Understanding Site User Requirement

Website requirements are a list of necessary functions, capabilities, or characteristics related to your website and the plans for creating it. There are several types of requirements that may be defined during the process that come together to focus and prioritize the project plan.

Types of Requirements

There are many different types of requirements documentation. At a higher level, most can fall within one of the following categories:

1. **Business Requirements** define the objectives and what problems the stakeholder intends to solve with the product.

2. **User Requirements** describe how user expectations and how they will interact with the product. Use the features, functions, and content described in your scenarios to develop your requirements. Your user scenarios should outline the tasks your users want to complete on your site.

3. **Functional Requirements** provide details of how a product should behave and specify what is needed for development.

4. **Quality-of-Service Requirements** detail what characteristics a product must maintain in order to maintain its effectiveness and any constraints.

5. **Implementation Requirements** are used to detail changes in process, team roles, migration from one system to another, etc.

What are User Requirements?

The first step in developing any ecommerce application is to interview the user base to generate a list of features to be included in the application. This comprises the important input for defining the capabilities of the application.

There are two sets of users of shopping cart applications: site administrators and end users who purchase items using their Web browsers. After interviewing end users and administrators, application requirements such as the following may be generated.

End User Requirements

End user features that facilitate the enjoyment of Internet shopping might include the following:

a) Users should be able to use the ecommerce application from any Web browser supporting HTML 3.2 (or later) and cookies.

b) Visitors new to the site should be able to register by themselves. Users will be differentiated by unique user identifiers.

c) Transactions should be secure. That is, a basic authentication mechanism must be built into the application to prevent unauthorized persons from making transactions on a user's behalf.

d) Site visitors should be able to purchase goods or services via the electronic store.

e) Users should be able to view a complete list of specified items available through the site.

f) Users should be able to search for items by related attributes. For example, visitors might search for CDs by artist, album title and/or genre or search for books by author, title and/or ISBN number.

g) Site visitors should be able to search the database using relevant keywords to identify items of interest.

h) Users should be able to select items of interest and add them to their shopping carts for future purchase.

i) Visitors should be able to modify the quantities of items in and/or delete items from their shopping carts before checkout.

j) All selected items should be shipped to the user following purchase.

k) Users should be able to view the status of items they have ordered.

l) Large numbers of users should be able to use the application simultaneously.

m) The performance of the application should not degrade with an increase in the number of goods or services offered.