**Customer Service Center and Back Office System**

**Website Functional Specifications Document (FSD)**

**Version 1.0**

**December 21, 2024**

COPYRIGHT

Copyright © 2024 Hung Pham. All rights reserved.

The software described in this document, if furnished under a license agreement or nondisclosure agreement, may be used or copied only in accordance with the terms of those agreements.

**Document History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Author** | **Summary of Changes** |
| December 21, 2024 | 1.0 | Hung Pham | Initial submittal |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# **General**

This document outlines the functional specifications for a website intended for use by online customers.

## **1.1. Reference Documents**

The following documents contain additional information related to Website FSD:

*Table 1: Reference Documents*

|  |  |  |  |
| --- | --- | --- | --- |
| **Document** | **Name** | **Version** | **Date** |
| Requirements Traceability Matrix |  |  |  |
| Workbook |  |  |  |
|  |  |  |  |
|  |  |  |  |

## **1.2. Issues/Concerns/Assumptions**

The following items impact the system requirements that must be addressed prior to the completion of this document.

*Table 2: Issues/Concerns/Assumptions*

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Description** | **Resolution** | **Resolution Date** |
| 1 |  |  |  |
| 2 |  |  |  |

# **2. Functions**

## **2.1. Register Account**

*Table 3: Account Transition User Stories*

|  |  |  |
| --- | --- | --- |
| **ID** | **Description** | **Reference #** |
| WEB-UST-001 | As a customer,  I would like to access | RTM |
|  |  | RTM |

## **2.2. Sign in**

## **2.3. View Products**

## **2.4. Search Products**

## **2.5. Create Order**

## **2.6. Checkout**

## **2.7. Make Payment**