

PES UNIVERSITY, BANGALORE

Department of Computer Science and Engineering

**Software Requirements Specification**

**for**

**Beauty Retail E-Commerce Platform Development**

**Version 1.0 approved**

**Prepared by:**

**Shweta Dash - PES2UG21CS519**

**Smriti Sugur - PES2UG21CS531**

**Srinandhana Aravindan - PES2UG21CS541**

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**Revision History**

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**1. Introduction**

**1.1 Purpose**

The purpose of this document is to provide a detailed description of the development of a Beauty Retail E-Commerce Platform. It will explain the intricacies of the project, including the intended audience, the purpose of the system and its features, the constraints under which the system must operate, and how it will respond to external stimuli.

**1.2 Intended Audience**

The intended audience of the document includes:

1. The business owner, who is the primary stakeholder and the initiator of the product. They set the product’s objective.
2. The project managers, who are responsible for resource allocation, planning, scheduling, and ensuring that the project stays on its intended course.
3. The development team, which consists of the programmers that build the platform itself. They need a detailed explanation of the requirements of the platform.
4. Testers, who ensure that the platform validates the requirements of its users and lives up to expectations.
5. The marketing and sales teams. The marketing team will come up with strategies that will help showcase and promote the product, and the sales team will implement these strategies to ensure that the full extent of the product and its features is conveyed to potential customers.
6. The customer support team, who requires an in-depth understanding of the product in order to be able to provide support to customers facing any issues with it.
7. The financial team, who is responsible for the budgeting, cost estimation, and financial planning of the development and maintenance of the platform.
8. Investors, who will require consistent updates on the platform’s success and progress.
9. The documentation team, who will use this document to create guides and manuals for the users to follow.
10. The users themselves, who will reap the full benefits of the platform developed as described.

**1.3 Product Scope**

The software being specified is a beauty retail e-commerce platform. It’s an online marketplace that will allow customers to select from a wide range of cosmetic products via a user-friendly medium.

Activities included in the scope:

* Customer browsing through the multiple products through the categories they are classified into
* Customer placing the order and completing the payment online
* Customer service department receiving the order
* Warehouse department shipping the order
* Customer being notified about the order status
* Customer being able to provide feedback and interact with other customers

**1.4 References**

<https://krazytech.com/projects/sample-software-requirements-specificationsrs-report-airline-database>

<https://www.linkedin.com/pulse/srs-document-sample-diwakar-singh->

**2. Overall Description**

**2.1 Product Perspective**

The focus of this document is the development of a beauty retail e-commerce platform that is a new, self contained product. It is not a part of any product family, nor is it a replacement for any existing systems. The product may interact with external systems – however, it is not a part of any larger systems itself. The motivation for the product stems from a massive rise in the interest of online consumers towards beauty and cosmetic products in recent times. The product aims to provide an interactive, user friendly, community driven platform for consumers to both shop for products and communicate with one another.

**2.2 Product Functions**

1. User registration, authentication
2. User profiles with personalization
3. Product catalog management
4. Searching, product filtering
5. Shopping cart, checkout
6. Customer reviews
7. Customer interaction
8. Customer support
9. Performance
10. Security, data privacy
11. Data analytics
12. Device compatibility

**2.3 User Classes and Characteristics:**

The different classes of users that will be interacting with the platform include:

1. Registered customers: These are users that have created accounts on the site. They have a more personalized online shopping experience, with previously browsed and/or purchased products saved and re-recommended to them, and a wishlist section to store desired products for future purchases.

Interaction rate: Frequent

1. Guest shoppers: Guest shoppers are unregistered users who browse the platform without an account to track their actions. They can see the products being sold, but they do not benefit from the more personalized features.

Interaction rate: Infrequent, usually one time users

1. Brand representatives: These are teams that represent the products. They handle promotions and require access to the admin panels.

Interaction rate: Frequent

1. Suppliers: The suppliers are teams that handle the product inventory and listings. They also require access to the admin panel in order to update product information and availability.

Interaction rate: Frequent, regular platform users

1. Administrators and moderators: Administrators manage the products and users of the platform via the admin panel. They oversee the operation of the platform. Moderators handle user generated content.

Interaction rate: Frequent

1. Customer support: They assist customers with queries and technical problems. They connect to the customers via chat systems.

Interaction rate: Frequent

1. External vendors: External vendors provide services for shipping and payment processing. They will interact with the platform for service integration.

Interaction rate: Occasional

1. IT team: The IT team handles the infrastructure of the platform. They monitor the health, performance, and efficiency, and maintain data security .

Interaction rate: Frequent

1. Marketing and sales team: They handle marketing and sales strategies. They access the platform to refine their marketing strategies according to customer data.

Interaction rate: Frequent

1. Legal team: They ensure that the platform adheres to data privacy and customer protection laws.

Interaction rate: Occasional

**2.4 Operating Environment**

**Hardware Platform:**

* Web Servers: The platform will be hosted on one or more web servers, such as Apache HTTP Server, Nginx, or Microsoft Internet Information Services (IIS).
* Load Balancers: Load balancers may be used to distribute incoming web traffic across multiple servers for load distribution and redundancy.
* Database Servers: The software relies on a relational database management system (RDBMS) hosted on database servers. Commonly used RDBMS platforms include MySQL, PostgreSQL, or Microsoft SQL Server.
* Storage: The platform requires adequate storage capacity for user data, product information, images, and other media assets. Storage solutions may include Network Attached Storage (NAS) or cloud-based storage services.

**Operating System and Versions:**

* Linux: The platform can run on various Linux distributions such as Ubuntu, CentOS, or Red Hat Enterprise Linux.
* Windows: Compatibility with Windows Server editions, including Windows Server 2016 and later.

**Web Technologies and Software Components:**

* Programming Languages: The software is primarily developed using languages like JavaScript (for frontend development), Python, Ruby, PHP, or Java (for backend development).
* Database Management System: Compatibility with the chosen RDBMS, including MySQL, PostgreSQL, or SQL Server.
* Web Browsers: The platform should be accessible from commonly used web browsers such as Google Chrome, Mozilla Firefox, Microsoft Edge, Safari, and others.
* Version Control: The development team may use version control systems like Git for code management and collaboration.
* APIs and Integrations: Integration capabilities with third-party APIs and services for payment processing, shipping, and other e-commerce functionalities.
* Email Services: Integration with email services for transactional emails, such as order confirmations and password resets.
* Security Components: Implementation of security components like firewalls, intrusion detection systems, and encryption protocols (e.g., SSL/TLS).

**2.5 Design and Implementation Constraints**

1. Timeline and schedule: Stricter deadline and shorter time frame may affect the prioritization and design capabilities of the development team.
2. Third party integration: Online payment processing and delivery features will have to be provided to customers through a third party service.
3. Resource limitations: Limited availability of human resources might affect the overall design and implementation choices.
4. Browser compatibility: Additional testing efforts will be required to ensure full functionality of the platform on different browsers.

**2.6 Assumptions and Dependencies:**

1. Timeline and schedule:

Assumptions:

1. Reasonably extended time frame will be provided for the submission of the intermediate and final deliverables.
2. Consistent schedules will be set and followed by members of the development team.

Impact: If the time frame is reduced, the quality of the project may be affected. Additionally, the development team might not be able to rigidly stick to the assigned schedules due to unforeseen circumstances.

2. Third party integration:

Assumption: Third party service will function consistently throughout the usage period of the platform, and will not have any availability issues.

Impact: Disruptions in the third party service could affect the functionality of the platform and require changes in the implementation methods.

3. Resource limitations:

Assumption: All the required resources for the planning, development, and release of the platform will be available.

Impact: Shortages in resources will affect both the timeline of the project and the quality of the deliverables.

4. Browser compatibility:

Assumption: Platform will be compatible on all the most frequently used browsers.

Impact: Regular compatibility testing will have to be done to ensure platform’s compatibility. Period adjustments will have to be made to ensure that the platform will consistently work with different browsers.

**3. External Interface Requirements**

**3.1 User Interfaces**

1. Front-end:
   1. The primary user interface that will be accessible from different devices and browsers. This is the first thing the user will see.
   2. Website homepage, which includes product listings, the shopping cart, and the checkout counter.
   3. GUI standards, which ensure quick responsiveness of the platform, and a user friendly interaction.
2. User registration/login:
   1. Users will be asked whether they already have an account. If they do, they will be directed to an interface that allows them to log in. If not, they will be asked if they are interested in creating an account that allows them to access personalized features.
      1. If they are, they will be directed to an interface that allows them to create the account using personal details. This interface will include a verification window.
      2. If not, they will be directed back to the homepage.
   2. The registration/login interfaces will also give users the option of linking their social media accounts to their account on the platform. This will allow the users to give better product reviews and interact with other customers more efficiently.
   3. A “Forgot Password” button will be provided to allow users who don’t remember their password to log in using other credentials and possibly reset it. A “Remember Me” button will be provided in case the user is a frequent user and does not wish to log in every time they access the website.
3. User profile:
   1. A user profile interface will be provided. The user will be able to customize their account.
   2. The user can access their past search and order history and save or delete delivery addresses.
   3. The user will be allowed to update personal details of their account, including their name, number, email, and password. Each change will be accompanied with a verification window.
4. Product Catalog:
   1. The product catalog is an interface that will allow the user to browse through the most popularly purchased products, or to browse products according to category.
   2. Users can also search for specific products.
   3. On clicking any product, the user will be taken to an interface that will show further details about the product, discounts, delivery timings, and reviews and ratings from other users who have purchased the same. Users will also have the ability to interact with other users and ask them questions.
   4. Users will be allowed to add products they are interested in to their shopping carts. They will then be given buttons to, “Continue Shopping”, or “Review Cart”.
5. Shopping Cart Interface:
   1. Users will be able to add products they are interested in to their shopping carts.
   2. They will be given the option to review their carts and remove items if they wish to. Once satisfied, they can proceed to the online checkout counter.
   3. If the users want to continue shopping, they can continue browsing. The items in the shopping cart will remain saved.
   4. The user will have to include personal details such as their name, phone number, email, and address before proceeding to the checkout counter. If the user has any additional discount codes, they will be allowed to enter them at this stage.
6. Checkout interface:
   1. The user is directed to the checkout interface once they decide they are satisfied with their shopping cart.
   2. The final price the user will have to pay will be displayed here. This price includes additional tax, delivery charges, and takes into account any discount codes the user might have entered.
   3. A third party interface will be used to allow the user to pay the amount through an online service. If the user wishes to pay for the product in cash after the delivery has been completed, there will be a button for them to choose that option.
   4. While completing an online payment, a confirmation screen will be displayed to allow the user to consider their purchase before completing it.
   5. Once the delivery has been confirmed, there will be a button available during a limited time frame that will allow the user to cancel the delivery and ask for a refund.
7. Customer support interface:
   1. Users can request for assistance from the customer support team through chatbots.
   2. They can specify their complaints or queries through the chatbot. If they are unsatisfied with the generated answers, they can request to connect directly with the customer support team via chat or call.

**3.2 Software Interfaces**

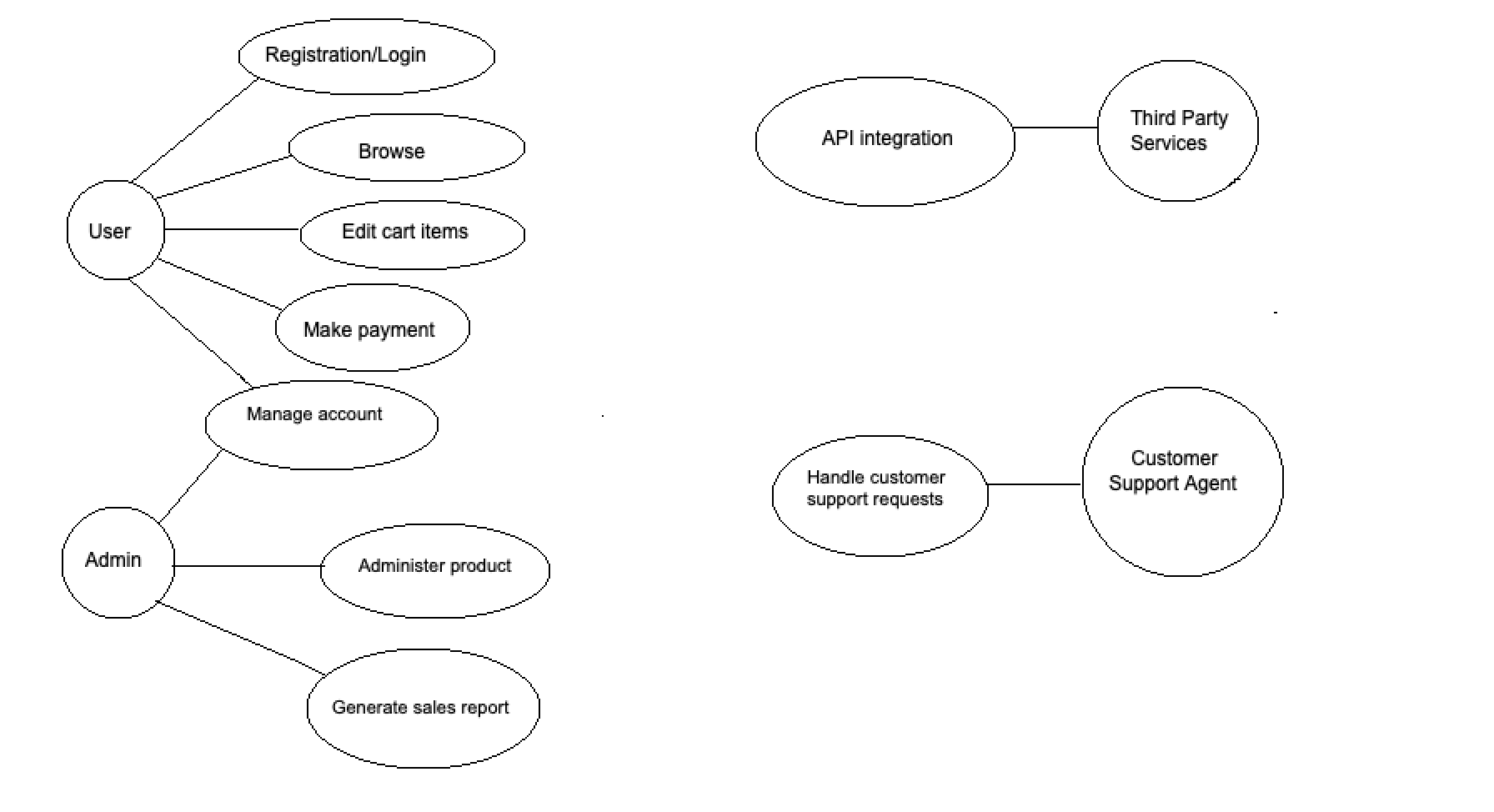
1. Front end:
   1. Data going in: User registration details, product searches, product selections
   2. Data coming out: Web pages for searched for products, personalized product suggestions for registered users, user actions such as items added to shopping cart, reviews, and ratings
   3. Services required: Standard web browsers for users to interact with the platform through their devices
2. User registration/login:
   1. Data going in: User details required for registration, or login credentials
   2. Data coming out: User profile details, secure access tokens, authentication status
   3. Services required: Databases to keep track of registered users, authentication services
3. User profile:
   1. Data going in: Personalization details from the user, potential changes added to user details, delivery addresses of the user
   2. Data coming out: Verification window for detail changes, search/order history, addresses, shopping cart
   3. Services required: Databases to keep track of user details, authentication service to confirm user changes
4. Product catalog:
   1. Data going in: User initiated searches, filtering criteria, user selecting a product for further details or to add to shopping cart, user ratings and reviews for a product
   2. Data coming out: Product listings, required product details, images, specifications, reviews, and ratings, user cart with added products
   3. Services required: Product database that stores details of product and displays them when required, database that handles shopping cart updates
5. Shopping cart:
   1. Data going in: User actions such as adding and removing products and adjusting product quantities, confirmation to move to checkout counter
   2. Data coming out: Shopping cart content
   3. Services required: Database that manages quantities of the shopping cart and handles updates to or deletions from cart for each user’s account
6. Checkout:
   1. Data going in: User details for contact during delivery such as name, number, and email and delivery address details, potential discount codes, payment details or confirmation for paying through cash after delivery, order return or cancellation if required
   2. Data coming out: Order confirmation, payment method confirmation, payment verification, delivery status updates, delivery confirmation
   3. Services required: Third party services to handle online payment and order shipping
7. Customer support;
   1. Data going in: Customer inquiries, complaints, and requests to connect directly with the customer service team
   2. Daat coming out: Chatbot generated responses or customer team responses to queries/complaints
   3. Services required: Live chatbot, access to a knowledge base

**3.3 Communications Interfaces**

1. Front end:
   1. Function: User interaction through browsers
   2. Requirements: Updated browsers
   3. Communication standards: Standard web communication protocols (HTTP/HTTPS)
   4. Security: HTTPS to ensure secure exchange of information between user and the platform
2. User registration/login:
   1. Function: User account authentication and management
   2. Requirements: Secure communication channel to exchange user details or login credentials
   3. Communication standards: HTTPS for secure data transmission
   4. Security: Strong encryption methods to protect user data
3. User profile:
   1. Function: Interfaces with the user profile database
   2. Requirements: Communication channel to access and update user database
   3. Communication standards: HTTPS for secure data transmission
   4. Security: Encryption and authentication for securing and modifying user profiles
4. Product catalog and shopping cart:
   1. Function: To retrieve products from the central product database or display products stored in the shopping cart database
   2. Requirements: Utilize secure communication methods to access the product database or to update or delete contents of each user’s associated shopping cart database
   3. Communication standards: HTTPS for secure data transmission
   4. Security: Encryption to protect transaction of data
5. Payment gateway:
   1. Function: Handling payment transactions
   2. Requirements: Use secure communication with payment APIs
   3. Communication standards: HTTPS for secure data transmission
   4. Security: Implement encryption and adhere to PCI DSS (Payment Card Industry Data Security Standard) requirements to handle the payment data
6. External Services Integration:
   1. Function: Integration with third party services for online payments, shipping, and for users to link their social media accounts to their registered accounts on the platform
   2. Requirements: Following the communication standards and protocols specified by each third party vendor
   3. Communication standards: Dependant on the requirements of the third party vendor
   4. Security: Ensure secure data authentication and encryption as per the third party vendor’s specifications
7. Customer support:
   1. Function: Connecting users with customer support chatbots and human teams if needed
   2. Requirements: Secure communication methods for user interactions
   3. Communication standards: HTTPS for secure chat transmission
   4. Security: Implement encryption for secure communication with users
8. Email notifications:
   1. Function: Send marketing emails and shipping updates to users
   2. Requirements: Use email communication protocols for sending mails
   3. Communication standards: SMTP for email transmissions
   4. Security: Implement email encryption (TLS) for secure email transmission

**4. Analysis Model**

*[Use case diagram]*

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**5. System Features**

**5.1 User Registration and Authentication**

**5.1.1 Description and Priority**

Description: The user can create accounts to access more personalized features, or log in to already created accounts using set credentials. Users can manage their profiles to add or remove personal details, and can link other social media accounts to their profile.

Priority: High

**5.1.2 Stimulus/Response Sequences**

Stimulus: User accessing the platform

Response: Platform will provide the user with either a registration form, or a login window, according to their choice. The user can enter the details needed to create an account into the registration form. The user can log in using the credentials they confirmed during their registration.

**5.1.3 Functional Requirements**

REQ-1:

Requirement ID: BR.R1.1

Description: Users can register using personal details, such as their email, phone number, or social media accounts. These details will be used to log in.

Response to invalid input: An error message will be displayed if the user enters incorrect data.

REQ-2:

Requirement ID: BR.R1.2

Description: Users can set a password to secure their accounts. The password must adhere to certain criteria.

Response to invalid input: The users will be notified of the criteria while setting the password. They will not be allowed to confirm the password until all the criteria is met.

REQ-3:

Requirement ID: BR.R1.3

Description: Users will be notified via email if their registration was successful.

Response to invalid input: The users will not receive an input. The platform will inform them directly of an issue.

**5.2 Product Catalog**

**5.2.1 Description and Priority**

Description: Users can browse through the most popularly sought after categories, or can search for specific products by name or by filters.

Priority: High

**5.2.2 Stimulus/Response Sequences**

Stimulus: The user will navigate to the product catalog on entering the platform.

Response: The platform displays product listings, categories, and filters. Users can search for specific products.

**5.2.3 Functional Requirements**

REQ-1:

Requirement ID: BR.R2.1

Description: Users can filter products by brand, price range, and other attributes.

Response to invalid input: Users will be notified if no products match the selected filters.

REQ-2:

Requirement ID: BR.R2.2

Description: Users can click on a product to view detailed information, including descriptions, images, and pricing.

Response to invalid input: It is assumed that the product details will be valid.

**5.3 Checkout and Payment**

**5.3.1 Description and Priority**

Description: This feature facilitates secure checkout and payment processing.

Priority: High

**5.3.2 Stimulus/Response Sequences**

Stimulus: User clicks on the "Checkout" button.

Response: The platform guides the user through the checkout process, collects shipping and payment information, and confirms the order.

**5.3.3 Functional Requirements**

REQ-1:

Requirement ID: BR.R3.1

Description: Users must be able to proceed to checkout securely from the shopping cart.

Response to invalid input: Display an error message if any required cart items or information are missing.

REQ-2:

Requirement ID: BR.R3.2

Description: Provide users with multiple secure payment options.

Response to invalid input: Notify users if their chosen payment method is not supported or if there are issues with payment processing.

REQ-3:

Requirement ID: BR.R3.3

Description: Users should have the ability to apply discount codes or promotions during checkout.

Response to invalid input: Verify and apply valid discount codes. Users will be informed of invalid codes.

**5.4 Order Management**

**5.4.1 Description and Priority**

Description: This feature allows users to view order history, track order status, and request returns/refunds.

Priority: Medium

**5.4.2 Stimulus/Response Sequences**

Stimulus: User navigates to the order history section.

Response: The platform displays a list of previous orders with their statuses.

**5.4.3 Functional Requirements**

REQ-1:

Requirement ID: BR.R3.1

Description: Users should have the option to initiate returns or refunds for specific orders.

Response to invalid input: Users will be guided through the process and will be notified of the return eligibility criteria.

REQ-2:

Requirement ID: BR.R3.2

Description: Admins should have access to order processing features, including marking orders as shipped or canceled.

Response to invalid input: Only authorized admin users can access these features.

**6. Other Nonfunctional Requirements**

**6.1 Performance Requirements**

1. Page Load Time:
   1. Rationale: Fast page load times enhance user experience and reduce bounce rates. Users expect web pages to load quickly for a smooth shopping experience.
   2. Requirement: The platform shall load web pages, including product listings and details, within a maximum of 2 seconds under normal server load conditions.
2. Search Response Time:
   1. Rationale: Quick search responses improve user satisfaction when users search for products.
   2. Requirement: The platform shall provide search results within 1 second of a user-initiated search query.
3. Concurrent User Access:
   1. Rationale: The platform must be capable of handling multiple users simultaneously, especially during peak shopping periods.
   2. Requirement: The platform shall support a minimum of 1,000 concurrent users without a degradation in response time.
4. Mobile Responsiveness:
   1. Rationale: Mobile responsiveness is critical for users accessing the platform via smartphones and tablets.
   2. Requirement: The platform shall ensure that all web pages load and function correctly on mobile devices, with a maximum page load time of 3 seconds.
5. Scalability:
   1. Rationale: The platform should be scalable to accommodate future growth in terms of users and products.
   2. Requirement: The platform architecture shall support horizontal scalability to add additional servers and resources seamlessly when traffic increases.

**6.2 Safety Requirements**

1. Data Security and Privacy:
   1. Safeguard: The platform must use encryption (e.g., SSL/TLS) for all data transmission to protect user information.
   2. Action: Implement robust data encryption mechanisms to prevent unauthorized access to sensitive user data.
   3. Regulation: Comply with data protection regulations such as GDPR, HIPAA (if applicable), and other relevant privacy laws.
2. User Authentication:
   1. Safeguard: Enforce strong user authentication to prevent unauthorized access.
   2. Action: Implement multi-factor authentication (MFA) for user accounts, requiring a second form of verification in addition to passwords.
   3. Regulation: Comply with industry standards for authentication, such as NIST guidelines.
3. Payment Security;
   1. Safeguard: Implement Payment Card Industry Data Security Standard (PCI DSS) compliance to protect payment data.
   2. Action: Regularly assess and update security measures, including encryption, access controls, and vulnerability scanning, to maintain PCI DSS compliance.
   3. Regulation: Comply with PCI DSS requirements for payment processing.
4. Fraud Prevention:
   1. Safeguard: Implement fraud detection and prevention measures to safeguard against fraudulent transactions.
   2. Action: Employ machine learning and AI algorithms to detect suspicious activity, such as unusual payment patterns or login attempts.
   3. Regulation: Comply with industry best practices for fraud prevention in e-commerce.
5. Disaster Recovery:
   1. Safeguard: Regularly back up critical data and implement disaster recovery plans.
   2. Action: Establish automated data backup routines and procedures for rapid system recovery in case of data loss or system failures.
   3. Regulation: Comply with data backup and recovery standards and guidelines.

**6.3 Security Requirements**

1: Data Encryption

* Requirement: All sensitive data transmitted between the user's device and the platform's servers must be encrypted using industry-standard encryption protocols (e.g., SSL/TLS).
* Action: Implement SSL/TLS encryption for data in transit to safeguard sensitive information, including login credentials and payment data.
* Regulation: Comply with data protection regulations such as GDPR and relevant industry-specific privacy standards.

2: User Authentication

* Requirement: Users must authenticate their identity using strong authentication methods, including multi-factor authentication (MFA) for sensitive transactions or account access.
* Action: Implement MFA for user accounts to enhance security and reduce the risk of unauthorized access.
* Regulation: Comply with industry and regulatory standards for user authentication, such as NIST guidelines.

3: Secure Payment Handling

* Requirement: Payment processing must adhere to Payment Card Industry Data Security Standard (PCI DSS) compliance to protect payment data.
* Action: Regularly assess and update security measures, including encryption, access controls, and vulnerability scanning, to maintain PCI DSS compliance.
* Regulation: Comply with PCI DSS requirements for payment processing.

4: Data Retention and Deletion

* Requirement: Define clear data retention and deletion policies to ensure that user data is not stored longer than necessary.
* Action: Implement automated data retention and deletion procedures in accordance with defined policies.
* Regulation: Comply with data retention and deletion regulations, particularly those related to user privacy.

**6.4 Software Quality Attributes**

1. Usability:

* Quality Characteristic: Usability
* Description: The platform should be user-friendly and intuitive, allowing users to navigate, search, and make purchases with ease.
* Preference: High usability is preferred over ease of learning. Users should find the platform intuitive and efficient to use.

2. Reliability:

* Quality Characteristic: Reliability
* Description: The platform should operate consistently and reliably without frequent outages or errors.
* Preference: High reliability is crucial to maintain user trust and confidence in the platform.

3. Availability:

* Quality Characteristic: Availability
* Description: The platform should be available 24/7, with minimal downtime for maintenance or upgrades.
* Preference: High availability is essential to meet the needs of users across different time zones.

4. Maintainability:

* Quality Characteristic: Maintainability
* Description: The platform should be designed for ease of maintenance and updates, allowing for quick fixes and feature enhancements.
* Preference: High maintainability facilitates rapid improvements and bug fixes.

5. Portability:

* Quality Characteristic: Portability
* Description: The platform should be designed to work seamlessly across different devices and browsers.
* Preference: High portability ensures a broader user reach.

**6.5 Business Rules**

1. User Registration and Authentication:

* Operating Principle: Only registered users with valid accounts can perform actions like making purchases, writing reviews, and tracking orders.
* Domain Requirement: Users must provide valid personal information during registration, and the platform must verify email addresses for account activation.

2. Administrative Access:

* Operating Principle: Certain individuals, such as administrators and customer support agents, have access to additional functionalities, like managing product listings and handling customer inquiries.
* Domain Requirement: Administrators must have unique login credentials and access levels that allow them to perform administrative tasks.

3. Payment Handling:

* Operating Principle: Only authenticated users should be able to initiate payment transactions, and payment information must be securely processed.
* Domain Requirement: Implement robust payment gateways, adhere to PCI DSS standards, and ensure that user payment data is encrypted and securely stored.

6. Product Availability:

* Operating Principle: Products should only be available for purchase if they are in stock.
* Domain Requirement: Implement inventory management to track product availability and prevent sales of out-of-stock items.

7. Returns and Refunds:

* Operating Principle: Users can request returns or refunds, but these must align with the platform's return policy and eligibility criteria.
* Domain Requirement: Define clear return and refund policies and implement a process to handle return requests.

10. Compliance with Regulations:

* Operating Principle: The platform must comply with relevant data protection, consumer rights, and e-commerce regulations.
* Domain Requirement: Stay up-to-date with evolving regulatory requirements and adapt the platform accordingly.

**7. Other Requirements**

Legal and Regulatory Requirements:

* Data Protection Compliance: The platform shall comply with data protection regulations applicable in the regions where it operates. This includes GDPR, CCPA, or any other relevant data protection laws.
* Accessibility Compliance: The platform shall adhere to web accessibility standards (e.g., WCAG) to ensure that it is usable by individuals with disabilities.
* Taxation and Reporting: The platform shall facilitate the collection and remittance of applicable taxes on products sold. It should also provide the necessary reporting and documentation for tax compliance.

Internationalization Requirements:

* Language Support: The platform shall support multiple languages to cater to a global user base. Users should be able to select their preferred language for the user interface.
* Currency Support: The platform shall support multiple currencies for displaying product prices and processing transactions. Currency conversion rates should be regularly updated.

Performance Monitoring and Reporting:

* Performance Metrics: The platform shall regularly monitor performance metrics, including page load times, server response times, and database query times.
* Reporting: Performance reports shall be generated and reviewed to identify areas for optimization and improvement.