**Stakeholder with their functions and features**

**E-commerce Store**

1. **Admin:**

**Functions:**

1) Can add product.

2) Can remove product.

3) Can delete customer account.

4) Can modify product details.

**Features:**

1) Can give access to management system.

2) Can track inventory.

3) Can abandoned checkouts.

4) Can sell gift cards to customers.

1. **Customer:**

**Functions:**

1) Can create account.

2) Can login account.

3) Can search items.

4) Can order product.

5) Can give order details.

6) Can pay bill online.

**Features:**

1) Can edit shopping cart.

2) Can edit inventory.

3) Can update his/her profile.

4) Can track order.

**3) Manager:**

**Functions:**

1) Can manage products.

2) Can manage payment bills.

3) Can manage the product delivery process.

4) Can manage the customer accounts.

**Features:**

1) Can track the item.

2) Can update the item details.

3) Can assure the quality of the items.

4) Can supervise the employees work.

**4) IT Executive:**

**Functions:**

1) Manages the website performance.

2) Manages the work for business growth.

3) Manages the technical issues of website.

**Features:**

1) Can enhance the customer experience.

2) Can add extra features for customer.

**5) Delivery Boy:**

**Functions:**

1) Can retrieve order details.

2) Can contact to customer.

3) Can retrieve customer details.

**Features:**

1) Can check payment details of the customer.

2) Can access item details.

3) Can track the locations of the customer.