

Software Requirements Specification (SRS) Document

1. Introduction

1.1 Purpose

The purpose of this document is to define the functional and non-functional requirements for developing a customizable e-commerce platform tailored for artisans. This platform aims to provide individual artisans with the tools to create personalized online stores to showcase and sell their handcrafted products.

1.2 Scope

This e-commerce platform will enable artisans to register, create personalized storefronts, manage product listings, process orders, and receive payments. Customers will be able to browse products, make purchases, and leave reviews. The system will include an admin panel for platform management and analytics.

1.3 Definitions, Acronyms, and Abbreviations

- Admin Panel: The backend interface for platform administrators to manage users, products, and transactions.
- CMS (Content Management System): A system that allows users to create, manage, and modify content on a website without specialized technical knowledge.
- Payment Gateway: A service that authorizes and processes payments in online and brick-and-mortar stores.

1.4 References

- Asana's Software Requirements Document Template (asana.com)
- Miro's Software Requirements Document Template (miro.com)

2. Overall Description

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2.1 Product Perspective

The e-commerce platform will be a standalone web application, accessible via standard web browsers. It will integrate with third-party payment gateways and shipping services to facilitate transactions and deliveries.

2.2 Product Functions

- Artisan Registration and Authentication
- Storefront Customization
- Product Management
- Order Management
- Customer Browsing and Purchasing
- Review System
- Admin Panel

2.3 User Classes and Characteristics

- Artisans: Individuals or small businesses creating handcrafted products.
- Customers: Individuals interested in purchasing handcrafted products.
- Administrators: Personnel managing the platform's operations and user activities.

2.4 Operating Environment

The platform will operate in a cloud-based environment, accessible via modern web browsers on desktops, tablets, and smartphones.

2.5 Design and Implementation Constraints

- Compliance with data protection regulations (e.g., GDPR)
- Integration with specified payment gateways and shipping providers

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- Scalable architecture to accommodate growth in users and transactions

2.6 Assumptions and Dependencies

- Users have access to the internet and a compatible web browser
- Third-party services (payment gateways, shipping providers) are reliable and offer APIs for integration

3. Specific Requirements

3.1 Functional Requirements

- User Registration and Authentication
 - Artisans and customers must be able to register using email and password.
 - Implement email verification for new accounts.
 - Provide password recovery options.
- Storefront Customization
 - Artisans can select from predefined themes.
 - Ability to upload logos and banners.
 - Customizable color schemes and fonts.
- Product Management
 - Add new products with images, descriptions, prices, and stock levels.
 - Edit and delete existing product listings.
 - Organize products into categories.
- Shopping Cart and Checkout

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- Customers can add/remove products to/from the shopping cart.
- Display total price, including taxes and shipping costs.
- Secure checkout process with multiple payment options.
- Order Management
 - Artisans can view order details and update order statuses.
 - Automated email notifications for order confirmations and updates.
- Review System
 - Customers can submit product reviews and ratings.
 - Artisans can respond to reviews.
 - Moderation tools for administrators.

3.2 Non-Functional Requirements

- Performance
 - The system should handle up to 10,000 concurrent users without performance degradation.
 - Page load times should not exceed 3 seconds under normal load.
- Security
 - Data encryption for sensitive information (e.g., passwords, payment details).
 - Regular security audits and compliance with industry standards.
- Usability
 - Intuitive user interface with accessible design principles.
 - Responsive design for optimal viewing on various devices.