Project 3

GROUP-03

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1. Overview:

A shopping complex wants to develop an E-commerce marketplace to increase its sales. In the marketplace the existing shop owners of that shopping complex can open virtual stores and they can sell their products. Customers can search, view, and purchase the products from one platform with a few steps.

2. Problem Statement:

There are a few problems that need to be solved. The problems are listed below:

1. No online sales
2. No option for customers to give feedback
3. No door-step delivery system available
4. No option for marketing new products

3. Proposed Solution:

We will make a website for this shopping complex to sell products online. Some of the main focused solutions are listed below

1. Every shop in the shopping complex will have a virtual store in this marketplace.
2. Shop owners can market their new products.
3. Customers can buy products online from anywhere.
4. Customers can choose home delivery or pickup.
5. Customers can give feedback to everyone who completed the purchase.

4. Current Business Process (Scenarios, Workflow)

Scenarios:

Customers visit physical stores, browse products, and make purchases in person.

Shop owners manually track inventory and manage in-store marketing.

Workflow:

Customers enter the shopping complex.

They visit different shops, select products, and purchase them at the checkout counters.

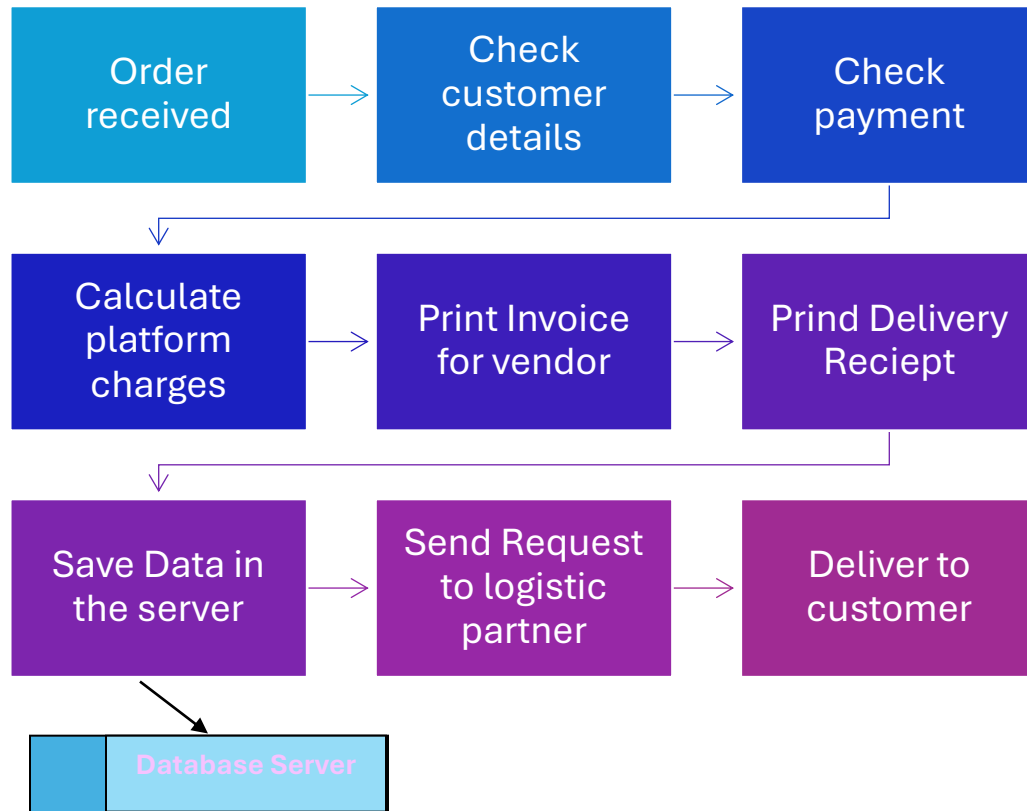Shop owners restock shelves and manage inventory manually.

5. Logical DFD AS-IS System

    Context Diagram:

    Illustrates the interaction between the system and external entities (customers, shop owners, management).

Diagram 0:

Details the main processes within the system, including product management, order processing, and feedback handling.

6. Process Specification :

    a. Customer Order: Customer will visit the website. They can search for products . After they choose there products they can add theme in the cart page. Finally they can complete order by clicking buy button.

    b. After clicking buy button a payment page will be opened where customers can pay the sum of total cost including delivery charges

    c. After completing order a notification will go to the vendor with a invoice including payment information.

    d. Vendor will pack the item and ask for the delivery tracking number. A delivery tracking number will be generated and a delivery receipt will be printed

    e. Finally the delivery rider will pick the item and deliver to the customer

7. Physical System Demo:
   This is the link for the demo of the whole system

   project.ezirra.com

8. Functional Requirements (Input, Process, Output)

   Input:

   1. Product details (name, description, price, images).
   2. Customer details (name, address, contact information).
   3. Order details (product selection, quantity, delivery options).

   Process:

   1. Search and filter products.
   2. Add products to the shopping cart.
   3. Checkout process (payment and delivery selection).
   4. Feedback submission after purchase.

   Output:

   1. Order confirmation.
   2. Delivery status updates.
   3. Customer feedback.

   Non-functional Requirements (Performance and Control)

   Performance:

   The system should handle multiple simultaneous users without performance degradation.

   Quick response time for searches and transactions.

   Control:

   1. Secure payment gateway integration.
   2. Data encryption for sensitive information.
   3. Regular system backups and maintenance.

9. **Summary of the Proposed system**

In summary, we are building an e-commerce website for a shopping complex. The website will allow each shop to have its own online store where they can sell products. Customers will be able to shop online, choose home delivery or in-store pickup, and leave feedback on their purchases. The new system will solve several problems, such as the lack of online sales, no way for customers to leave feedback, no home delivery service, and no way to market new products. The project will make shopping easier for customers and help shop owners increase their sales.