Software Requirements Specification

(SRS) Document

Spartan Small Business Manager

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Version 1

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1. **Project general description**

The app will provide a platform for the small business entrepreneurs at UNCG to promote their businesses. Other students can join the website as customers and see the multiple businesses. It is similar to a TikTok shop but for UNCG entrepreneurs. It gives them a platform to promote sales. The customers can sign up for newsletters to know about events, deals, or pop stores. The app is a place to connect entrepreneurs and the student body. It will centralize the events that are conducted to promote the services provided by the student entrepreneurs giving them more sales.

2. **Product Features**
   - Customers can browse a list of available products sold by small business owners at UNCG.
   - Customers can subscribe to a newsletter to receive notifications about upcoming promotions and new products being added by business owners,
   - Customers can review products and providers can reply to reviews made on their products.
   - System administrators can manage users' access to the application
   - System administrators can manage reviews to guarantee a safe environment for customers and providers.

3. Functional Requirements

- FR0: The system should allow users to create a business and/or customer account.
- FR1: The system should store user information, such as name, date of birth, expected graduation year, etc.
- FR2: The system should record customer transactions and items sold for each business.
- FR3: The system should send a confirmation email to the customer after they place an order.
- FR4: The system allows customers to subscribe to a business's newsletter to follow up on upcoming events and sales.
- FR5: The system should allow subscribers to receive emails about events and sales from businesses.
- FR6: The system will allow customers to submit reviews of products.
- FR7: The system will allow business owners to view feedback and reply to customers.
- FR8: The system should allow the system administrator to moderate products listed, reviews made by the customers, and replies made by the provider.
- FR9: The system should allow customers to view the latest status in their order.

4. **Non-functional requirements**
   - NFR0: A login screen will appear with the option of creating an account if the user is new.
   - NFR1: The homepage will appear in less than 10 seconds after the user logs in. The homepage will show any recommended items or products based on previous purchases.
   - NFR2: The user can locate a tab that will show upcoming events of small businesses on campus. Once clicked, the list of events will be displayed in 10 seconds. This includes the date, time, and location of the events. It will only display near future events so the webpage will not overrun.
   - NFR3: The confirmation screen will appear in less than 10 seconds after the user places an order.
   - NFR4: The user can place a review on the product. The review should be posted in less than 5 seconds.
   - NFR5: Removing reviews should take less than 5 seconds.

5. Scenarios

    a. Users (Tsega Takele)- Sophie Richards

I. Create/Modify Customer Profile

- **Initial Assumption**: The user has created their account and has logged in. They are on the main page.
- **Normal**: The user will be presented with the option to go to their profile.
  - If the user is new, they are given the option to create a profile.
  - If the user is a returning user, they are given the option to edit the profile.
- **What Can Go Wrong**: The user may make a change to their profile by accident or create their profile in a way they do not like. There will be an undo button to reverse any changes made by the user.
- **Other Activities**: The user can refresh the page to show the modified/new customer profile.
- **System State on Completion**: After confirmation of changes from the user, the modified/new customer profile is displayed.

II. View available products

Initial assumption: The user logs into their account and navigates through the list of products available to purchase.

Normal:

- The user can search for products by category. For example: jewelry, clothing, etc.
- Products are listed along with their prices, reviews, and ratings.
- The customer clicks on the product they're most interested in.

What Can Go Wrong:

- The search with the filters applied by the customer returns as not available because the filters are too restrictive for the application.

System state on completion:

- The system is adjusted to adapt to the customer's preferences and updates their browsing history.

III. **Subscribe to Available Services**

- **Initial Assumption**: The user has logged in to the account and is on the main page.
- **Normal:** The user will be shown a list of businesses. This includes businesses providing a service or selling a product.
    - The user will be able to scroll through the lists of services available at UNCG
    - The user can find the service they are looking for based on category (clothes, makeup, food, etc.)
- **What Can Go Wrong**: The user can subscribe to a business on accident or would like to unsubscribe from a business. There will be an unsubscribe button for the user to click.
- **Other Activities**: The user will be shown businesses or services recommended to them based on subscriptions.
- **System State on Completion**: The user will be sent a confirmation email of subscription. They will now receive emails about upcoming events and sales.

IV. **Write Review**

- **Initial Assumption**: The user has logged in to the website and has received an order or service from a provider.
- **Normal**: The user will click on the business page and will be presented with the option to write a review of the product/service. A text box is presented to the user to write a review.
- **What Can Go Wrong**: The user can post a review with errors and may want to fix it. The user may post a review for the wrong product. The user is presented with the option to edit the post or delete the post.
- **Other Activities**: The user is presented with a list of reviews of a product. They will be able to scroll through reviews.
- **System State on Completion**: The user's posted review will be displayed alongside reviews from other customers.

b. Administrators(Reba Aliah Mathews) -Issac Davids

1. Use Case : Manage User Access
   a. For Administrators to access system.
   b. Initial Assumption: Logins in as a system administrator through credentials.
      i. The primary system administrator can create new profiles for users, providers, and for other administrators.
   c. There would be one system administrator that is the primary administrator.
   d. The administrator can remove another administrator who has left the job.
2. Use Case: Moderate Services
   a. Admisitrator logged in and on the moderate services tab
      i. Remove any services that are falsely advertising events or products.
      ii. Create checks to ensure the providers are valid through identity check and routine screening
3. Use Case: Moderation Reviews
   a. Admisitrator logged in and on the moderate reviews tab
      i. The administrator will restrict access to anyone that uses profanity in the reviews and further take that information, including banning the account.
      ii. The administrator will moderate the users and business through regulating the reviews.
4. Use Case: View Usage Statistics
      i. The administrator will be able to see the number of users and providers signing up.
      ii. The administrator will also have a dashboard with access to remove reviews.

c. Provider (Yahir Paz) - Daniel Johnson (Business: JohnsonProvides)

I. **Create/Modify/ Withdraw provider profile**
  - **Initial Assumption**: The user logs in to the website as an entrepreneur and is on the main page.
  - **Normal**: The user will be able to access their profile and will be provided the option to edit their profile.
    - If the user is new, they are given a blank template to set up their business page.
    - If the user has already established their profile, they are given options to change the logo and change the description of their business page.
    - If the user has already established their profile and wants to delete their profile, the option to delete the profile will be next to the edit profile option.
  - **What Can Go Wrong**: The user can accidentally delete a product listing or make a change to the design of their profile page. An undo change button will appear after any changes are made to the profile.
  - **Other Activities**: After changes are made, a save changes button will appear to confirm the edits made on the profile.
  - **System State on Completion**: The page refreshes and shows the provider profile with changes made.

II. **Create Services**
  - **Initial Assumption**: The user signs up as a business owner and has set up their business page.
  - **Normal**: The user will be able to add product listings to their business page.
    - For a recurring user with an established business page, the user is given the option to add or edit product listings/ services.
  - **What Can Go Wrong**: The user can add a product listing on accident, mistakenly delete a product listing, or create a listing/ service with misspellings. An undo button is added to reverse these changes.
  - **Other Activities:** The user can refresh the page to see a new product listing/service added to the business page.
  - **System State on Completion**: A list of services/products will be shown along with added service/product.

III. **View Customer Statistics**
- **Initial Assumption**: The user has already established a business page and has sold items/ given services for a certain amount of time.
- **Normal**: The user can view the amount of orders placed per week.
    - The user can view the demographic of customers buying services.
    - The user can view the amount of sales of each product/ service.
- **What Can Go Wrong:** The user can struggle with accessing and understanding the statistics page. The website will have separate data graphs of the demographic and amount of products/services sold each week.
- **Other Activities**:
- **System State on Completion:**

IV. **Reply to Reviews**
- **Initial Assumption**: The user has sold products and received customer reviews.
- **Normal**: The user is presented with a list of reviews posted by customers and is presented with the option to reply to each review.
    - The date is shown when the review was posted.
    - A rating is shown with each review.
- **What Can Go Wrong**: A user can post a reply to a review by accident. Give the option to delete the reply.
- **Other Activities**: The user can pin reviews with replies to the top of the list.
- **System State on Completion**: The user can refresh the page to show replies alongside the review.