Functional Requirements Example

* Sell Configured to Ordered Products.
  + The system shall display all the products that can be configured.
  + The system shall allow user to select the product to configure.
  + The system shall display all the available components of the product to configure
  + The system shall enable user to add one or more component to the configuration.
  + The system shall notify the user about any conflict in the current configuration.
  + The system shall allow user to update the configuration to resolve conflict in the current configuration.
  + The system shall allow user to confirm the completion of current configuration
* Provide comprehensive product details.
  + The system shall display detailed information of the selected products.
  + The system shall provide browsing options to see product details.
* Detailed product Categorizations
  + The system shall display detailed product categorization to the user.
* Provide Search facility.
  + The system shall enable user to enter the search text on the screen.
  + The system shall enable user to select multiple options on the screen to search.
  + The system shall display all the matching products based on the search
  + The system shall display only 10 matching result on the current screen.
  + The system shall enable user to navigate between the search results.
  + The system shall notify the user when no matching product is found on the search.
* Maintain customer profile.
  + The system shall allow user to create profile and set his credential.
  + The system shall authenticate user credentials to view the profile.
  + The system shall allow user to update the profile information.
* Provide personalized profile
  + The system shall display both the active and completed order history in the customer profile.
  + The system shall allow user to select the order from the order history.
  + The system shall display the detailed information about the selected order.
  + The system shall display the most frequently searched items by the user in the profile.
  + The system shall allow user to register for newsletters and surveys in the profile.
* Provide Customer Support.
  + The system shall provide online help, FAQ’s customer support, and sitemap options for customer support.
  + The system shall allow user to select the support type he wants.
  + The system shall allow user to enter the customer and product information for the support.
  + The system shall display the customer support contact numbers on the screen.
  + The system shall allow user to enter the contact number for support personnel to call.
  + The system shall display the online help upon request.
  + The system shall display the FAQ’s upon request.
* Email confirmation.
  + The system shall maintain customer email information as a required part of customer profile.
  + The system shall send an order confirmation to the user through email.
* Detailed invoice for customer.
  + The system shall display detailed invoice for current order once it is confirmed.
  + The system shall optionally allow user to print the invoice.
* Provide shopping cart facility.
  + The system shall provide shopping cart during online purchase.
  + The system shall allow user to add/remove products in the shopping cart.
* Provide multiple shipping methods.
  + The system shall display different shipping options provided by shipping department.
  + The system shall enable user to select the shipping method during payment process.
  + The system shall display the shipping charges.
  + The system shall display tentative duration for shipping.
* Online tracking of shipments
  + The system shall allow user to enter the order information for tracking.
  + The system shall display the current tracking information about the order.
* Provide online Tax Calculations
  + The system shall calculate tax for the order.
  + The system shall display tax information for the order.
* Allow multiple payment methods.
  + The system shall display available payment methods for payment.
  + The system shall allow user to select the payment method for order.
* Allow online change or cancellation of order.
  + The system shall display the orders that are eligible to change.
  + The system shall allow user to select the order to be changed.
  + The system shall allow user to cancel the order
  + The system shall allow user to change shipping, payment method.
  + The system shall notify the user about any changes made to the order.
* Allow Online Product reviews and ratings
  + The system shall display the reviews and ratings of each product, when it is selected.
  + The system shall enable the user to enter their reviews and ratings.
* Offer financing options.
  + The system shall display all the available financing options.
  + The system shall allow user to select the financing option.
  + The system shall notify the use about the financing request.
* Provide detailed sitemap.
  + The system shall allow user to view detailed sitemap.
* Offer online promotions and rewards.
  + The system shall display all the available promotions to the user.
  + The system shall allow user to select available promotion.
* Online Purchase of products.
  + The system shall allow user to confirm the purchase.
  + The system shall enable user to enter the payment information.
* Graphical User Interface
  + The system shall provide a uniform look and feel between all the web pages.
  + The system shall provide a digital image for each product in the product catalog.
  + The system shall provide use of icons and toolbars.
* Accessibility
  + The system shall provide handicap access.
  + The system shall provide multi language support.
* Back-end Internal Computers
  + The system shall provide storage of all databases on redundant computers with automatic switchover.
  + The system shall provide for replication of databases to off-site storage locations.
  + The system shall provide RAID V Disk Stripping on all database storage disks.
* Internet Service Provider
  + The system shall provide a contractual agreement with an internet service provider for T3 access with 99.9999% availability.
  + The system shall provide a contractual agreement with an internet service provider who can provide 99.999% availability through their network facilities onto the internet.
* Performance
  + The product shall be based on web and has to be run from a web server.
  + The product shall take initial load time depending on internet connection strength which also depends on the media from which the product is run.
  + The performance shall depend upon hardware components of the client/customer.
* Data Transfer
  + The system shall use secure sockets in all transactions that include any confidential customer information.
  + The system shall automatically log out all customers after a period of inactivity.
  + The system shall confirm all transactions with the customer’s web browser.
  + The system shall not leave any cookies on the customer’s computer containing the user’s password.
  + The system shall not leave any cookies on the customer’s computer containing any of the user’s confidential information.
* Data Storage
  + The customer’s web browser shall never display a customer’s password. It shall always be echoed with special characters representing typed characters.
  + The customer’s web browser shall never display a customer’s credit card number after retrieving from the database. It shall always be shown with just the last 4 digits of the credit card number.
  + The system’s back-end servers shall never display a customer’s password. The customer’s password may be reset but never shown.
  + The system’s back-end servers shall only be accessible to authenticated administrators.
  + The system’s back-end databases shall be encrypted.