Cnex Website Development

Software Requirements Specification

Version 1

Contents

Software Requirements Specifications

1. Introduction

1.1 Purpose
The purpose of this document is to define the software requirements for the development of the Cnex mobile app and website. This document provides a detailed overview of the features and functionalities of the proposed system.

1.2 Scope
This document is intended for providing an abstract overview of Cnex app and general overview of the entire project. The scope of the document:

- System Functional Requirements
- System Overview

1.3 Definitions, Acronyms, and Abbreviations

SRS	Software Requirements Specification
FAQs	Frequently Asked Questions

1.4 Overview
The Cnex app is an e-commerce application that efficiently allows customers to order or pre-order products online. The system also supports payment integration alongwith messaging feature to contact the admin. The application has several features such as searching for product, filtering products, ordering and pre-ordering products, add to cart and wishlist, booking appointments in the user side and the management of these features in the admin side.

2. Requirements
Static Website:
  i. Home Page
     a. CTA for app download
  ii. About Us
  iii. FAQs
  iv. Social Media Integration
  v. Contact Us

Registration:
 i. Customer
   a. Name
   b. Age
   c. Phone
   d. Username
   e. Email
   f. Password
   g. Confirm Password

Customer Dashboard:
 i. Login
   a. Email
   b. Password
 ii. Profile
   a. Picture
    • Take a Photo
    • Upload From Album
   b. Name
   c. Age
   d. Phone
    • Change Phone Number
   e. Birthday
   f. Delivery Address
   Select any address as a primary delivery address during order process, if empty ask to add delivery address and direct to profile section
    • Home Address
    • Office Address
    • Change Home and Office Address
   g. Email
   h. Username
   i. Password
    • Current Password
    • Change Password
   j. My Ratings
    • Products
     • Select Product Rating
   k. Logout
 iii. Categories: user can view/search according to the categories
 iv. Product: view product
   a. Product name
   b. Product images

    c. Product tag
    d. Product price
    e. Product sale price
    f. Product description
    g. Brand
    h. Ratings
    i. Select variation
- Size
- Color

    j. Select quantity
    k. Purchase now
    l. Add to Wishlist
    m. Add to Cart
    n. Share button
- Generate/give exact product URL on the modal and copy to clipboard
- And give close button

v. Collections
User can view hot sales, trending collections on the landing page

vi. Search
User can search products by name, category, sub-category, tag (product tags are added by admins during the time of adding product)

vii. Filter
    a. Price
    b. Categories
    c. Size
    d. Color

viii. Order
    a. Purchase order process:
    b. Select a product
    c. Select a variation (if available) (color: red/black/blue/size: L/XL/XXL)
    d. Select a quantity
    e. Confirm Order
    f. Select Delivery Address from profile (previously added, if empty add now)
    g. Enter Coupon/Discounts
    h. Pay Now
    i. Total Pricing
    j. Product Price, Calculate discounts, show delivery fee
    k. Take payments
    l. Esewa, khalti, FonePay
    m. Thank You Message, view order history

ix. Order History
    a. List of orders
    b. Product name

    c. Product price
    d. Product quantity
    e. Cancel order button => confirm cancellation modal
    f. Status (In-progress/cancelled/delivered/pre-order)
    g. Payment Mode (COD/Esewa/Khalti/FonePay)

Sort by on top of order lists:
In-progess/cancelled/delivered/pre-order

x. Pre-Order
User can see pre-ordered products
User can see pre-ordered product in order history (treat as an actual product)
Payment
- Full
- Partial

xi. Cart
User can view all the listed products/ remove any product
Select multiple products to buy/remove

Buy now on individual
- Select Delivery Address from profile (previously added, if empty add now)
- Enter Coupon/Discounts
- Pay Now
- Total Pricing
- Product Price, Calculate discounts, show delivery fee
- Take payments
- Esewa, khalti, FonePay, COD
- Thank You Message, view order history

Buy all products
    Repeat buy process

xii. Wishlist
Add to cart/buy now
Select multiple products to remove from wishlist, add to cart, buy now

xiii. Payments
    a. Add Payment
    b. View Payment History

xiv. Booked Appointments
    a. List of appointments
    b. Date
    c. Time
    d. Service
    e. Payment mode
    f. Payment amount

g. Cancel appointment => confirm cancellation (aware user while cancelling appointments that paid amounts are not refundable)

xv. Book Appointments
   a. Select a service
   b. Date
   c. Slot

   If unavailable, make the appointment not clickable with a message
   d. Payment: according to service
   e. Thank you message, view the booked appointments in 'booked appointments'
   f. Book another appointment

Admin Dashboard:
   i. CMS
      a. Banners
      Banner Top
         • Image
         • Link

         Banner Middle
         • Image
         • Link
         Banner Bottom
         • Image
         • Link
      b. Policies
      c. FAQs
   ii. Products Management
      a. Product List
         • Name
         • Image
         • Price
         • Sale Price
         • Selected Category
         • Selected Sub-category
         • Variations available
         • Quantity
      b. Add Product
         • Name
         • Image
         • Price
         • Sale Price
         • Select Category

- sub-category
- Variations (variation management)
  - ➢ Size (select pre-decided group of sizes)
  - ➢ Color (select pre-decided group of colors)
  - ➢ Quantity
- Description
  - ➢ Title
  - ➢ Description text (link must be clickable in description section/give editor)
- Select a Collection
  - i. New Arrival
  - ii. Hot Sales
  - iii. Trending
  - iv. What Others are Buying
  b. Edit Product
  c. Remove Product
  d. Mark Out of Stock

iii. Categories Management
  a. CRUD
iv. Sub-Categories Management
  a. CRUD
v. Collections Management
  a. Add Collections
    - ➢ New Arrivals
    - ➢ Hot Sales
    - ➢ Trending
    - ➢ What Others are Buying
  b. Edit Collections
  c. Remove Collections
vi. Order Management
  a. Username
  b. Email
  c. Phone
  d. Price
  e. Order Status
  f. Order Date and Time
  g. Amount paid (full/partial)
  h. Delivery Address
  i. Quantity Ordered
  j. Discount Applied
vii. Appointment Booking Management
  a. List of Appointment
  b. View Appointment

- Customer Name
- Customer Phone
- Service Type
- Date
- Slot
- Payment
  c. Add/Edit Appointment
    - Service
    - Date
    - Time
    - Number of Slots
    - Number of Staff
viii. Coupon/Discount Management
  a. Flat Discount
  b. Discount Percentage
ix. Inventory Management
  a. List of Inventory
  b. View Inventory
    - Name of Product
    - Price
    - Quantities Available
  c. Edit Inventory
  d. Inventory Notifications
x. Customer Profile Management
  a. Password Protection
  b. Name
  c. Email
  d. Phone
  e. Shipping Address
  f. Last Order Date
  g. Last Order Product
  h. Messages
    - Reply to Customer
  i. Sort By
    - A-Z
    - Last Order Date
    - Last Order Product
xi. Pre-Order Management
  a. List of Products
  b. View Products
    - Category and Sub-category
    - Product

- Quantity
- Price (initial paid amount deducted from price)
  - ➢ Full
  - ➢ Half

xii. Payment Gateway Integration
  a. Esewa
  b. Khalti
  c. FonePay

xiii. Feedback Management

xiv. Delivery Charge Management

3. Product Perspective

3.1 Product Function

User: Customer

Functions

Registration:

Users should be able to register their accounts in the application. The sign up process should contain name, address, age, phone number, username, email, and password, and confirm password.

After signing up, the user profile should be added to the customers list. The sign up feature is handled in the customer profile management by the admin.

Log In:

Users should be able to login to the application with the email and password they used while signing up. After logging in, users should be able to access their profile.

If the login information doesn't match the information stored in the customer profile management module, then login error should be shown to the user.

In case the user forgot their password, a 'forgot password' section should be added to the login form. The 'forgot password' section should contain a field that accepts the email of the user. The email should match with the email that they used while signing up. After providing the email, the user should receive a reset password link to the email that they provided.

Profile:

Customers should be able to access their profile after registering and logging in. In the profile section, user should be able to upload picture, either by taking picture at that moment from camera, or uploading from the album. Other information that should be shown in the profile section are name, age, phone, birthday, delivery address, email, username, password, ratings, and logout option. The delivery address option should contain

home address, office address, and change home and office address fields. Users should also be able to set any one as primary delivery address. The email option should contain a change email field. The password option should contain current password, change password, and confirm password fields. Users should be able to rate a product by selecting an individual product.

Categories:

Users should be able to view the categories of the products. The categories should have individual categories, as well as all categories options where the products of all categories are shown. The categories should also have sub-categories, wherever necessary.

Categories should be managed by admin under the categories management panel.

Products:

Users should be able to view products from the app's home page. The products should contain name, image, tag, price, sale price, description, default brand (Cnex), ratings, select variation option (size and color), and select quantity option. The product should also contain add to cart, add to wish-list, share button and purchase now button.

Products should be managed by admin under the products management panel.

Collections:

Users should be able to view hot sales, trending collections, and other collections on the landing page of the app.

Search:

Users should be able to search the products by name, category, sub-category, and tags. Product tags are added by admins during the time to adding product.

Filter:

Users should be able to filter out products on the basis of price, categories, sub-categories, and variations.

Order:

User should be able to order their desired product. To order, user should firstly select a product, then select variation of the product (if available), select a quantity, and confirm order. After confirming order, user should be able to select delivery address from their profile. If the address is empty in their profile, then they should be directed to profile section to add the address. Users should then be able to enter any coupon or discounts, if available and click on the pay now button to start the payment procedure. Total pricing should be shown to user by calculating product price, discounts and delivery fee. The app should then take payment of the user through Esewa, Khalti, or FonePay. The user should then see a thank you message dialogue box after paying for the product. The ordered product should then be visible in the view order history section.

Order History:

Users should be able to view the list of ordered products. The information that should see are product name, product price, product quantity, cancel order button, and status (in-progess/cancelled/delivered/pre-order). After clicking on the cancel order button, user should be asked for cancellation reason, which should be sent to the admin.

Order history should be sorted on the basis of in-progess, cancelled, delivered, and pre-ordered products.

Pre-Order:

User should be able to see pre-ordered products. For pre-ordering, two options should be provided to users; full payment and half payment. User can see pre-ordered products in the order history section. The ordered and pre-ordered products should be made distinguishable by status field in the order history section.

Cart:

Users should be able to view all the listed products, or remove any product from the cart section. User should also have the option to choose multiple products to buy or remove the products.

To buy an individual item form the cart, user should click on the purchase now button. After clicking on the button, user should be able to select delivery address from their profile. If the address is empty in their profile, then they should be directed to profile section to add the address. Users should then be able to enter any coupon or discounts, if available and click on the pay now button to start the payment procedure. Total pricing should be shown to user by calculating product price, discounts and delivery fee. The app should then take payment of the user through Esewa, Khalti, or FonePay. The user should then see a thank you message dialogue box after paying for the product. The ordered product should then be visible in the view order history section.

To buy all the products from the cart, the same process should be followed.

Wishlist:

Users should have the options to add product to cart and purchase now. Users should also be able to select multiple products to remove from wishlist, add to cart, or purchase the product.

Book Appointments:

To book appointments, users should select a service, time, date, available bookings. If no bookings are available, then the available bookings section should be not be made clickable along with a short message explaining why bookings are unavailable. If the bookings are available, then the user should view the payment section and pay for their desired service. Different services have different prices, and the user should be shown the price of the product that they choose. After making the payment, a thank you message should be shown to users for booking the appointment. The booked appointments should then be shown in the the 'booked appointments' section. There should also be book another appointment button after user books one appointment.

Booked Appointments:

Users should be able to view the list of appointments. The information to be shown to users are date, time, service, payment mode, payment amount, and cancel appointment button. Users should be asked to reconfirm cancellation and a message should be shown stating that the paid amount is not refundable.

User: Admin

Functions

Log In:

Admin can log in to their account with the verified email and password. If the login credentials do not match the data in the admin management, then errors should be shown to the user.

Admin Management:

In the admin management, new admins can be added and old admins can be deleted. The admin information can also be edited from admin management. The list of admins should also be viewed from the admin management.

CMS:

The content management system should contain banners, policies, and FAQs. Banners should contain three options: top, middle, and bottom. Each of these options should contain field to add image and link to the desired place. The banners, policies and FAQs should be easily be made editable by the admin.

Products Management:

Admin should view, add, edit, and remove products. Admin should also be able to mark out of stock from products management. While viewing the products list, the information that admin should see are product name, image, price, sale price, selected category, selected sub-category, available variations, and available quantities. To add a product, admin should input name, image, price, sale price, tag, category and sub-category, variations, description, and collection, the variations should contain size and color, and the quantity of that particular variation. The description should contain title and description text.

Categories Management:

Admin should view, add, edit and delete categories from the categories management panel. If the category has sub-categories, then while deleting the category, a message should be shown that all the sub-categories under that particular category will also be deleted.

Sub-categories Management:

Admin should view, add, edit and delete sub-categories from the sub-categories management panel.

Order Management:

Admin should be able to view the order made by any customer. The item added from the buy now button should be added in the list of orders. The orders should be made sortable on the basis of date and price. The information shown to admin in order management are name, username, email, phone, price, status, date, time, amount paid (full/partial), delivery address, quantity ordered, and discount applied. Admin should be able to change the status of the products (in-progress/cancelled/delivered/pre-order), which should be reflected on the user dashboard of users.

Pre-order Management:

Admin should be able to view the order made by any customer. The information shown to admin in pre-order management are name, username, email, phone, price, status, date, time, amount paid (full/partial), delivery address, quantity ordered, and discount applied. The pre-order management should be treated same as order management, only status of the product remains in pre-order state.

Appointment Booking Management:

Admin should be able to see the list of appointments made by customers. The individual appointment should contain customer name, phone, service type, date, time, and payment made.

Admin should be able to make changes to the parameters of the bookings. Admin should be able to add service, number of slots, and number of available staff. Admin should be able to edit these at any time. The number of staff should reflect with the available bookings in the user dashboard. Four slots should be allotted for bookings: 10AM-12PM, 12PM-2PM, 2PM-4PM, and 4PM-6PM. Each of these slots should have a particular number of staffs allotted. The number of staff should be 3, but should be made editable by the admin. If a user books all three staffs for one slot, then other user should not be able to book at that particular slot.

Coupon/Discount Management:

The coupon or discount management panel should contain flat discount and discount percentage which should be shown to customers while buying the product.

Inventory Management:

Admin should be able to view and edit inventory. The inventory should contain name of product, price, and quantities available. Admin should also receive inventory notifications, is any product reaches a pre-determined minimum quantity.

Customer Profile Management:

The customer profile management should require a password to be accessed by the admin. After entering the password, admin should see the name, email, phone, shipping address, last order date, last order product, and messages of all customers. Admin should be able to reply to any message sent by the customer. The list of users should be made sortable alphabetically, last order date, and last order product.

Payment Management:

Admin should be able of view the list of payments made by customers. The information that admin should see are customer name, phone, amount, service type or product name, and date.

Delivery Charge Management:

Admin should be able to view, add, edit, and remove delivery charge. While adding delivery charge, admin should have the option to manually add charges to products based on their prices.

4. System Overview
4.1 Use Case