Project Title: Online Bookstore Management System

\*\*Description\*\*: An online platform for managing a bookstore's inventory, sales, and customer interactions.

### 1.1 Functional Requirements:

1. \*\*User Management:\*\*

- Users (customers and administrators) should be able to register and log in.

- Administrators should have additional privileges for managing the bookstore's backend functionalities.

2. \*\*Product Management:\*\*

- Administrators should be able to add, edit, and remove books from the inventory.

- Each book should have attributes such as title, author, genre, ISBN, price, quantity available, etc.

- Customers should be able to browse the inventory and view details of each book.

3. \*\*Order Management:\*\*

- Customers should be able to add books to their shopping carts.

- Customers should be able to place orders by checking out from their shopping carts.

- Administrators should be able to view and manage orders, including processing, canceling, and updating order statuses.

4. \*\*Payment Processing:\*\*

- Customers should be able to pay for their orders using various payment methods such as credit/debit cards, PayPal, etc.

- The system should securely handle payment transactions.

5. \*\*Shipping and Delivery:\*\*

- Administrators should be able to manage shipping details for orders, including tracking numbers and delivery status updates.

- Customers should be able to track the status of their orders and view estimated delivery dates.

6. \*\*Customer Interaction:\*\*

- Customers should be able to leave reviews and ratings for books they've purchased.

- Administrators should be able to moderate reviews and ratings.

- Customers should be able to contact customer support for inquiries and assistance.

7. \*\*Reporting and Analytics:\*\*

- Administrators should have access to reporting tools for monitoring sales, inventory levels, popular products, etc.

- The system should generate reports on a regular basis and provide insights to optimize business operations.

8. \*\*Security and Authentication:\*\*

- The system should implement secure authentication mechanisms to protect user accounts and sensitive data.

- Administrators should have permissions to access and modify backend functionalities while ensuring data integrity and confidentiality.

9. \*\*Accessibility and Usability:\*\*

- The user interface should be intuitive and easy to navigate for both customers and administrators.

- The system should be accessible across various devices and screen sizes.

10. \*\*Integration with External Services:\*\*

- The system should integrate with external services for payment processing, shipping logistics, and customer support.

These functional requirements outline the core features and functionalities of the online bookstore management system.