Application Development

**E-commerce application (bags-cart)**

**Group-E (Farvej, Sujan, Sirisha, Syed)**

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# Bags-Cart : site Overview

## Introduction

Online shopping is a trend in modern digital society keeping this is view we are developing a site where individual can choose there choice of bags.

## Product Categories

**Home**: overview of the site and advertise billing and holdings.

**Products**: the detailed version of product includes cost, material type, price etc.

**Cart** : when user choose a product render to cart page to show his choices and proceed to billing.

**View Product:** we get the details of the product and we can zoom in.

**Payments:** billing section one can fill details of the card or Cash on Delivery.

**Register**: to register individual into the site and business

**Login**: for buying and payment and also other activities in site.

**About us**: About app/ site.

## Other Highlights

**Login with Google/facebook** : login using social accounts.

## Current Strategy& Implementation

* To attract customers with discounts
* To provide home delivery and to save customer time.

# Customer Retention and End to End Automation

## Objective

To retain the customer of Bags-Cart by helping implement the strategy leveraging the current implementation and enhancing it wherever required and increase profitability.

### PROBLEM HANDLING

Problem Handling processes are responsible for receiving trouble reports from customers, resolving them to the customer's satisfaction and providing meaningful status on repair activity to the customer. They are also responsible for customer contact and support in relation to any service-affecting problems detected by the resources or through analysis, including proactively informing the customer and resolving these specific problems to the customer's satisfaction

• Isolate Customer Problem • Issue & Distribute

Marketing Collaterals

• Track Leads

• Report Customer Problem

• Track & Manage Customer Problem

• Close Customer Problem Report

• Create Customer Problem Report

### Performance Requirements

Displaying Cart / add to cart option and view products

Registering new customers.