BUSINESS REQUIREMENTS FOR AMAZON (Help Section)

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CHANGE LOG

Version	Date	Description
1.0	10/05/2016	Decomposition Diagram
1.1	10/09/2016	Altered requirements section

SCOPE AND OBJECTIVE

1. Scope

    The HELP Section will prove to be a valuable service to the customer enabling them to modify actions such as placing orders updating account settings and payment options .

    This solution will be applied keeping the customer satisfaction in mind and will result in providing highest level of transparency to the customers.
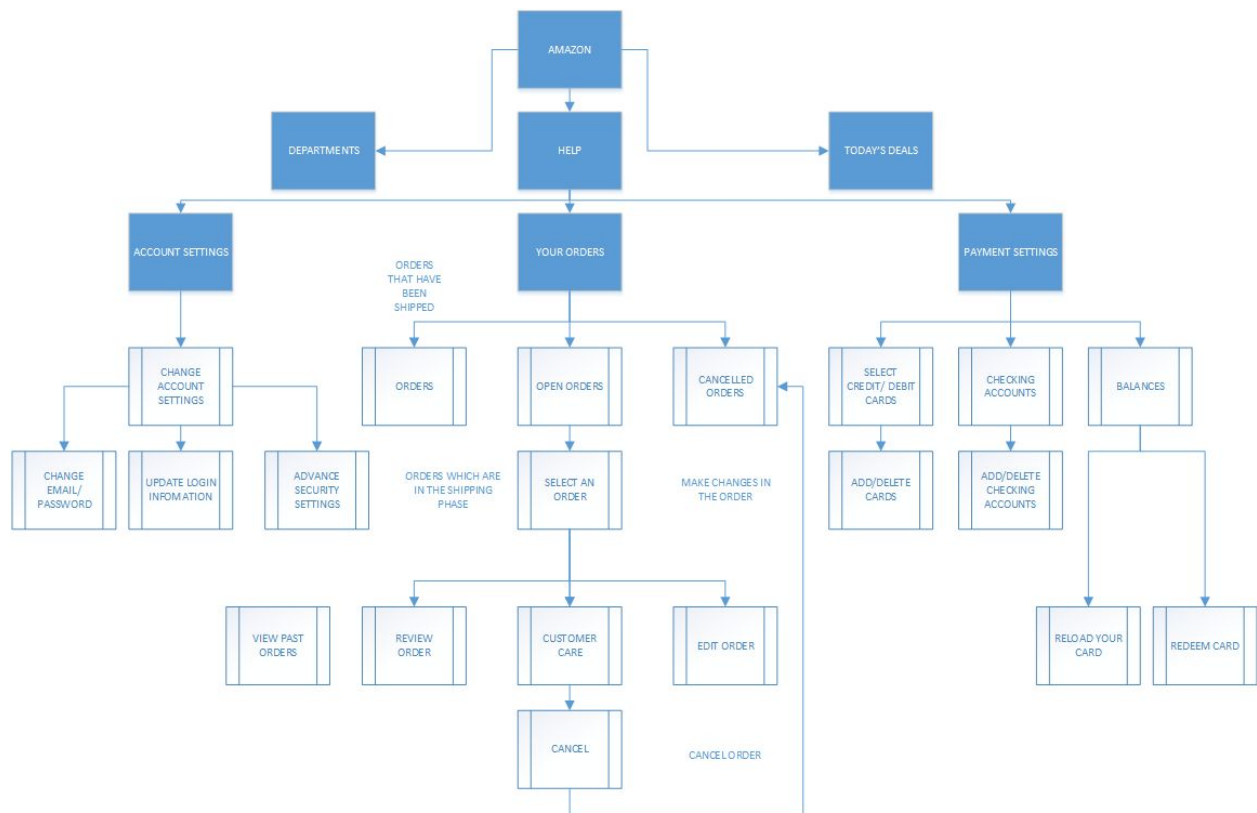
2. Objectives
    2.1.   This section aims to eliminate the distance factor between the customer and the organization.
    2.2.   It will enable the customer and the organization to connect.
    2.3.   Also to aims to provide a secure path to carry out transactions.

DECOMPOSITION DIAGRAM

3. Decomposition Diagram:

4. Requirements

Gathering business requirements are necessary in order to meet the organization's objectives.

Following are the functional requirements that describe the behaviour of the processes/system in brief.

4.1. ACCOUNT SETTINGS

    4.1.1. Functional Requirements
- 4.1.1.1. Will enable the customer to modify their account.
- 4.1.1.2. Will enable the customer to modify email or password
- 4.1.1.3. Will enable the customer to update login information.
- 4.1.1.4. Will provide advanced security settings like two-step verification.

4.2. YOUR ORDERS

    4.2.1. Functional Requirements
- 4.2.1.1. Will enable the customer to Review and edit
  - 4.2.1.1.1. Past Orders
  - 4.2.1.1.2. Open Orders
  - 4.2.1.1.3. Canceled Orders
- 4.2.1.2. Allows customer to cancel orders.
- 4.2.1.3. Will enable the customer to contact customer care for any additional queries.

4.2.1.4. Customer will get to review orders placed in past 6 months

4.3. PAYMENT SETTINGS

4.3.1. Functional Requirements
4.3.1.1. Will enable the customer to modify their payment options.
4.3.1.2. Will enable the customer to select a default payment method.
4.3.1.3. Customer will get to add multiple addresses and shall pick only one primary address.
4.3.1.4. Will enable the customer to handle gift cards and amazon wallet balance.

5.   Non - Functional Requirements

Following are the Non- functional requirements that elaborate the performance characteristics of the processes/ systems.

1. Will comply with the organization policies, terms and
2. conditions. (Policy and regulatory)
3. Maintains the customer records.
4. Each process will have a user friendly interface and will be easy to navigate.
5. Will provide easy steps to redeem gift cards.
6. The website is available in multiple counties
    6.1. [Amazon.com: Online Shopping for Electronics, Apparel, Computers …](#) (USA)
    6.2. [Amazon.in: Shop Electronics, Mobiles, Accessories & more at Low …](#) (INDIA)
7. Customer care service is available 24*7.

5. Stakeholders
    5.1. Problem Owners
    5.2. Project Manager
    5.3. Investors.