**Client’s System Requirements Definition Report**

1. **Introduction** 
   1. **Purpose**

The purpose of this report is to identify the client’s system requirements of the Gadget Trend boutique. Problems to the current system and solutions, on how to better the system will also be provided so that the business can meet the requirements and better the way their business is operated and make it beneficial for them.

* 1. **Background**

The Gadget Trend is an electronic gadget store, that sells customized gadgets. Clients interested in purchasing a customized gadget or specific product, must go to the store and place an order with the store assistant. New clients must fill out a credit application form. Only the store assistant can place your order to the suppliers. Once the order has been placed you can make changes to it, but not after the manufacturing has started. When the order is ready the client will be notified to come and pick it up at the store.

* 1. **Scope**

Below is a cause-and-effect diagram, that helps to identify the problems the client/business may encounter. It will also help in how we identify possible solutions.

Diagram

Description automatically generated

1. **Constraints and Requirements**
   1. **User Requirements**

Because of the pandemic businesses must adapt to new ways of doing business. The current system is not very efficient for the client, because the client must go to the store for most of the procedure or call. With the pandemic still going on, clients cannot go to the store so that they adhere to the pandemic safety regulations and to keep the store workers from contamination. The system is mostly automated for the communication of the store assistant, and the supplier mostly. This limits the client. With a fully automated system for the client, a client will be able to:

* digitally fill out the credit application form, this way information will be captured quicker for the new clients.
* Update personal info, without having to inform the store assistant.
* Place an order online where the store assistant can confirm it for further processing after the payment has cleared.
* Access the store in the comfort of their own homes.
* Specify gadget customization.
  1. **Functional Requirements**

Clients like to stay up to date with everything especially if they have purchased from your business. The current system in place for Gadget Trend does not allow the client access information about the client order and any other information about the client or information the client would like to know. Instead for such information, you must go to the store to check all these things or call, which can be time-consuming. A new system in place will allow clients to view details about their past and present purchase and do more. The client will be able to:

* View past orders.
* Track current orders using order reference ID.
* View payment method, if a card is used which one?
* View store location and already made products.
* Get updates on upcoming releases of new products.

* 1. **Non-Functional Requirements**

The client must be able to access the new system from any technological device, such as a cellphone, personal computer, or any other technological device without going to the store. The system should be reliable, efficient, and effective. It must be able to process requests from the client and produce results in the shortest time possible. The clients should have 24-hour availability to the system so that they are not limited to the 9 to 5 daily operations. Clients and new clients should be able to safely log in to the system, without their details being at the risk of being exposed to third parties.

1. **Conclusion**

With the everchanging technology and times and the ongoing pandemic, businesses must change and adapt to new businesses ways so that they can accommodate clients and make the business profitable. The new system proposed above will accommodate the client's requirements in every aspect.