FURPS+ QUESTIONS

Functionality
- What specific features do you want on your online store (e.g., product listings, search functionality, customer reviews)?
- How should the special orders process be integrated into the website?
- Are there any particular functionalities you've seen on other websites that you would like to emulate?

Usability
- Can you describe the typical customer who will use the online store?
- What is the level of technological proficiency among your typical customers?
- Do you have any preferences for how the website should look and feel?

Reliability
- How much downtime, if any, is acceptable for the website per month?
- Do you require any specific uptime guarantees for the website hosting?
- In what ways should the website handle transaction errors or payment processing failures?

Performance
- How fast do you expect the website pages to load on both desktop and mobile devices?
- What level of traffic do you anticipate the website will need to handle?

Supportability
- How do you plan to manage website content updates, such as adding new products or promotions?
- Will you need a content management system (CMS) to update the website yourself, or do you prefer that the development team handles updates?

Plus (+) Factors
- Scalability
  - What are your growth expectations for online sales in the next 2-5 years?
- Security
  - What customer data will be collected, and what are your requirements for data protection?
  - How do you intend to handle online payment security?
- Legal
  - Are there any legal restrictions or compliance requirements for selling your products online, such as age restrictions or shipping limitations for hazardous materials?
- Environmental
  - Do you have any environmental or sustainability standards that need to be reflected in the online store, such as packaging or shipping practices?
- Usability
  - Do you foresee the need for multilingual support or accessibility compliance (like WCAG) on your website?
- Interoperability
  - Do you currently use any systems or software that the online store will need to integrate with, such as inventory management or accounting software?