Requirement Analysis

1. **Authentication:**

**Functional Requirement:**

FR1.1: Customers must register to the system in order to access the system.

FR1.2: Customers must provide valid Bangladeshi NID (National Identification Card) number and personal information such as First Name, Last Name, Date of Birth, e-mail address in order to create an account.

**Non Functional Requirement:**

NFR1.1: Registration response time should not exceed 15 seconds.

NFR1.2: The system will have two-factor authentication system through e-mail or personal phone number.

NFR1.3: 10 failed password attempts will result in a locked account.

NFR1.4: Users can request for password reset if they forget their password, an automated generated password will be sent to their e-mail.

1. **Contact**

**Functional Requirement:**

FR2.1: Users must be logged in, in order to contact with the sellers.

FR2.2: Users will have the choice to either chat or call the sellers.

FR2.3: Clients may call the sellers only on workdays, and on office time.

FR2.4: Users will be able to like, or comment on the items.

**Non Functional Requirement:**

NFR2.1: Chat response time must not exceed 2 seconds.

NFR2.2: Sellers will not be able to access customer’s cell number unless the customer calls sellers first.

1. **Payment Gateway Integration**

**Functional Requirement:**

FR3.1: Clients will be able to select his/her desired payment method, out of several payment methods embedded to the system such as, bKash, Nagad, Online Banking, or cash on delivery.

FR3.2: Advertisers may promote their banking system through promo codes for a fixed percentage of discounts on each purchases.

**Non Functional Requirement:**

NFR3.1: Users will be penalized if they cancel a cash on delivery order.

NFR3.2: Users can earn points through each purchase, which can be redeemed during their next purchase through discounts.

1. **Booking / Reservation:**

**Functional Requirement:**

FR4.1: Clients may select their desired time-slot and date to inspect and test-drive their purchase before delivery.

FR4.2: The system will have embedded calendar for client’s increased accessibility.

**Non Functional Requirement:**

NFR4.1: Clients will get a text or e-mail reminder a day before the date of inspection and test drive.

NFR4.2: Both clients and buyers will be able to reschedule with both party’s consent.

**Non-Functional:**

1. **Operational :**

1.1: The system has to be up and running within 5 (five) months.

1.2: The system will be accessible through web browsers and will have a pc as well as a mobile version.

1.3: The system will have an application which will run on operating system(s) android, and iOS.

2. **Performance :**

2.1: The system should be able to host at least 500 users at a time.

2.2: The system should be able to list at least 3000 items at once.

2.3: System’s response time should not exceed 2 seconds.

2.4: The system should be operational 24/7.

**3. Security :**

3.1: Sellers will not be able to access clients information.

3.2: The system should ensure clients anonymousity from other users.

3.3: The system must ensure secured online payments through encryption.

**4. Cultural & Political :**

4.1: Total cost of the car will include the TAX on the vehicle.

4.2: The system should publish annual sales numbers, show profits and losses to its shareholders.