Feasibility Study
&
Requirements Gathering

Submitted By:
Pranav P K
RMCA-B
Roll no: 22

Feasibility Report: Online Bag Shop

1. How would the organization cope if this system was not implemented?

   Customers may struggle with manual and time-consuming processes when shopping for bags. Data inconsistencies and potential errors in inventory management could lead to customer dissatisfaction.

2. What are the problems with current processes and how would a new system alleviate these problems?

   The new system automates tasks, reduces errors, and increases efficiency in order processing. Centralized data management ensures accurate product information. Enhanced customer engagement is achieved through personalized product recommendations and support.

3. What direct contribution will the system make to the business objectives and requirements?

   Increasing revenue through improved sales and marketing strategies, including personalized pricing. Enhancing customer satisfaction and retention through better services and recommendations.

4. Can information be transferred to and from other organizational systems?

   Yes, the system integrates with various organizational systems, including finance (for payment processing), marketing and inventory systems.

5. Does the system require technology that has not previously been used in the organization?

   The Smart-Online Bag Shop project may introduce new technologies such as recommendation systems, NLP for search optimization, and AI-powered chatbots.

6. What must be supported by the system and what need not be supported?

   Core functions supported by the system include product recommendation, personalized pricing, search optimization, chatbots, order tracking, GPS integration, and customer support.

Requirements gathering:

Project Overview:

The "Online Bag Shop" project is an e-commerce platform designed to offer a seamless and user-friendly online shopping experience for purchasing bags. It provides a wide range of bag categories, allows customers to browse products, view product details, and make secure online payments.

Extend of the system:

The system covers the entire e-commerce process, including product management, customer management, sales analytics, order processing, delivery management, and advanced features like recommendation systems, personalized pricing.

Users Involved:

    a. Customers.

    b. Sellers.

    c. Admin.

    d. Delivery Boys.

Ownership:

The ownership of the system belongs to the admin module.

Related Industry:

The system is related to the e-commerce industry, specifically for selling bags online.

1. Customer Requirements:

    a. Product Variety: Customers may expect a wide range of bag types, including handbags, backpacks, luggage, and accessories.

    b. User-Friendly Interface: Customers would likely prefer an intuitive and easy-to navigate website or mobile app for browsing and purchasing bags.

    c. Secure Payment Options: Customers expect secure payment methods such as credit/debit card payments, digital wallets, and cash on delivery.

d. Delivery Options: Customers may have preferences for delivery methods, including standard shipping, express shipping, or in-store pickup.

e. Product Information: Customers want detailed product descriptions, high-quality images, and customer reviews to make informed purchase decisions.

2. Administrator Requirements:

a. Product Management: Administrators need tools to easily add, edit, and remove product listings, including images, prices, and descriptions.

b. Order Management: Tools for managing customer orders, order status updates, and order processing.

c. Inventory Control: Features for tracking product inventory levels to prevent overselling.

d. Reporting: Reporting and analytics capabilities to monitor sales, customer behavior, and product performance.

3. Supplier Requirements:

a. Delivery Coordination: Coordination with vendors or suppliers regarding order fulfillment, shipping, and delivery schedules.

b. Inventory Management: Suppliers should maintain accurate and up-to-date inventory levels.

4. Market Research:

a. Competitive Analysis: Research on competitors' online bag shops to understand what features and offerings are standard in the market.

b. Trends and Customer Preferences: Market research to identify bag styles, materials, and features that are currently popular among customers.