

CHAPTER 2

PROPOSED SYSTEM

2.1 Proposed System :

In contrast to the current system, the Online Medicine Shop aims to provide administrators with a comprehensive and efficient solution for managing Medicine Shop facilities.

The proposed system will offer the following key features :

- **User Authentication and Dashboard :** The system will include a login/signup page for both new and existing administrators, providing secure access to the system. Upon logging in, administrators will be directed to a personalized dashboard displaying relevant information and options.
- **Complaints and Maintenance Requests :** The proposed system will provide a platform for customer to submit complaints and maintenance requests related to service. Administrators will have the ability to track, prioritize, and address these requests promptly, ensuring a requirements of customer.
- **Reporting and Analytics :** The Online Medicine Shop will generate various reports and analytics to provide insights into occupancy rates, trends, billing summaries, and other relevant data. These reports will assist administrators in making informed decisions and identifying areas for improvement.

2.1.1 Advantages of Proposed System :

- The proposed system will eliminate manual paperwork, resulting in improved efficiency and accuracy of data management.
- The system will offer a secure login/signup page, ensuring the confidentiality of user information.
- The system will provide an intuitive and user-friendly interface, making it easy for administrators to navigate and perform their tasks.
- By automating processes and storing data electronically, the proposed system will reduce the occurrence of human errors and ensure the integrity of records.

2.2 Objective of System :

- To assist the medical shop keeper and wholesalers in capturing the effort spent on their respective working areas.
- To utilize human resource of the institution in an efficient manner by increasing their productivity through automation.
- To keeping track of all the activities of the medical agency like login/logout time, security related activities, etc. and thus helps 8. In finding out the performance level of the center
- To monitor the timings for the patient as well as doctor.

2.3 User Requirements :

- The system should require authorized login for administrators and staff members before accessing any functionalities.
- The system should have a user-friendly interface, making it easy for administrators and staff members to navigate and perform their tasks.
- The system should provide seamless retrieval of client information, including personal details, contact information, and product purchased.
- The system should incorporate a secure password field, ensuring that passwords are not visible during login and other operations.

2.3.1 Functional Requirements :

- Users should be able to add products to their shopping cart for future purchase. The system should allow users to view and modify the contents of their shopping cart before proceeding to checkout. Customers should be able to place orders securely, specifying quantity, delivery address, and preferred payment method.
- The system should allow administrators to track and monitor the availability of products in real time.
- The system should provide a feature for customers to upload prescriptions for prescription only medicines. Pharmacists or administrators should be able to review and validate the uploaded prescriptions before processing the order.
- Customers should receive payment confirmation and receipts for their orders.

2.3.2 Non Functional Requirements :

- The system should be capable of handling many users and provide fast response times, ensuring a smooth user experience even during peak usage periods.
- The system should be highly reliable and available, with minimal downtime or disruptions. It should have mechanisms in place to handle unexpected errors, recover quickly from failures, and ensure data integrity.
- The system should have robust security measures to protect against unauthorized access, data breaches, and privacy violations.
- : The system should be reliable, ensuring that orders are processed accurately and consistently. It should minimize errors and provide a reliable mechanism for tracking orders, resolving issues, and handling returns or refunds.
- The system should be easy to maintain, with well-documented code and clear instructions for system administrators.
- The system should have a user-friendly interface that is intuitive and easy to use for both administrators and staff.
- The system should be compatible with different devices and platforms, including desktop computers, laptops, tablets, and mobile phones.
- The system should adhere to accessibility standards and guidelines, ensuring that individuals with disabilities can access and use the system effectively.