Shoranur

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Much cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Discounts for first-time users.

Pain Points: None.

Overall Improvement: Continue offering great prices and deals.

Likelihood to Recommend: 5

Response 31

Customer Name: Vishnu P

Age: 24

College: Government Polytechnic College, Perinthalmanna

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Regular discounts for students.

Pain Points: Slow order processing.

Overall Improvement: Speed up the order and shipping process.

Likelihood to Recommend: 4

Response 32

Customer Name: Anju B

Age: 22

College: Government Polytechnic College, Thirurangadi

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Gift wrapping option.

Pain Points: None.

Overall Improvement: No changes needed.

Likelihood to Recommend: 5

Response 33

Customer Name: Akhil M

Age: 23

College: Government Women's Polytechnic College, Kottakkal

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Limited

Price Comparison: More expensive

Quality of Materials: 3

Customer Support Experience: 2

Additional Features: Product categorization.

Pain Points: Slow website and high prices.

Overall Improvement: Improve website speed and pricing.

Likelihood to Recommend: 3

Response 34

Customer Name: Viji K
Age: 21
College: Government Polytechnic College, Manjeri

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 4

Additional Features: Offers on bulk orders.

Pain Points: None.

Overall Improvement: Add more bulk discounts.

Likelihood to Recommend: 4

Response 35

Customer Name: Sandeep R
Age: 25
College: Kerala Government Polytechnic College, Kozhikode

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Limited

Price Comparison: Slightly more expensive

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: Price comparison feature.

Pain Points: Limited stock of items.

Overall Improvement: Ensure better stock management.

Likelihood to Recommend: 3

Response 36

Customer Name: Meera R
Age: 23
College: Government Polytechnic College, Kannur

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Much cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Easy navigation.

Pain Points: None.

Overall Improvement: Keep the site as user-friendly.

Likelihood to Recommend: 5

Response 37

Customer Name: Ravi K

Age: 24

College: Government Polytechnic College, Mattannur

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Easy registration.

Pain Points: Occasionally long delivery times.

Overall Improvement: Ensure faster delivery.

Likelihood to Recommend: 4

Response 38

Customer Name: Nisha G

Age: 22

College: Government Residential Women's Polytechnic College, Payyannur

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Much cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Easy tracking of orders.

Pain Points: None.

Overall Improvement: Maintain the quality of services.

Likelihood to Recommend: 5

Response 39

Customer Name: Subash T

Age: 23

College: Government Polytechnic College, Naduvil, Kannur

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Limited

Price Comparison: More expensive

Quality of Materials: 3

Customer Support Experience: 3

Additional Features: Occasional sales.

Pain Points: Limited variety and high prices.

Overall Improvement: Lower prices and expand product range.

Likelihood to Recommend: 3

Response 40

Customer Name: Ganga M

Age: 21

College: Government Polytechnic College, Meenangadi

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Timely delivery.

Pain Points: None.

Overall Improvement: Keep offering good prices and services.

Likelihood to Recommend: 5

Response 41

Customer Name: Ajeesh P

Age: 24

College: Government Polytechnic College, Meppadi

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: Wish list feature.

Pain Points: Long wait times for customer support responses.

Overall Improvement: Faster support response times.

Likelihood to Recommend: 4

Response 42

Customer Name: Liza S

Age: 22

College: Government Polytechnic College, Mananthavady

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Much cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Great payment options.

Pain Points: None.

Overall Improvement: No changes needed.

Likelihood to Recommend: 5

Response 43

Customer Name: Rishikesh V

Age: 23

College: Government Polytechnic College, Kasaragod

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Limited

Price Comparison: More expensive

Quality of Materials: 3

Customer Support Experience: 2

Additional Features: Discount offers during festivals.

Pain Points: Poor customer service and limited stock.

Overall Improvement: Improve customer service and inventory management.

Likelihood to Recommend: 2

Response 44

Customer Name: Nirmal T

Age: 24

College: Government Polytechnic College, Thrikkaripur

Overall Satisfaction: 4

Platform Usability: 5

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Regular product updates.

Pain Points: Some products are out of stock frequently.

Overall Improvement: Ensure consistent stock availability.

Likelihood to Recommend: 4

Response 45

Customer Name: Dhanusha K

Age: 22

College: Government Polytechnic College, Thrissur

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Product recommendations based on preferences.

Pain Points: None.

Overall Improvement: Keep the quality consistent.

Likelihood to Recommend: 5

Response 46

Customer Name: Gokul P

Age: 23

College: Government Polytechnic College, Kunnamkulam

Overall Satisfaction: 4

Platform Usability: 5

Product Availability: Yes

Price Comparison: More expensive

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Free delivery option for orders above a certain amount.

Pain Points: Prices can be improved.

Overall Improvement: Offer better price range for students.

Likelihood to Recommend: 4

Response 47

Customer Name: Shalini M

Age: 23

College: Government Polytechnic College, Ezhukone

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Easy returns process.

Pain Points: Limited product categories.

Overall Improvement: Expand product variety.

Likelihood to Recommend: 4

Response 48

Customer Name: Ashwin V

Age: 22

College: Government Polytechnic College, Adoor

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Detailed product descriptions.

Pain Points: None.

Overall Improvement: Continue maintaining quality and variety.

Likelihood to Recommend: 5

Response 49

Customer Name: Priya P

Age: 21

College: Government Polytechnic College, Kothamangalam

Overall Satisfaction: 4

Platform Usability: 5

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: Free shipping on large orders.

Pain Points: Lack of product reviews.

Overall Improvement: Add more user reviews for products.

Likelihood to Recommend: 4

Response 50

Customer Name: Ramesh K

Age: 23

College: Government Polytechnic College, Perumbavoor

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: Easy checkout process.

Pain Points: Sometimes the website crashes during checkout.

Overall Improvement: Improve website stability.

Likelihood to Recommend: 4

Response 51

Customer Name: Sandeep R

Age: 23

College: Government Polytechnic College, Cherthala

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: Regular promotional offers.

Pain Points: Slow response from support team.

Overall Improvement: Quicker support response times.

Likelihood to Recommend: 4

Response 52

Customer Name: Divya K

Age: 22

College: Government Polytechnic College, Palakkad

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Easy-to-navigate platform.

Pain Points: None.

Overall Improvement: Keep up the great work!

Likelihood to Recommend: 5

Response 53

Customer Name: Nikhil S

Age: 24

College: Maharaja's Technological Institute, Thrissur

Overall Satisfaction: 4

Platform Usability: 5

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Discounts for students.

Pain Points: Limited stock during peak periods.

Overall Improvement: Improve stock management.

Likelihood to Recommend: 4

Response 54

Customer Name: Ananya T
Age: 22
College: Government Polytechnic College, Koratty

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Yes

Price Comparison: More expensive

Quality of Materials: 3

Customer Support Experience: 3

Additional Features: Bulk purchase options.

Pain Points: High prices for most products.

Overall Improvement: More affordable pricing for students.

Likelihood to Recommend: 3

Response 55

Customer Name: Ravi R
Age: 24
College: Government Polytechnic College, Vechoochira

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Fast delivery service.

Pain Points: None.

Overall Improvement: Keep the service consistent.

Likelihood to Recommend: 5

Response 56

Customer Name: Rohit A
Age: 23
College: Government Polytechnic College, Kalamassery

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Product reviews.

Pain Points: Limited variety in textbooks.

Overall Improvement: Add more academic books and materials.

Likelihood to Recommend: 4

Response 57

Customer Name: Meera V

Age: 21

College: Government Women's Polytechnic College, Ernakulam

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Special offers for women students.

Pain Points: None.

Overall Improvement: No changes needed.

Likelihood to Recommend: 5

Response 58

Customer Name: Ajay K

Age: 22

College: Government Polytechnic College, Kottayam

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Excellent filtering options.

Pain Points: Limited payment options.

Overall Improvement: Add more payment methods.

Likelihood to Recommend: 4

Response 59

Customer Name: Rekha P

Age: 22

College: Government Polytechnic College, Pala

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Educational discounts.

Pain Points: None.

Overall Improvement: Keep the quality consistent.

Likelihood to Recommend: 5

Response 60

Customer Name: Vishnu N

Age: 24

College: Government Polytechnic College, Vennikulam

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Yes

Price Comparison: More expensive

Quality of Materials: 3

Customer Support Experience: 3

Additional Features: Frequent sales.

Pain Points: Too expensive for students.

Overall Improvement: Offer more affordable options.

Likelihood to Recommend: 3

Response 61

Customer Name: Neethu S

Age: 22

College: Government Polytechnic College, Attingal

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Excellent recommendations for students.

Pain Points: None.

Overall Improvement: Continue the great work!

Likelihood to Recommend: 5

Response 62

Customer Name: Anil M

Age: 23

College: Government Polytechnic College, Perinthalmanna

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: Easy-to-use interface.

Pain Points: Slow support responses.

Overall Improvement: Quicker customer support.

Likelihood to Recommend: 4

Response 63

Customer Name: Priyanka S

Age: 21

College: Government Polytechnic College, Manjeri

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Student discounts.

Pain Points: None.

Overall Improvement: No improvements needed.

Likelihood to Recommend: 5

Response 64

Customer Name: Gokul V

Age: 22

College: Government Polytechnic College, Thirurangadi

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Payment flexibility.

Pain Points: Products sometimes take longer to ship.

Overall Improvement: Improve shipping speed.

Likelihood to Recommend: 4

Response 65

Customer Name: Jasmine K
Age: 23
College: Government Polytechnic College, Kunnankulam

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: Personalized recommendations.

Pain Points: Limited variety in available brands.

Overall Improvement: Expand brand options.

Likelihood to Recommend: 4

Response 66

Customer Name: Vikram P
Age: 24
College: Government Polytechnic College, Vechoochira

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Easy returns.

Pain Points: None.

Overall Improvement: Continue with great service.

Likelihood to Recommend: 5

Response 67

Customer Name: Charulatha S
Age: 22
College: Government Polytechnic College, Punalur

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Student-friendly options.

Pain Points: None.

Overall Improvement: Keep it up!

Likelihood to Recommend: 5

Response 68

Customer Name: Arun A

Age: 23

College: Government Polytechnic College, Kayani

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: Frequent student discounts.

Pain Points: Support team responses are slow.

Overall Improvement: Speed up customer support.

Likelihood to Recommend: 4

Response 69

Customer Name: Neelima V

Age: 21

College: Government Polytechnic College, Kottarakkara

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Excellent variety of products.

Pain Points: None.

Overall Improvement: Keep providing top-notch service.

Likelihood to Recommend: 5

Response 70

Customer Name: Nithin T

Age: 24

College: Government Polytechnic College, Nattakom

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Special discounts for loyal customers.

Pain Points: Limited payment methods.

Overall Improvement: Expand payment options.

Likelihood to Recommend: 4

Response 71

Customer Name: Arun K

Age: 22

College: Government Polytechnic College, Kottayam

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Regular updates on new products.

Pain Points: None.

Overall Improvement: Keep providing high-quality service.

Likelihood to Recommend: 5

Response 72

Customer Name: Malini R

Age: 23

College: Government Polytechnic College, Attingal

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Customizable product options.

Pain Points: Slow shipping during peak periods.

Overall Improvement: Faster delivery times.

Likelihood to Recommend: 4

Response 73

Customer Name: Ravi K

Age: 21

College: Government Polytechnic College, Alappuzha

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Yes

Price Comparison: More expensive

Quality of Materials: 3

Customer Support Experience: 3

Additional Features: None

Pain Points: Higher prices and shipping delays.

Overall Improvement: Reduce prices and improve shipping speed.

Likelihood to Recommend: 3

Response 74

Customer Name: Haritha G

Age: 22

College: Government Polytechnic College, Punalur

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Excellent user interface and experience.

Pain Points: None.

Overall Improvement: Continue to offer great products.

Likelihood to Recommend: 5

Response 75

Customer Name: Jithin M

Age: 24

College: Government Polytechnic College, Vechoochira

Overall Satisfaction: 4

Platform Usability: 5

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Price comparisons for similar products.

Pain Points: Limited inventory during sales.

Overall Improvement: Increase stock during promotional events.

Likelihood to Recommend: 4

Response 76

Customer Name: Ayesha S

Age: 21

College: Government Polytechnic College, Kottarakkara

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Special student discounts.

Pain Points: None.

Overall Improvement: Keep offering great discounts!

Likelihood to Recommend: 5

Response 77

Customer Name: Nithin P

Age: 23

College: Government Polytechnic College, Muvattupuzha

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Yes

Price Comparison: More expensive

Quality of Materials: 3

Customer Support Experience: 3

Additional Features: Bulk purchase options.

Pain Points: High prices, poor quality.

Overall Improvement: Offer competitive prices with better quality.

Likelihood to Recommend: 3

Response 78

Customer Name: Vishnu V

Age: 22

College: Government Polytechnic College, Thirurangadi

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Faster checkout process.

Pain Points: Inadequate product descriptions.

Overall Improvement: Improve product information.

Likelihood to Recommend: 4

Response 79

Customer Name: Anjali P

Age: 21

College: Government Polytechnic College, Perinthalmanna

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Excellent recommendation system.

Pain Points: None.

Overall Improvement: Continue as you are.

Likelihood to Recommend: 5

Response 80

Customer Name: Jayakrishnan A

Age: 24

College: Government Polytechnic College, Kallettumkara

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Yes

Price Comparison: More expensive

Quality of Materials: 3

Customer Support Experience: 3

Additional Features: Promotional sales.

Pain Points: High prices and slow deliveries.

Overall Improvement: Reduce prices and improve delivery speed.

Likelihood to Recommend: 3

Response 81

Customer Name: Meenakshi S

Age: 23

College: Government Polytechnic College, Manjeri

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Easy-to-navigate platform.

Pain Points: None.

Overall Improvement: Keep up the excellent work.

Likelihood to Recommend: 5

Response 82

Customer Name: Sreelakshmi R

Age: 21

College: Government Polytechnic College, Pala

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Fast and reliable shipping.

Pain Points: None.

Overall Improvement: No changes needed.

Likelihood to Recommend: 5

Response 83

Customer Name: Arun B

Age: 22

College: Government Polytechnic College, Karunagappally

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: Bulk buying options.

Pain Points: Inconsistent support response times.

Overall Improvement: Improve support response times.

Likelihood to Recommend: 4

Response 84

Customer Name: Rashmi S

Age: 21

College: Government Polytechnic College, Kunnankulam

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Great student packages.

Pain Points: None.

Overall Improvement: Keep it up.

Likelihood to Recommend: 5

Response 85

Customer Name: Arun S

Age: 22

College: Government Polytechnic College, Cherthala

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Academic discount.

Pain Points: Limited stock.

Overall Improvement: Improve stock availability.

Likelihood to Recommend: 4

Response 86

Customer Name: Sharanya M

Age: 21

College: Government Polytechnic College, Attingal

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Student discounts.

Pain Points: None.

Overall Improvement: Keep the student-friendly policies.

Likelihood to Recommend: 5

Response 87

Customer Name: Vikram V

Age: 24

College: Government Polytechnic College, Nattakom

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Price guarantee.

Pain Points: Slow response times for returns.

Overall Improvement: Improve returns process.

Likelihood to Recommend: 4

Response 88

Customer Name: Simi J

Age: 22

College: Government Polytechnic College, Kozhikode

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Regular offers for students.

Pain Points: None.

Overall Improvement: Keep offering great student deals.

Likelihood to Recommend: 5

Response 89

Customer Name: Lijo T

Age: 23

College: Government Polytechnic College, Kottayam

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Frequent discounts.

Pain Points: Long shipping times.

Overall Improvement: Improve shipping speed.

Likelihood to Recommend: 4

Response 90

Customer Name: Rajesh K

Age: 24

College: Government Polytechnic College, Trivandrum

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Great variety of products.

Pain Points: None.

Overall Improvement: Keep up the excellent work.

Likelihood to Recommend: 5

Response 91

Customer Name: Reena S

Age: 21

College: Government Polytechnic College, Kottarakkara

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Student discount offers.

Pain Points: None.

Overall Improvement: Keep the great deals for students.

Likelihood to Recommend: 5

Response 92

Customer Name: Anoop M

Age: 22

College: Government Polytechnic College, Irinjalakuda

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Flexible payment options.

Pain Points: Slow shipping.

Overall Improvement: Speed up delivery time.

Likelihood to Recommend: 4

Response 93

Customer Name: Neethu T

Age: 21

College: Government Polytechnic College, Malappuram

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Easy order tracking.

Pain Points: None.

Overall Improvement: Keep up the good work!

Likelihood to Recommend: 5

Response 94

Customer Name: Sandeep P

Age: 24

College: Government Polytechnic College, Varkala

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 3

Additional Features: More information on product specifications.

Pain Points: Inconsistent customer service.

Overall Improvement: Provide better customer service.

Likelihood to Recommend: 4

Response 95

Customer Name: Deepa M

Age: 22

College: Government Polytechnic College, Vypin

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Easy-to-use website and app.

Pain Points: None.

Overall Improvement: No suggestions, everything is excellent!

Likelihood to Recommend: 5

Response 96

Customer Name: Sudhir K

Age: 23

College: Government Polytechnic College, Kunnankulam

Overall Satisfaction: 3

Platform Usability: 3

Product Availability: Yes

Price Comparison: More expensive

Quality of Materials: 3

Customer Support Experience: 3

Additional Features: Bulk purchasing options.

Pain Points: High prices, slower than expected delivery.

Overall Improvement: Reduce prices and improve shipping speed.

Likelihood to Recommend: 3

Response 97

Customer Name: Arya S

Age: 21

College: Government Polytechnic College, Attingal

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Regular promotions.

Pain Points: None.

Overall Improvement: Keep it up!

Likelihood to Recommend: 5

Response 98

Customer Name: Rithu K

Age: 23

College: Government Polytechnic College, Thiruvananthapuram

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Flexible return options.

Pain Points: Lack of real-time stock updates.

Overall Improvement: Update stock in real-time.

Likelihood to Recommend: 4

Response 99

Customer Name: Akshay N

Age: 24

College: Government Polytechnic College, Perumbavoor

Overall Satisfaction: 4

Platform Usability: 4

Product Availability: Yes

Price Comparison: Comparable

Quality of Materials: 4

Customer Support Experience: 4

Additional Features: Price matching for competitors.

Pain Points: Sometimes the product images don't match the actual product.

Overall Improvement: Ensure product images match the actual items.

Likelihood to Recommend: 4

Response 100

Customer Name: Sreedevi N

Age: 21

College: Government Polytechnic College, Kayani

Overall Satisfaction: 5

Platform Usability: 5

Product Availability: Yes

Price Comparison: Cheaper

Quality of Materials: 5

Customer Support Experience: 5

Additional Features: Excellent discounts for students.

Pain Points: None.

Overall Improvement: No improvement needed, everything is perfect.

Likelihood to Recommend: 5