Feasibility Study

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Requirements Gathering

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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. enhances communication, and improves analytics, contributing directly to increased efficiency, customer satisfaction, and a competitive edge in the online market.

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

   Increasing efficiency, customer satisfaction, better decision-making, and a competitive edge through a seamless online shopping experience.

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, Dynamic pricing, 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 Dynamic pricing, User and seller account management and Product catalog and inventory control.

Requirements gathering:

<u>Project Overview:</u>

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.

<u>Extend of the system:</u>

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

<u>Users Involved:</u>

   a. Customers: Register, browse, shop, provide feedback.

   b. Sellers: Manage products, view feedback.

   c. Admin: Oversee all aspects of the system, manage products, orders, customers, and analytics.

   d. Delivery Boys: Register, manage profiles, handle order delivery, and order details.

<u>Ownership:</u>

The ownership of the system belongs to the admin module.

<u>Related Industry:</u>

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

<u>Questionnaire to collect details about the project:</u>

   a. What is the primary goal or objective of the "Online Bag Shop" project?

   The primary goal or objective of the "Online Bag Shop" project is to provide an online platform for customers to purchase a wide variety of bags conveniently. The project aims to offer a seamless shopping experience for customers by allowing them to browse, select, and purchase bags of their choice, make secure

payments, and track their orders. For administrators, the objective is to efficiently manage products, orders, and customer information while monitoring sales performance. Additionally, the project aims to provide a secure and user-friendly system for delivery personnel to manage and fulfill orders.

b. What makes this online bag shop unique or different from competitors?

Wide Variety of Bags: The project offers a diverse range of bags, catering to different styles, sizes, and purposes, which sets it apart from competitors with limited options.

User-Friendly Interface: The user interface is designed to be intuitive and easy to navigate, enhancing the overall shopping experience for customers.

Secure Payment Options: Customers can choose from various secure payment methods, ensuring their financial transactions are safe and convenient.

Wishlist Feature: The inclusion of a wishlist feature allows customers to save and revisit their favorite products, making it easier for them to make purchase decisions over time.

Efficient Order Management: The ability to update order statuses and manage orders efficiently streamlines the order fulfillment process.

c. What specific functionalities should the admin have access to within the dashboard and overview section?

The administrator should have access to various specific functionalities and key metrics to efficiently manage and monitor the online bag shop. These functionalities and metrics may include:

Total Sales, New Orders, Order Status Overview, Product management, Customer Management, Sales Analytics, Order Analytics.

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.