**Document:** System Requirement Specification Document (SRS)

**Client**: Skyrise Decor

**Team:**

Direct Customer, Indirect Customer, Software Architect,

Quality Assurance, Business Analyst.

**Objective (purpose):**

The Online Furniture Store for product selling is intended to provide complete solution for vendors, consumers as well as internal users.

The main objective of online furniture store is to building the website which will help local carpenters and artisans from across the India to sell their product to customers.

A customer who wants to buy or browse through furniture stores/artisans’ galleries will able to do so easily according to their expectations and be able to place orders instantly through website.

The Online Furniture Store (OFS) for furniture shop web application is intended to provide complete solutions for vendors as well as customers through a single get way using the internet. It will enable vendors to setup online shops, customer to browse through the shop and purchase them online without having to visit the shop physically. The administration module will enable a system administrator to approve and reject requests for new shops and maintain various lists of shop category.

The online shopping system for products selling is intended to provide complete

solution for vendors, consumers as well as internal users through Single Gateway

using internet. It will enable vendors to sell their products online . This portal

will help end users to purchase products online. Staff and interal users will be

able to operation their trading bussiness easily using Common Gateway.

**Scope:**

This system allows the customers to maintain their cart for add or remove the product over the internet. Development of a web-based platform for customers to browse and purchase furniture. Implementation of functionalities such as customer registration, login, product browsing and search, shopping cart and checkout, payment processing, order tracking and management, and customer service and support. Ensuring a user-friendly interface with high performance and scalability. Online Furniture Store will be operational 24 hours, 7 days for all actors. Order once placed online will be cancel within 24 hours by end-user.

Shoppers will be able maintain their inventory through Online shopping. They would be able to add or remove products whenever required. Staff will be able to approve or reject requests raised by shoppers to promote their products as per the guidelines defined by organization. Online shopping system will be operational 24 hours, 7 days for all actors. Order once placed online will be cancel within 24 hours by end-user.

**Definitions:**

OFS---- Online Furniture Store

QA-----Quality Assurance

BOD----Board of Directors

SSL----Secure Sockets Layer.

**Functional Requirements:**

Customer registration and login

Product browsing and search

Product description and specifications

Shopping cart and checkout

Payment processing

Order tracking and management

Customer service and support

Any user can able to view different types of furniture available for sale. Any user can able to select product to view from categories available. Registered purchasers will be able promote their product for sale by adding products to the product catal00og maintained by System.

Staff will be able to approve or reject request for adding or removing products from product catalog by shoppers.Staff will be to track and maintain stock of products available for sale. Staff will be able to raise reqests for product updatation from product inventory.

Shopper will be able request to add new product to product catalog maintained by system.Sales Team will be able to approve or reject request raised by shopper for adding or removing products from product catalog.Shopper will be able to update product details which have been already added to product catalog. Shoppers, sales team will be informed well in advaned about low stock or out of stock of products in product catalog.Product listing will be provided based their category, sale, quantity, likes, recommendations.

Consumer will be able to add or remove products from shopping cart. System will maintain shopping cart for each consumer to maintain list of items selected by him/her. Consumer will be able view all items from shopping cart. Shopping Cart will present product details, number of items of product selected by consumer with price and total. Consumer will be to place order after adding items in shopping Cart only if he or she is customer for OSS.

Registered Customer will be able to place an order with the help of Shopping cart maintained by system. Registered Customer will be able to cancel placed order within 24 hours. Registered customers can view orders history. Registered custoemr will be able track Order which is in transit phase with the help of Delivery Team.

Sales team will be able to get details of orders of a particular Customer. Sales team will be able to cancel , reject or approve orders been placed by consumer due to some policies of Business.

BOD will be able to summary of orders been placed , rejected from Oroder PRocessing of System. BOD will get Business insight through Dashboard by observing daily operations of OSS.

Consumer will be provided options for payment such as through internet banking or UPI or Online payment option.Consumer will be asked to submit their payment related information.Consumer will be redirected to payment gateway for secure payment transaction.On successful payment processing using payment gateway system will notify consumer about transaction and order placement status.

Customer will be able track order status. Customer will be able track deliver using unique dispatcher id presented. Customer will be able accept or return delivery based on quality received.

Delivery person will be able to get delivery details sothat he / she can deliver product to customer end.Delivery person will be able to change the status of product delivered. Delivery vendor will be able to list all product deliveries to be done by their staff. Sales team will be able to monitor shipment done by their vendors. Sales team will be able to track product delivery for particular customer.

Customer will able to submit feedback about product they recived. Customer will able to get details about product orders placed. Customer will be to cancel his placed order within 24 hours. Customer will be able to update his/ her personal information. Customer will be to manage his profile maintained by system. Customer will be able change his credentails if required.

Customer will be notified about order status, delivery status through SMS, Email communication.

Customer will get complete information about his orders, likes, comments, details through a dashboard. Customer will be able to update his payment related information.

System will present dashboard for Customers, Vendors, Suppliers as well as BOD.

Dashboard will provide information using graph, score cards, key perfomance indicators as well Grid data prestation. BOD will be informed about bussiness operations through reports. Sales team will be able to monitor daily online shopping business activities using thier personalized dashboard. Customer will be able get thier purchase realted infomation using Customer Dashboard.

Shopper will be able track thier product sale being done through online shopping portal/

System and Technical team ( IT Opertaions team) will be able monitor system operations by monitoring logs maintained.

**Non-Functional Requirements:**

User-friendly interface

High performance and scalability

Secure payment processing

Mobile responsiveness

Compliance with industry standards

Integration with shipping and logistics systems

Security

Registered Customer will allowed to place an order.

Each stakeholder will be to access system through authentication process. (Authentication)

System will provide access to the content , operations using Role based security (Authorization) (Permissions based on Role).

Using SSL in all transactions which will be performed stakeholder.It would protect confidential information shared by system to stake holder of Shared by stakeholder to system.

System will automatically log of all stakeholders after some time due to inactiveness.

System will block operations for inactive stakeholder and would redirect for authentication.

System will internally maintain secure communiction channel between Servers ( Web Servers, App Servers, databse Server)

Sensitive data will be always encrypted across communcation.

Use proper firewall to protect servers from out side fishing, velnerable attacks.

Realiablilty

The system will backup business data on regular basis and recover in short time duration to keep system operational Continous updates are matained , continous Adminstration is done to keep system operational.During peak hours system will maintain same user experaince by managing load balacning .

Availablity

uptime: 24\* 7 available

99.999%

Maintainability

A Commercial database software will be used to maintain System data Persistence.

A readymade Web Server will be installed to host online shopping portal (Web Site) to management server capabilities.IT operations team will easily monitor and configure System using Adminstrative tools provided by Servers.Separate enviornment will be maintained for system for isolation in production, testing, and development.

Portability

PDA: Portable Device Application

System will provide portable User Interface ( HTML, CSS, JS) through users will be able to access online shopping portal. System can be deployed to single server, multi server, to any OS, Cloud (Azure or AWS or GCP)

Durability

System will retain customer shopping cart for 15 minutes even though customer loose internet connection and join again.

System will maintain wishlist for customer . customer will be able to add products from wishlist and add to shopping cart whenever needed.

System will implement backup and recovery for retaining stake holders data, bussiness operation data and business data over time.

Modularity

System will be designed and developed using reusable, independent or dependent business senarios in the form of modules.These modules will be loosely coupled and highly cohesive.

System will contain CRM , Inventory , shopping cart, order processing, payment processing, Delivery module, membership and Roles managment modules.

Efficiency:

on Festival season, maximum number of users will place order, view products with same response time.System will be able to manage all transactions with isolation.

Scalability

System will be able to provide consistent user exeprience to stake holder as well as vistors irrespective of load.

Safety

online shopping portal will be secure from malicious attack, fishing.

online shoppping portal functionalilites are protected from outside with proper firewall configuration.online shopping portal will be always kept updated with latest anit virus software.

Bussiness data will be backed up periodically to ensure safty of data using increamental back up strategy.Role based security will be applied for Application data and operations accessibility.

**Technical Requirements:**

Web-based architecture

Responsive design using HTML, CSS, and JavaScript.

Server-side scripting using java or Dot Net technology.

Database management using MySQL or similar technology

Secure payment processing using SSL/TLS encryption.

NonFunctional Requirements:

Bussiness data will be backed up periodically to ensure safty of data using increamental back up strategy.Role based security will be applied for Application data and operations accessibility.