THE DEVELOPMENT OF ONLINE SHOP RATING PLATFORM BASED ON CONSUMER'S REVIEW

BY

MD. Al-Fahad ID: (161-15-1021)

Sohel Sarker ID: (161-15-889)

Mehjabin Tabassum ID: (161-15-1018)

This Report is Presented in Partial Fulfillment of the Requirements for the Degree of Bachelor of Science in Computer Science & Engineering.

Supervised By:

Amatul Bushra Akhi

Lecturer

Department of CSE

Daffodil International University

Co-Supervised By:

Farzana Akter

Lecturer

Department of CSE

Daffodil International University

DAFFODIL INTERNATIONAL UNIVERSITY

DHAKA-1207, BANGLADESH

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DECLARATION

We hereby declare that this project has been done by us under the supervision of **Amatul Bushra Akhi, Lecturer, Department of CSE, Daffodil International University, Dhaka-1207.** We also declare that neither this project nor any part of this project has been submitted elsewhere for the award of any kind of degree or diploma.

Supervised by:

_____

Amatul Bushra Akhi
Lecturer
Department of CSE
Daffodil International University

Co-supervised by:

_____

Farzana Akter
Lecturer
Department of CSE
Daffodil International University

Submitted by:

_____

MD. Al-Fahad
ID No: 161-15-1021
Department of CSE
Daffodil International University

_____

Sohel Sarker
ID No: 161-15-889
Department of CSE
Daffodil International University

_____

Mehjabin Tabassum
ID No: 161-15-1018
Department of CSE
Daffodil International University

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ABSTRACT

Electronic commerce (e-commerce) is a way for large online networks such as the Internet to do business. The platform of e-commerce in Bangladesh is increasing day by day. Also, online shops are increasing similarly to the growth of e-commerce. An online shop needs to create an impact that can make them trusted and reliable to the consumer. There are some online shops that are trusted and reliable to their customers. In order to maintain better business, it is so much important to be trustful and reliable to your customer but there are some other online shops that don't maintain these criteria. They cannot gain customer's trust for their bad services. So, this creates a negative impact on the online shopping platform. This problem motivated us to find a solution. To solve this kind of problem we are creating a website where consumers can share their experience by providing reviews. The review will be about how was the experience with online shops where they have purchased products. With the help of the review, another consumer can learn about different shop's behavior and services. This will be so much helpful for consumers to make a decision from where to purchase a product. This can make online shops to provide better service. Because obviously when they will see the negative reviews about their online shop, it will create a negative impact on their business. For this reason, this website can be a solution to this problem.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

In Bangladesh like 16 years back we didn't think about buying anything ordering online. But in recent times, the scenario has changed extremely. This happened due to the development of technology as well as for new thought, like e-commerce. E-commerce is a web-based platform to sell products. In our country, e-commerce was introduced some years back and it became popular in late 2012. So many e-commerce companies started their journey to improve this online shopping platform. There were Local and Foreign companies too. Now there is a good environment of e-commerce in Bangladesh and even the Bangladesh government is also focusing on this sector considering in this platform's growth. The total amount of internet users in Bangladesh is 91.384 million among the total population. Now, Bangladesh is having a growing economy. With the changing business climate, online transactions in Bangladesh have been steadily increasing over time. The number of online consumers has been increasing day by day. So, here is a vast potential market for e-commerce growth. But there is a negative site of online shops based on their service which is cheating on customers by not giving the actual product in time.

So, our development system is built for finding a solution to this problem based on real consumer reviews, which will be helpful for another consumer to find out the genuine online shop.

1.2 Motivation

Online customer reviews, which will be provided by consumers who have purchased a product earlier. The customer review is an essential part of e-commerce platform on the internet. Consumers not only login on an internet marketplace for shopping, but also to acquire product knowledge which may facilitate future purchase decisions. Nowadays there are so many online shops that have been cheating on their customers by not giving actual products that their customers have ordered online and also not giving product delivery in time.

We have tried to find a solution to this kind of customer satisfaction problems by creating an online review platform. In our review platform, people can give their valuable review which may help to realize that which online shops are best for shopping. We gathered knowledge and information from different papers and that information has been implemented in our paper. We have performed an online survey to understand the consumer's expectations and observations of online shopping.

1.3 Objectives

- Setting the user profile by giving the required information.
- Finding product reviews according to categories.
- Finding top companies based on consumer reviews.
- Managing reviews are given by users.
- Managing users and companies from admin perspectives.
- Publishing blog by admin.
- Making the E-commerce platform more effective by reducing the harassment of the consumer.

1.4 Expected Outcome

- Trustworthy and reliable true customer reviews.
- It will create a positive impact on online shopping.
- Eventually, it will promote the best online shops.
- Overall E-commerce websites will want to offer high-quality service for ranking.

CHAPTER 2

BACKGROUND OF THE STUDY

2.1 Introduction

Nowadays, E-Commerce has become one of the most popular and effective ways of trading products online. This research is related to online purchase tendency as well as customer satisfaction & explore the result of online merchants and intermediate characteristics, as well as other macro-environmental influences in online shopping manners. The related literature covers the topic review & rating system of online shopping.

2.2 Literature Review

E-Commerce in Bangladesh has been witnessing rapid growth and further significant growth is expected to come in the forthcoming year. **(Figure 1)** Shows over the last three years the number of internet subscribers has increased averagely 22.07 percent each year. [(1)] Though the number of online users in Bangladesh has been increasing rapidly each year, the number of online shoppers has not increased at that same pace.

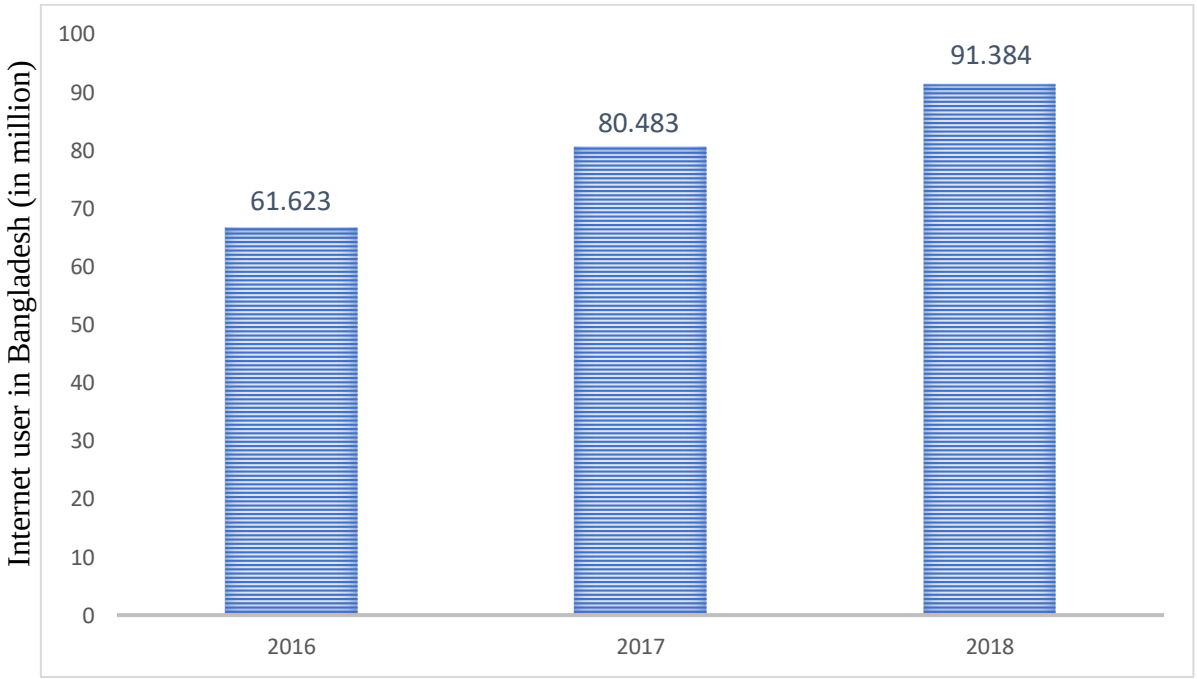


Figure 1. Internet Subscriber in Bangladesh (Source: Adapted from the website of the Bangladesh Telecommunication Regulatory Commission: www.btrc.gov.bd)

If we go back the period of 2000-2008, the e-commerce business area watched moderate development. The yearly pace of development in the e-commerce business division for as far back as three years is slanting above 200% year on year. As indicated by the Bangladesh Bank, installments and exchanges by Visas were almost BDT 11.00 billion in June 2008. [(2)] Massive changes in the referenced section occurred when Bangladesh Bank allowed the nation to make online transactions. Accordingly, the launch of the e-commerce business division is authoritative. In 2013, the Software and Information Services Association of Bangladesh (BASIS) and the Bangladesh Bank mutually watched the nation's "E-commerce Business Week." B2C is the most prominent type of e-commerce business. It watched the development rate above 300% throughout the previous three years. Piece of the pie for an internet business for B2B and B2C are 10% and 90% separately. Right now, 18-23% of cell phone clients are utilizing a cell phone with a yearly development pace of 30%. There are 50,000 individuals effectively occupied with e-commerce business with projections of 1,000,000 individuals being utilized in the segment throughout the following 10 years. The exchange sizes for online business buys are still moderately little. The normal online consumer's total spending is BDT 9000-10000. About 70.5% of internet business clients spend not exactly BDT 5,000 every month. About 29.3% of purchasers utilizing a site legitimately when contrasted with 43.5% utilizing Facebook Page for acquiring items on the web. [(3)]

The commitment of online business as a level of GDP is under 1% in the event that we take enterprises associated with internet business viable it approaches 2.5%. At present every day, roughly 20 thousand and every month 5-6 lakh package was conveyed everywhere throughout the nation. All businesses will become online businesses inside the following not many years and this procedure will enable the area to develop. Right now, the nation has 1,000, e-commerce entrepreneurs, who manage their company through pages. In addition, approximately 8,200 Facebook pages maintain this business, which is gradually expanding. [(4)]

Be that as it may, a customer may not incline toward online shopping looking for the absence of satisfactory trust (Lee and Turban, 2001). [(5)] A possibility of charge card misrepresentation, the absence of physical contact, the vulnerability of item quality and the doubt of retailers are the most widely recognized explanations behind the purchaser's cynicism about an online commercial center (Bhatnagar, Misra, and Rao, 2000). [(6)] The effective feedback system ensures the customer with good and accurate information about the sellers. Also, in the b2b

environment, it provides information about the buyers. This scenario is very important because before doing business with another party, both the customer and retailer want to know about each other. The factors could be points like how long they have been in the market, how is their return policy, how is their mode of delivery, how secure they are, what do their customers say about them, etc. “Attitudes toward online shopping and intention to shop online are not only affected by ease of use, convenience, usefulness, and enjoyment, but also by exogenous factors like consumer traits, situational factors, product characteristics, previous online shopping experiences, post-purchase services and trust in online shopping” (Monsuwé, Dellaert & Ruyter, 2004). [7] All these factors reflect on the feedback system provided by the online shops. If an online buyer sees good feedback of the buyer, he/she is purchasing from, they feel assured to purchase from that shop.

E-WOM's effect on user purchasing decisions has been empirically validated by previous research. In particular, online consumer reviews of products or services have a major impact on the attitude or actions of consumers for a purchase decision (Burtona & Khammash, 2010; Chevalier & Mayzlin, 2006; Dellarocas, 2003; Floh et al., 2013; Senecala & Nantel, 2004; Zhu & Zhang, 2010), [8] sales and profitability of companies (Henning-Thurau & Walsh). [9] The reputation of a company, brand or organization that can be seen as a collection of past customer experiences, market preferences, and business behavior is conveyed or shaped by feedback and is usually a strong foundation for purchasing decisions (Becker & Nobre, 2014; Dellarocas, 2010; Lee & Bradlow, 2011). [10]

2.3 Related Work

In terms of E-commerce platforms, there is a fewer effective developed platform in worldwide related to a consumer review on online shops such as (MouthShut.com). There is no platform like this in Bangladesh. Consumers are being harassed by many online shops for the worst service. Consumers can not get the actual product they have ordered.

So, we think that we can solve this problem by creating a website where consumers can share their valuable experience by giving reviews & ratings from which online shop, they have purchased that product.

2.4 Scope of the problem

In Bangladesh, there are many E-commerce websites that are using the review & rating section on their own website but consumers can't identify which are true reviews. Because those websites just highlight their high-rated reviews and don't want to highlight low-rated reviews. High-rated reviews can be fake too.

That's why we are trying to create a platform where only true reviews will have existed and there will be both high-rated & low-rated reviews.

2.5 Challenges

As we have told before, there is no platform related to consumer reviews on online shops in Bangladesh. So, we were completely new to this technology and didn't find out any idea about this technology. It took a lot of brainstorming to combine those totally different kinds of technology. During the implementation of this project, we found so many bugs. We have passed some rough times to solve those bugs. Sometimes a single bug took a couple of hours to solve. That was so much frustrating situation for us.

CHAPTER 3
SOFTWARE REQUIREMENT SPECIFICATION

3.1 Introduction

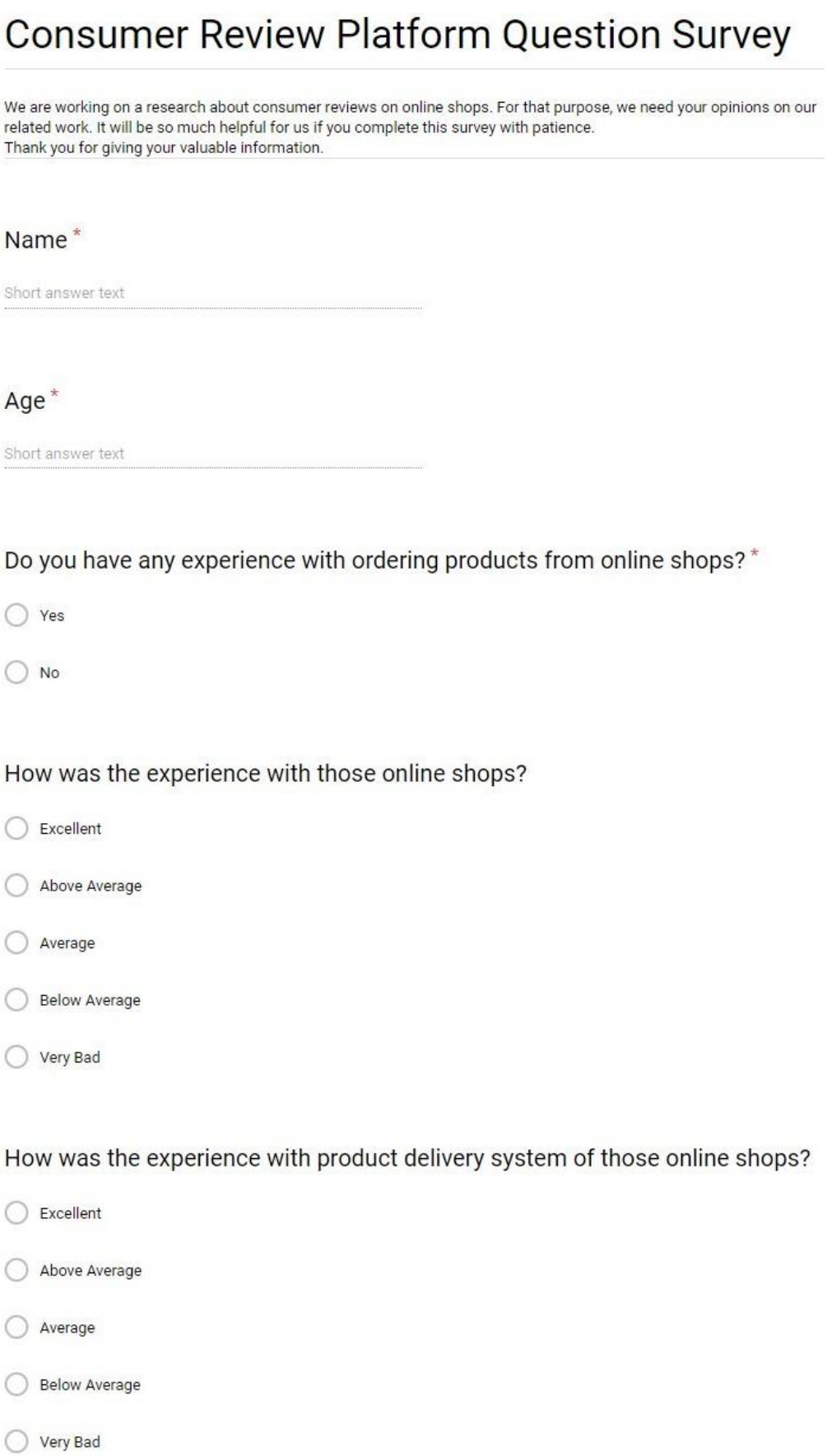
This chapter represents the specific role of admin, consumer, and company. It also shows who and how this web application works & being maintained. It describes which section the user and company can access. Admin can have all access by logging in with a valid identity. It also shows users & companies only can browse this web application, but can't change any data. Consumers & companies can edit their profile. Users can also delete their own reviews.

3.2 Requirement Collection & Analysis

3.2.1 Survey Details

We have created a google survey form and also survey a chart using the google spreadsheet. Using the google survey we got responses from consumers online. They gave us their valuable opinion by completing our survey form and we have inserted those data into a spreadsheet. The survey form & result is given below by the chart.

3.2.2 Google Survey Form



Consumer Review Platform Question Survey

We are working on a research about consumer reviews on online shops. For that purpose, we need your opinions on our related work. It will be so much helpful for us if you complete this survey with patience.
Thank you for giving your valuable information.

Name *

Short answer text

Age *

Short answer text

Do you have any experience with ordering products from online shops? *

- Yes
- No

How was the experience with those online shops?

- Excellent
- Above Average
- Average
- Below Average
- Very Bad

How was the experience with product delivery system of those online shops?

- Excellent
- Above Average
- Average
- Below Average
- Very Bad

From which platform, you've had bad experiences?

- ○ Social Media (Facebook Pages)
- ○ Online Shopping Websites
- ○ Online Shopping Apps
- ○ Other...

Do you think we need a website on consumer reviews of online shops?

- ○ Yes
- ○ No
- ○ Maybe

How much change this website is going to make on online shopping platform?

- ○ Much Better
- ○ Somewhat Better
- ○ About the Same
- ○ Somewhat Worse
- ○ Very Worse

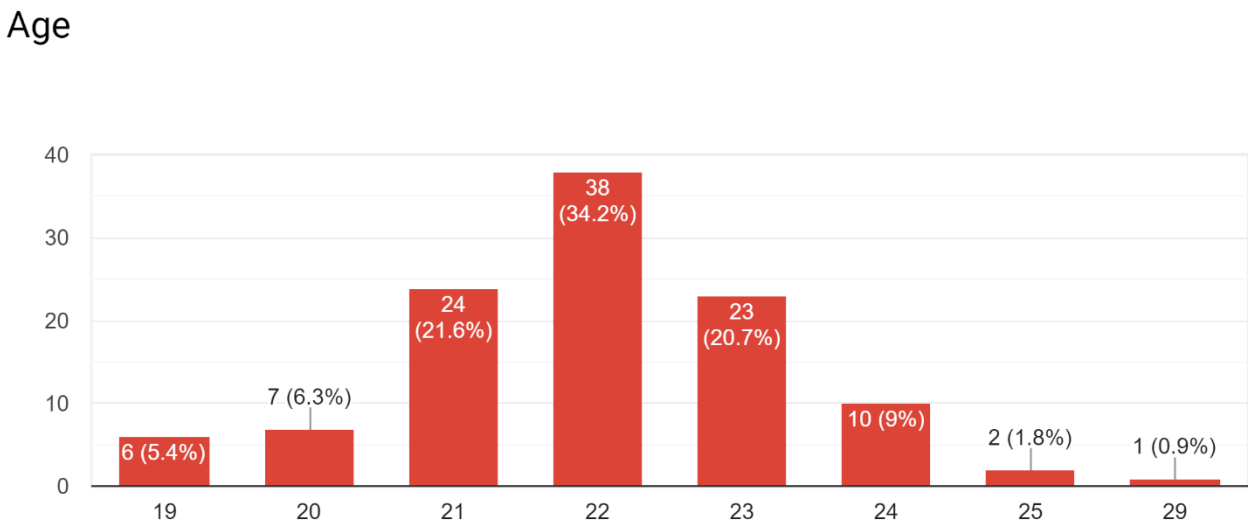
Would you recommend our website to anyone?

- ○ Definitely
- ○ Probably
- ○ Not Sure
- ○ Probably Not
- ○ Definitely Not

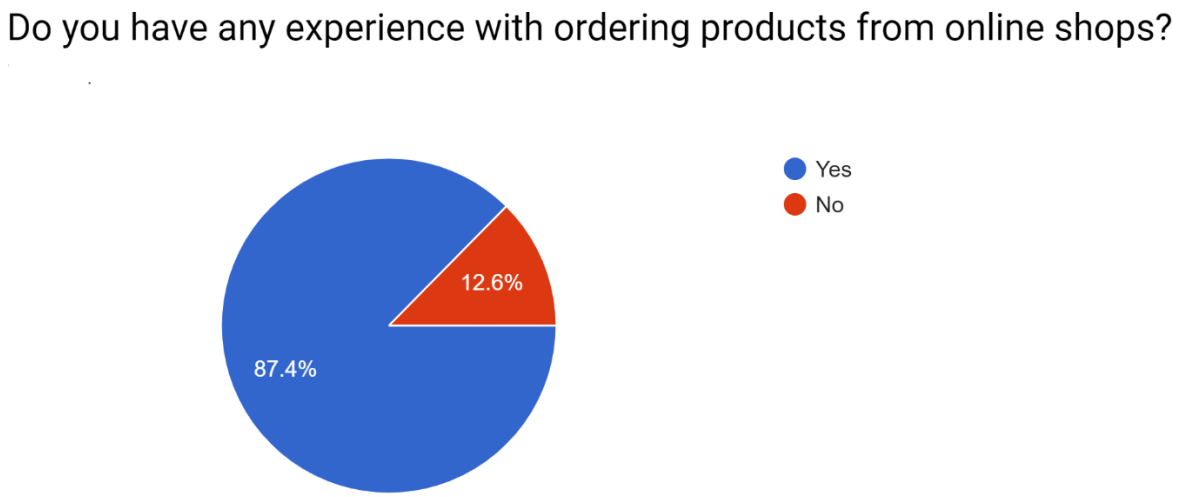
Do you have any advice for us?

Long answer text

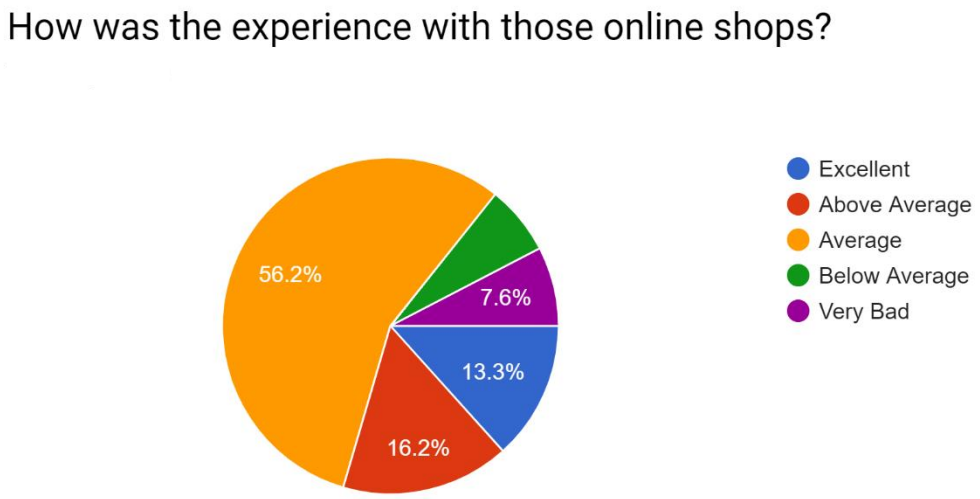
3.2.3 Survey Result by Chart:



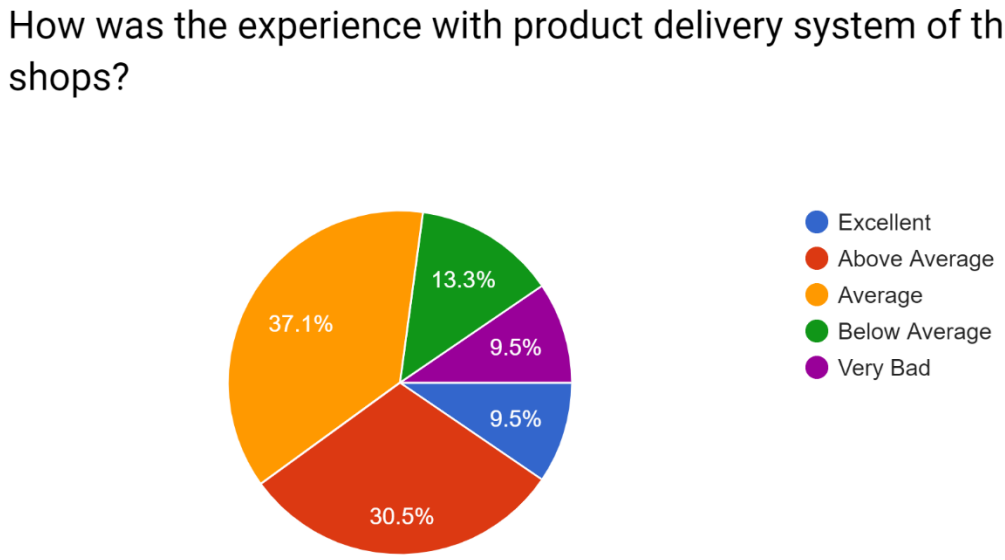
In this survey result, we can see that most of our participant's ages are between 19-29. Now a day's people between this age are most active online. So, they can be a huge amount of contributor to the online market.



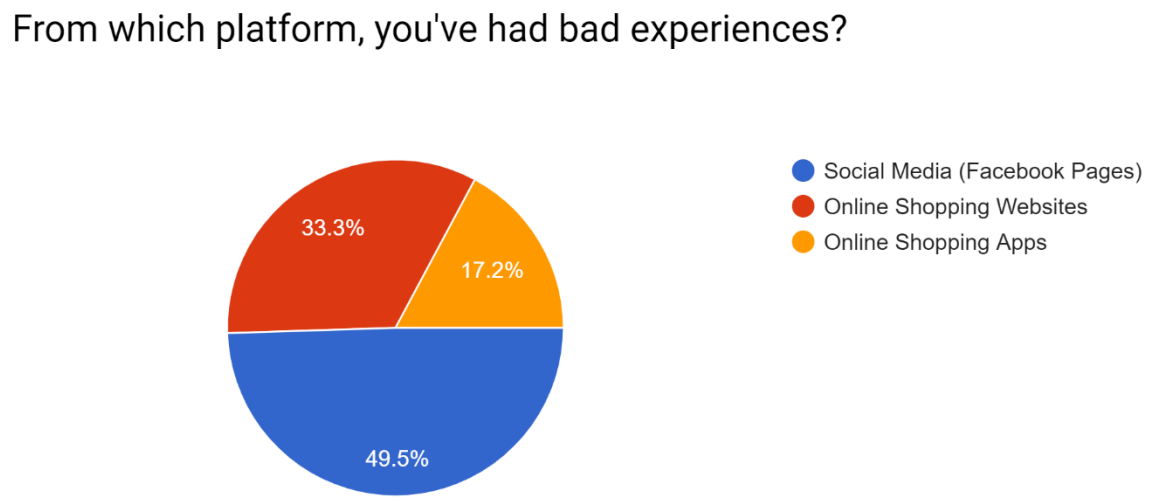
In this survey result, we can see that 87.4% of our participants have had experience with ordering products from online shops. So, in our country, online shopping is increasing day by day.



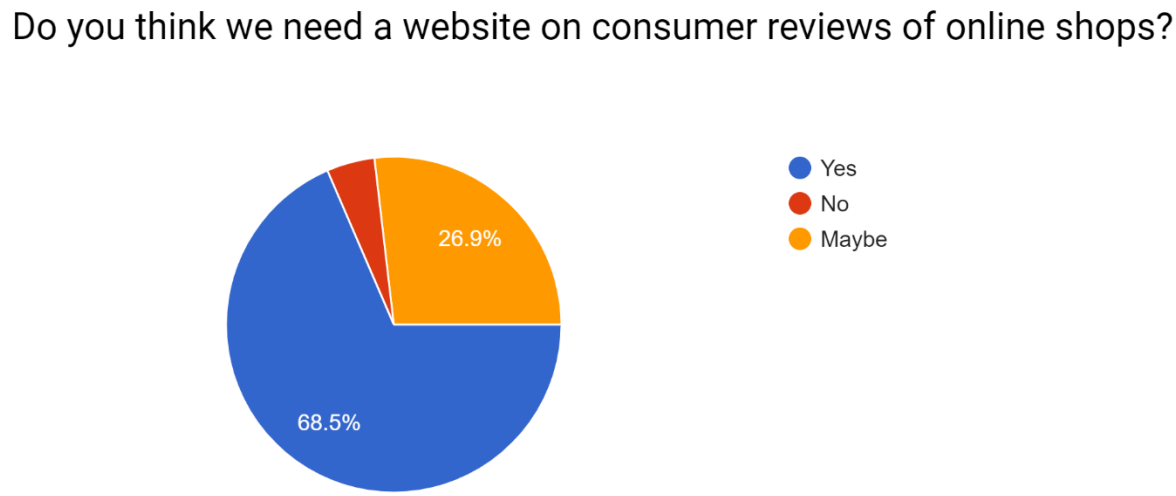
We got various kinds of opinions on this question and we can see that the majority percentage of our participants have had average experience from those online shops. So, we can say that only some people have had a better experience from those online shops.



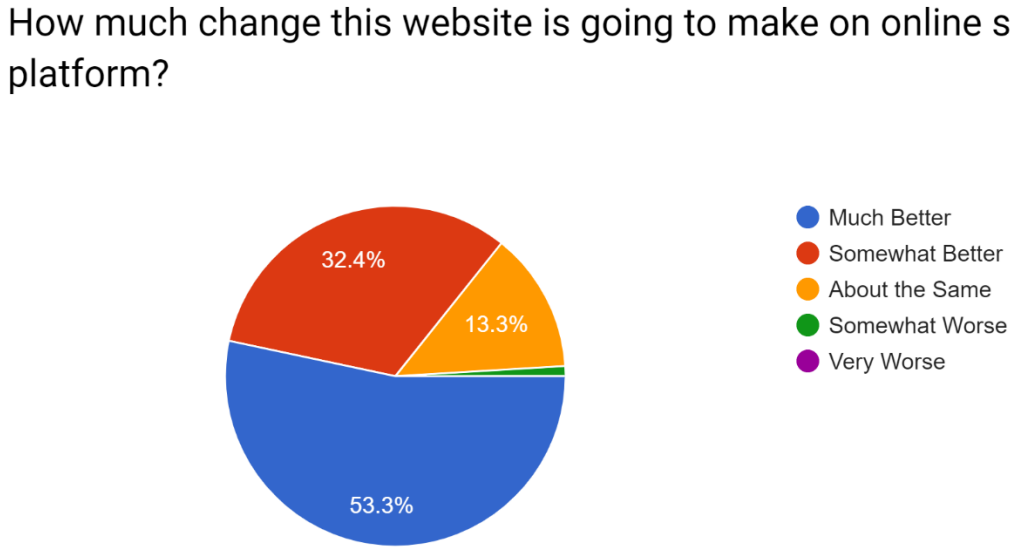
We also got all kinds of answers from this question but most of our participants have said that they have had average experience with the product delivery system of those online shops.



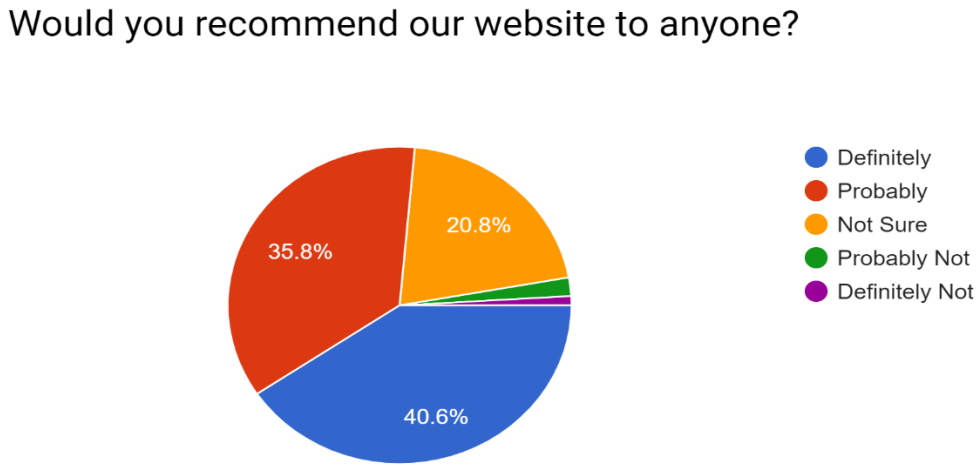
In this question, almost 50% of our participants have had bad experiences from social media like Facebook pages and some of our participants have had bad experiences from online shopping websites & applications.



In this question, most of our participants have said that we really need a website on consumers' reviews online shops. They think that this website will be very helpful to know which online shops are better for shopping.



Most of our participants think that this website is going to make a huge change in the online shopping platform.



The majority percentage of our participants will recommend our website to any other person.

3.3 Overall Description

This web application will have three types of users which are user, company and admin. This website is accessible by mobile/tablet and it is also a responsive website. Admin has the power to take necessary action which is only authorized by admin. It is described in detail which type of user can perform which kind of actions.

3.3.1 Consumer

- While browsing this website, the consumer will be able to see the homepage. On the homepage, a user can see different types of menu in the menu bar, categories, latest reviews & top reviewer. They just can browse this site and see those reviews visually. The consumer has to sign up if they want to give their product review. The consumer also can see the blog, top companies based on highly rated and ask any question by providing the required information in the help section.

3.3.2 Admin

- Admin can add, edit or delete the review, blog, member & company. Admin can enter data in review, blog and product category. In a word, we can say that admin has all the access to perform any kind of action on the website.

3.3.3 Company

- A company can browse this website but it is not necessary to sign up. But they have to signup & login if they want to purchase any kind of subscription. By purchasing a subscription, the company will be able to have access to use the reviews upon its online shops. Then they can use these reviews on their website.

3.4 Requirement Specification

3.4.1 Flow Chart

A flowchart is a diagram that indicates a system or workflow. We can also see the step by step approach of a system from a flow chart.

This flowchart describes the activity of the user (consumer & company) of our website. Here we can also see some required conditions which should be fulfilled by the user to have some specific service from this website. We can also see what they can do if they don't fulfill those conditions.

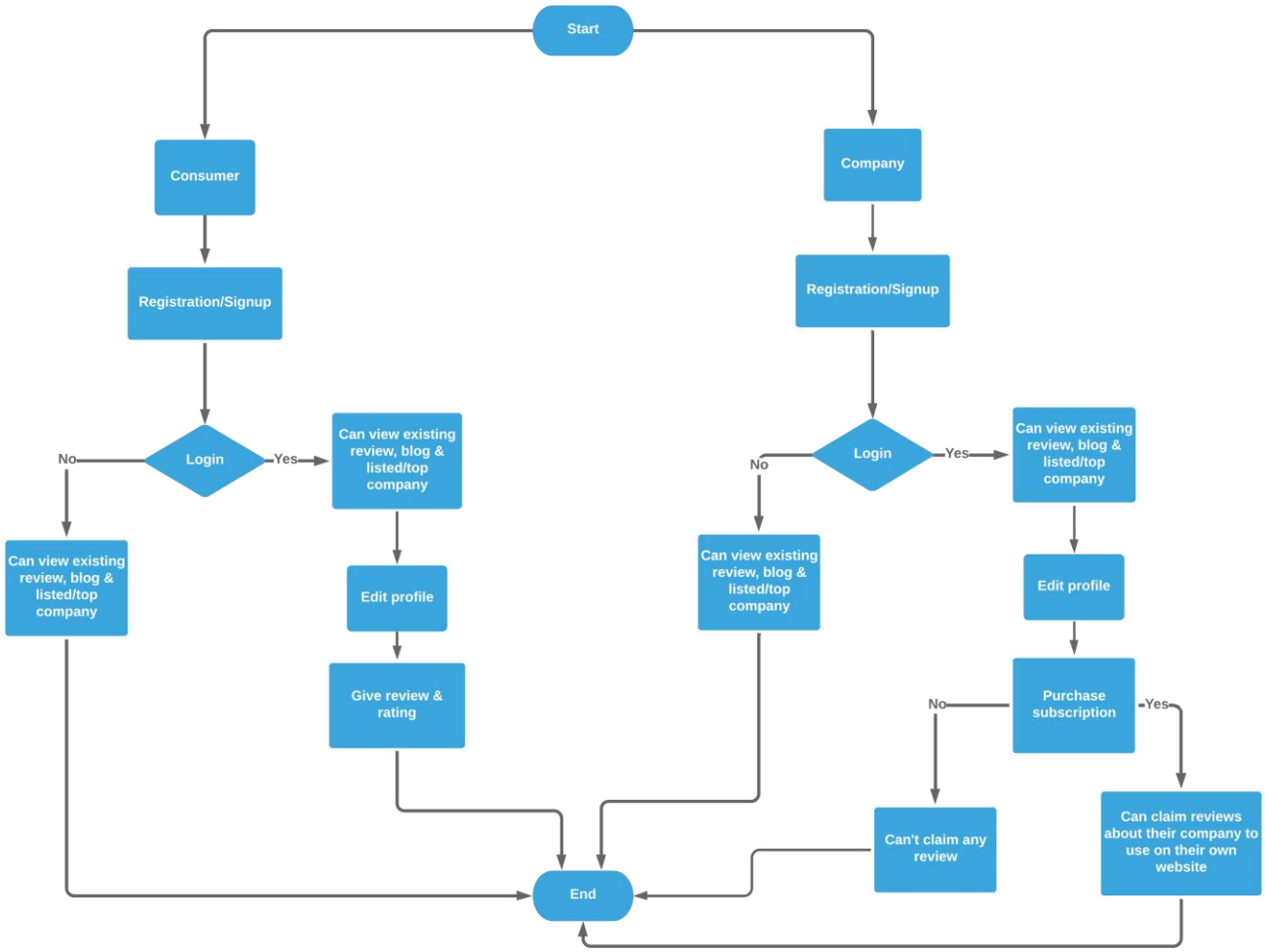


Figure 2. Flow Chart

3.4.2 Business Process Modeling

In this model, we can see the basic overview of the whole website. We can also see the main functionalities of each type of user.

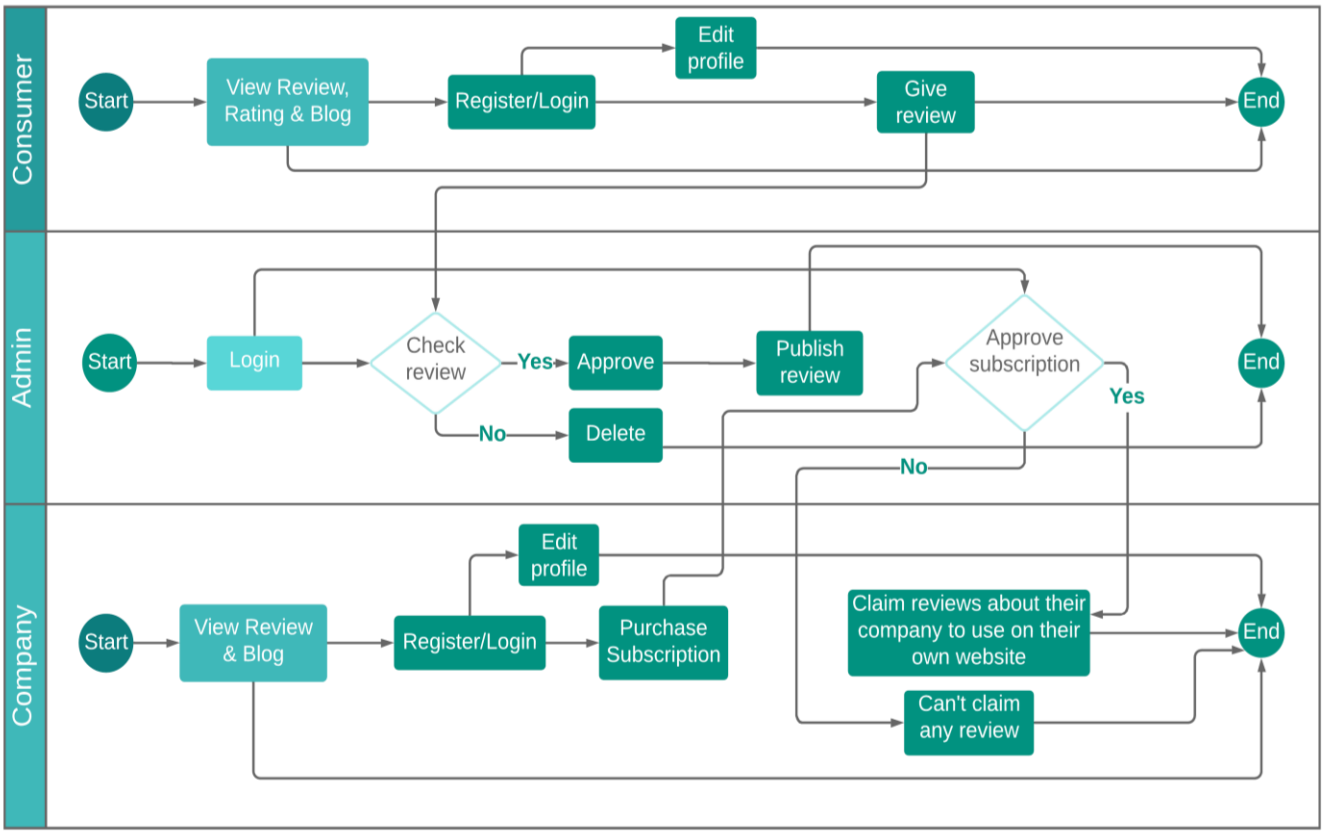


Figure 3. Business Process Modeling

3.4.3 Use Case Modeling

A use case diagram is a description of the interaction between a user and also the process that indicates the relationship between the user as well as the different usage cases involving the user. The diagram which is shown below represents the entire use case of this project.

This diagram shows the power of admin, consumer, and company. It shows which type of user can perform what kind of action with this web application. From the diagram, it's clearly seen that admin is most powerful on this website. So, admin has all the access on this website. Admin can monitor the activity of consumers & companies. Admin can enter data and delete or modify data when necessary. So, this diagram shows the overall overview of this project.

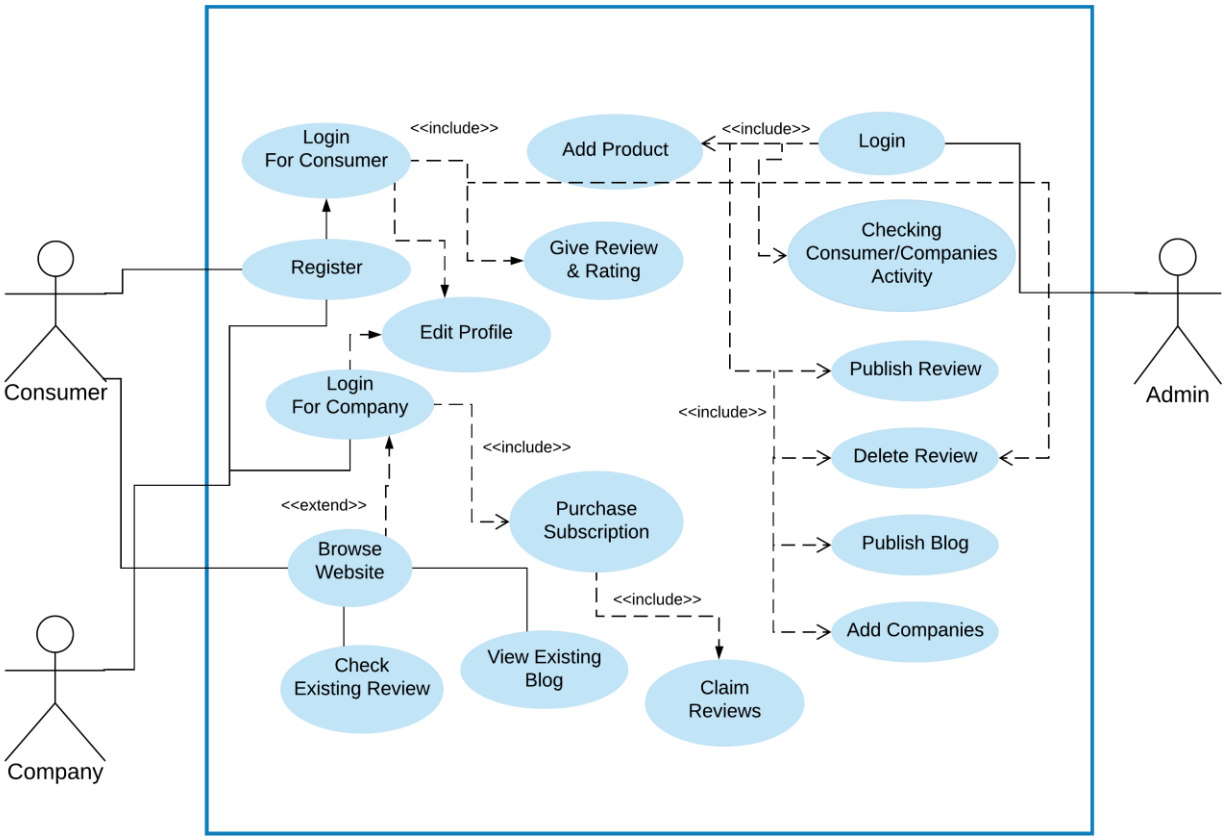


Figure 4. Use Case Model

3.4.4 Use Case Modeling Description

Table 3.4.4.1. Use Case for Register

Case ID	1
Statement Name	Register
Created By	Sohel Sarker
Date of Creation	20 November 2019
Description	Consumers & Company can register successfully.
Primary Actor	Consumer, Company
Secondary Actor	None
Precondition	None
Postcondition	None

Table 3.4.4.2. Use Case for Login

Case ID	2
Statement Name	Login
Created By	Mehjabin Medha
Date of Creation	21 November 2019
Description	Admin, Consumer & Company can login successfully
Primary Actor	Admin, Consumer, Company
Secondary Actor	None
Precondition	Admin, Consumer & Company need to register previously.
Postcondition	None

Table 3.4.4.3. Use Case for Edit Profile

Case ID	3
Statement Name	Edit Profile
Created By	Mohammad Al-Fahad
Date of Creation	21 November 2019
Description	Consumer & Company can edit their profile.
Primary Actor	Consumer, Company
Secondary Actor	None
Precondition	Consumers & Company need to log in this website.
Postcondition	None

Table 3.4.4.4. Use Case for View Existing Review

Case ID	4
Statement Name	View Existing Review
Created By	Mohammad Al-Fahad
Date of Creation	21 November 2019
Description	Consumer & Company can view all existing reviews.
Primary Actor	Consumer, Company
Secondary Actor	None
Precondition	Consumers & Company need to browse this website.
Postcondition	None

Table 3.4.4.5. Use Case for View Blog

Case ID	5
Statement Name	View Blog
Created By	Fahim Faysal
Date of Creation	21 November 2019
Description	Consumer & Company can view all existing blogs.
Primary Actor	Consumer, Company
Secondary Actor	None
Precondition	Consumers & Company need to browse this website.
Postcondition	None

Table 3.4.4.6. Use Case for Give Review & Rating

Case ID	6
Statement Name	Give Review & Rating
Created By	Kabir Hossain
Date of Creation	19 November 2019
Description	A consumer can give review & rating.
Primary Actor	Consumer
Secondary Actor	None
Precondition	Consumer needs to log in.
Postcondition	None

Table 3.4.4.7. Use Case for Add Product

Case ID	7
Statement Name	Add Product
Created By	Ragib bin Siddique
Date of Creation	20 November 2019
Description	Admin can add products.
Primary Actor	Admin
Secondary Actor	None
Precondition	Admin needs to log in.
Postcondition	Added products will be showing up in the listed category.

Table 3.4.4.8. Use Case for Publish Review

Case ID	8
Statement Name	Publish Review
Created By	Sirajus Salekin Opu
Date of Creation	20 November 2019
Description	Admin can publish reviews after checking the review given by the consumer.
Primary Actor	Admin
Secondary Actor	None
Precondition	Admin needs to login & check.
Postcondition	Approved Review will be showing up on the website.

Table 3.4.4.9. Use Case for Delete Review

Case ID	9
Statement Name	Delete Review
Created By	Mir Jakariya
Date of Creation	22 November 2019
Description	Admin & Consumer can delete review.
Primary Actor	Admin
Secondary Actor	Consumer
Precondition	Admin & Consumer needs to log in.
Postcondition	The review will be deleted from the website.

Table 3.4.4.10. Use Case for Checking Consumer & Companies Activity

Case ID	10
Statement Name	Checking Consumer & Companies Activity
Created By	Rinko
Date of Creation	20 November 2019
Description	Admin can check consumer & company's activities.
Primary Actor	Admin
Secondary Actor	Consumer, Company
Precondition	Admin needs to log in.
Postcondition	None

Table 3.4.4.11. Use Case for Add Companies

Case ID	11
Statement Name	Add Companies
Created By	Imtiaz Ahmed Emu
Date of Creation	20 November 2019
Description	Admin can add newly registered companies.
Primary Actor	Admin
Secondary Actor	None
Precondition	Admin needs to login.
Postcondition	Added companies will be showing up on the website.

Table 3.4.4.12. Use Case for Publish Blog

Case ID	12
Statement Name	Publish Blog
Created By	Jahid Hasan
Date of Creation	20 November 2019
Description	Admin can add a new blog.
Primary Actor	Admin
Secondary Actor	None
Precondition	Admin needs to login.
Postcondition	The added blog will be showing up on the website.

Table 3.4.4.13. Use Case for Purchase Subscription

Case ID	13
Statement Name	Purchase Subscription
Created By	Sufi Ahmed Hamim
Date of Creation	19 November 2019
Description	Companies can purchase subscription.
Primary Actor	Company
Secondary Actor	None
Precondition	Companies need to login & check the criteria of subscription.
Postcondition	The company's subscription purchased successfully.

Table 3.4.4.14. Use Case for Claim Reviews

Case ID	15
Statement Name	Claim Reviews
Created By	Mohammad Al-Fahad
Date of Creation	20 November 2019
Description	A company can claim reviews about their company to use on their own website after purchasing a subscription.
Primary Actor	Company
Secondary Actor	None
Precondition	The company needs to purchase a subscription.
Postcondition	None

3.4.5 Unified Modeling Language

A UML diagram is a diagram intended to represent a system visually along with its main actors, roles, actions, artifacts or classes to better understand, alter, maintain or document information about a system.

This diagram shows the basic information & functionalities about all kinds of users. We can also see the interactions between admin, consumer, and company. We can see which user can have access to what kind of activity. So, this diagram makes easier to understand the overview of the website.

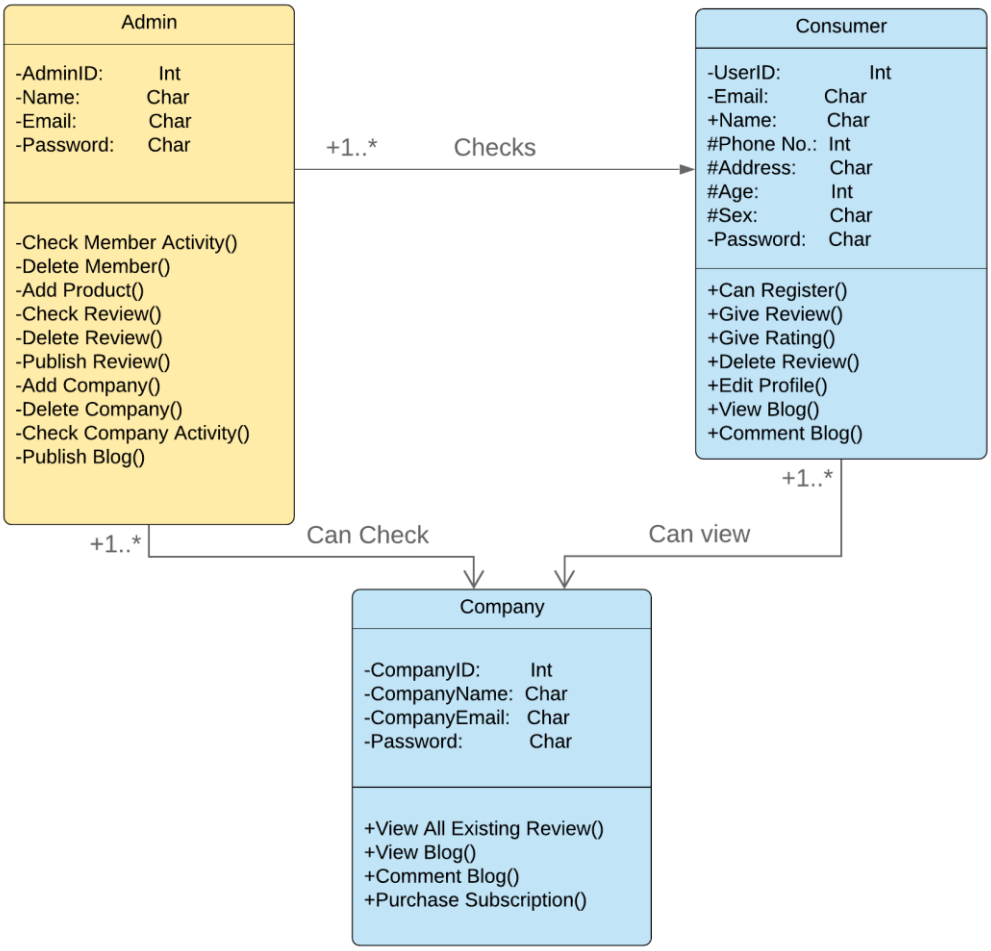


Figure 3. Unified Modeling Language

3.4.5.1 Sequence Diagram

A sequence diagram simply depicts the sequential order of interaction between objects, i.eThe order in which the interactions take place. Sequence diagrams describe how and in what order the objects are working in a system. This diagram shows what are the main activities of consumer, company, and admin in sequential order. This diagram helps us to understand all activities step by step. We can also understand the review panel and database activity.

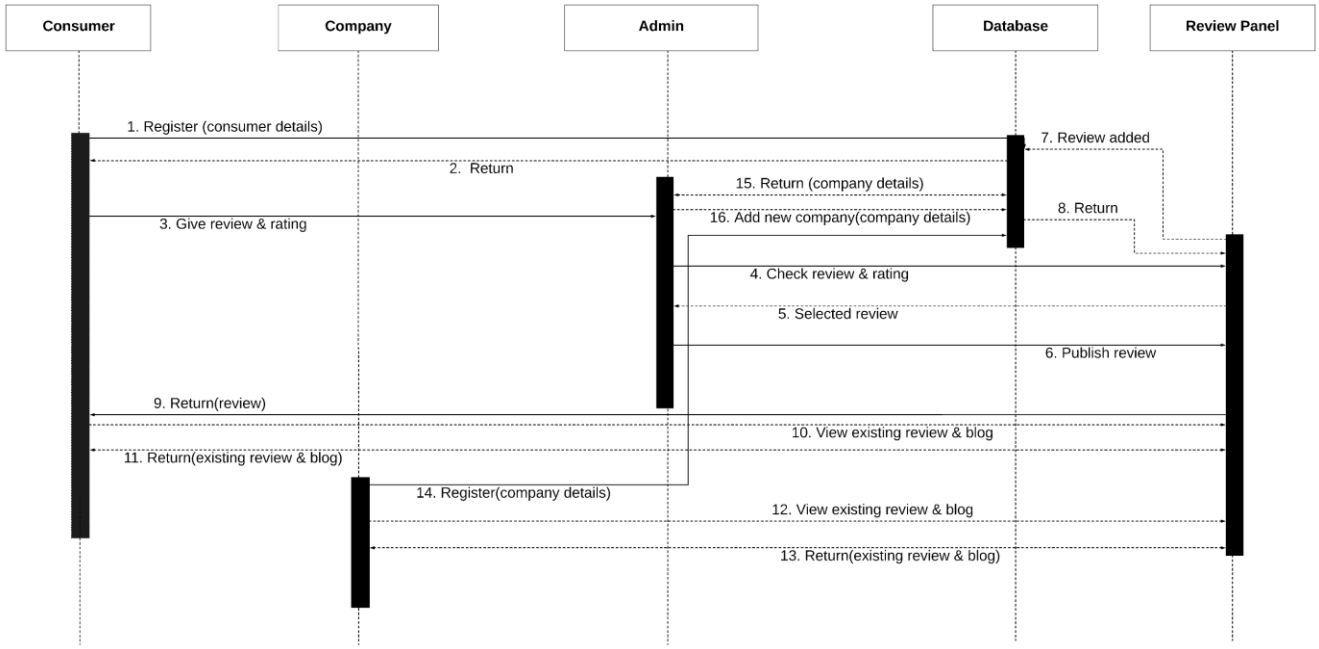


Figure 6. Sequence Diagram

3.4.6 Database Management System

3.4.6.1 Entity-Relationship Model

An entity-relationship model describes interrelated interests in a particular knowledge domain. A basic ER model is made up of types of entities and specifies relationships between entities that may exist.

This diagram visualizes the relationship between entities and also shows the entity with attributes. Here we can see the specific relationship between consumer, company & admin. It also shows the primary key attribute which will be unique. The underlined attribute is the primary key in the ER diagram which is given below.

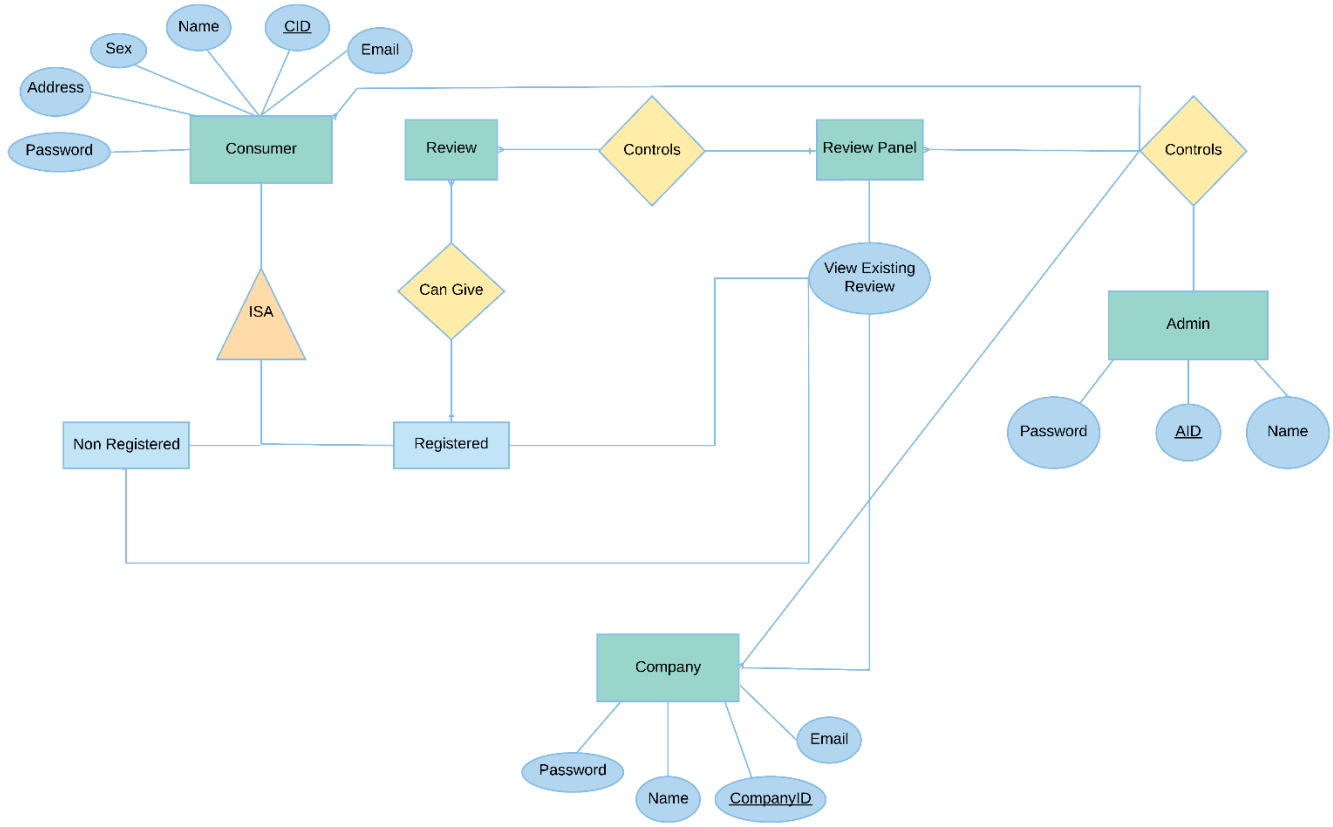


Figure 7. Entity-Relationship Model

3.4.6.2 Logical Data Model

Database management system (DBMS) is a software package for identifying, storing, extracting & handling data in a database. A DBMS typically manipulates data itself, data type, field names, the layout of documents, and the structure of files. It also lays down rules for validating and manipulating this information.

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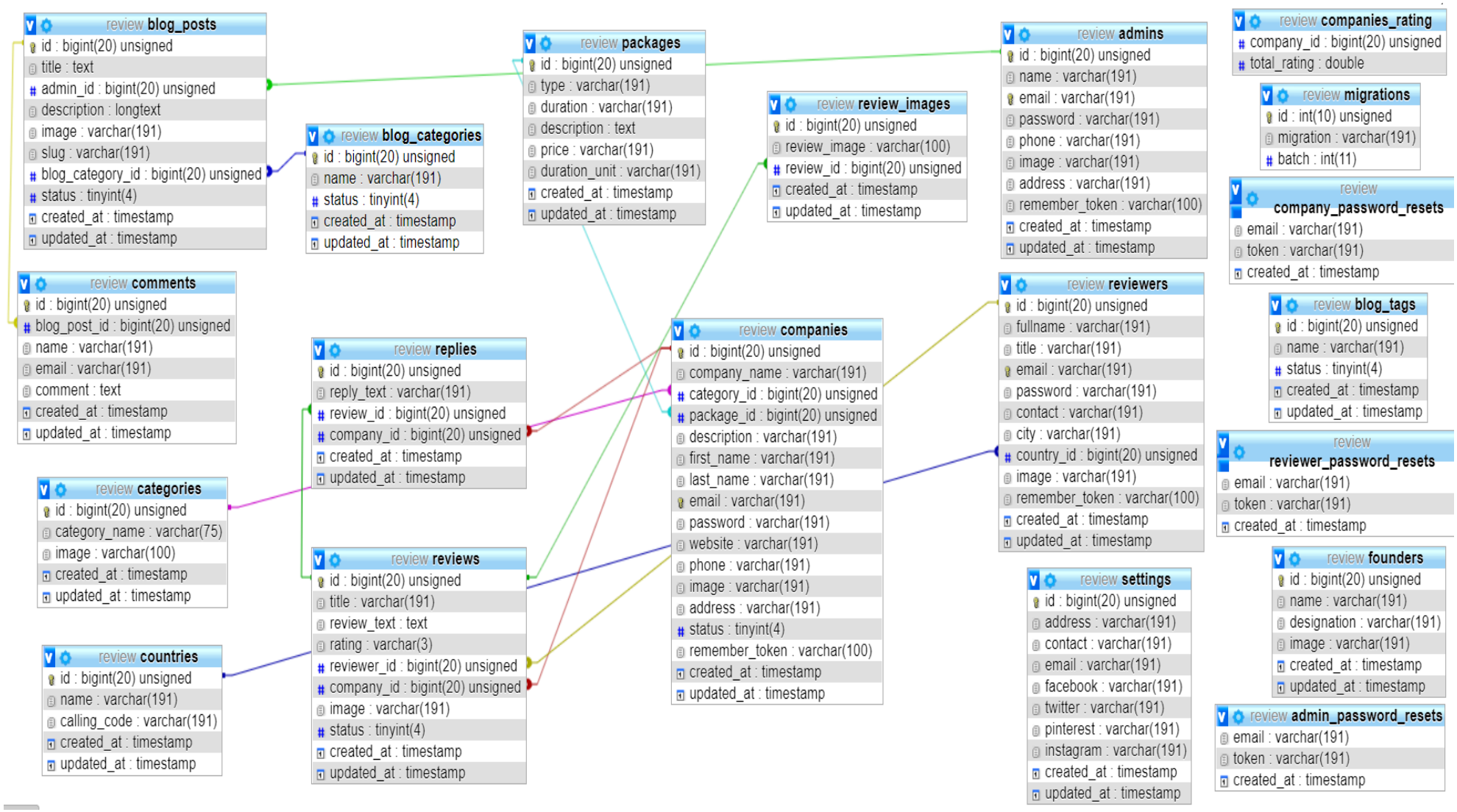

Figure 8. Logical Data Model

Chapter 4
Design Specification

4.1 Introduction

Here we described how the User Interface (UI) of this website has been designed. It is a way through which a user interacts with a website. Our main focus is that the user interface of our website should be simple but well-organized. We ensured that the user should easily understand how to use this website. This chapter also shows how the back-end design of this website has been designed.

4.2 Front End Design

We have used different kinds of markup language, style sheet language, programing language and some libraries for both front-end & back-end design of this website.

- **HTML**
- **CSS**
- **Bootstrap**
- **JavaScript**
    - **Ajax**
    - **jQuery**

4.2.1 HTML

HTML (Hypertext Markup Language) is a text-based approach to explain the layout of content in an HTML document. This markup tells a web browser how to display a web page with multimedia, including text, photos, and other types. An HTML item has an opening tag, middle data, and a closing tag at all times. For example: which describes a paragraph. This tag must be opened as , the content will be in the middle & closed as .

4.2.2 CSS

Cascading style sheets (CSS) format the web pages template. CSS allows developers to create a homogeneous look through multiple pages of a website.

4.2.3 Bootstrap

Bootstrap is a front-end application that is available for free. It is used to make websites responsive. It is developed with HTML & CSS. We have used bootstrap on this website to make this responsive.

4.2.4 JavaScript

JavaScript is a language for programming. It is simply started as a mechanism for adding logic and interactivity to a static browser otherwise. With this, we can create dynamic web pages. For the dynamic purpose, we have used some libraries, such as Ajax & jQuery.

4.3 Back End Design

We have used some programming languages and frameworks to complete the back-end design of this website.

- PHP
- Laravel
- MySQL

4.3.1 PHP

PHP is generally used for general purposes open-source scripting language that can be embedded in HTML is especially suitable for web development. On the server, PHP code will be executed and HTML will be generated to be sent to the user. PHP code which starts with <?PHP instruction & ends with?> instruction.

4.3.2 Laravel

Laravel is a free, open-source PHP web framework for the development of web applications based on the architecture of the Symfony model – view – controller (MVC) pattern. We have used the Laravel framework on this website to make it more secured. We need to install a composer-based dependency manager if we want to use Laravel.

4.3.3 MySQL

MySQL is also an open-source relational database management system based on Structured Query Language (SQL). It is used for a wide range of purposes, including applications for information, e-commerce, and logging. Nevertheless, MySQL's most popular use is for a web database. This uses a standard SQL query. We have used the query in our application to fetch data in which data is viewed by admin, consumer & company.

4.4 Software Development Life Cycle (SDLC)

By breaking the product into cycles, the Agile model delivers an operating product quickly and an extremely realistic approach to development is taken into consideration. The template creates new releases from the previous launch, each with little progressive changes. This model emphasizes interaction because throughout the project the customers, developers, and testers work together. Nevertheless, since this design is heavily dependent on client engagement, if the client is not sure about the path he or she wants to travel, the plan may lead to the wrong approach.

Figure 9. SDLC Model

Chapter 5

Implementation and Testing

5.1 Introduction

Here, we will describe how we completed both the implementation and testing process of the website. We will also show the front-end design and also the back-end design of this website. We will describe our testing process of this website and the testing result also. This shows how to work with front-end data and how back-end store those data in the database. We tested our web application and all the test case with its result shown with the picture by giving demo or real-world data. We also tested either our website is being able to take those demo or real-world data and worked properly or not.

5.2 Implementation of Front-end Design

For creating a website or web application, there are some guidelines. Front-end design works by creating a user interface for the HTML, CSS, and presentational JavaScript code. It is a graphical interface for a user to view and interface with the website. Here, we have implemented a front-end design to make a user interface for this website. Here are some screenshots of the user interface of our website given below.

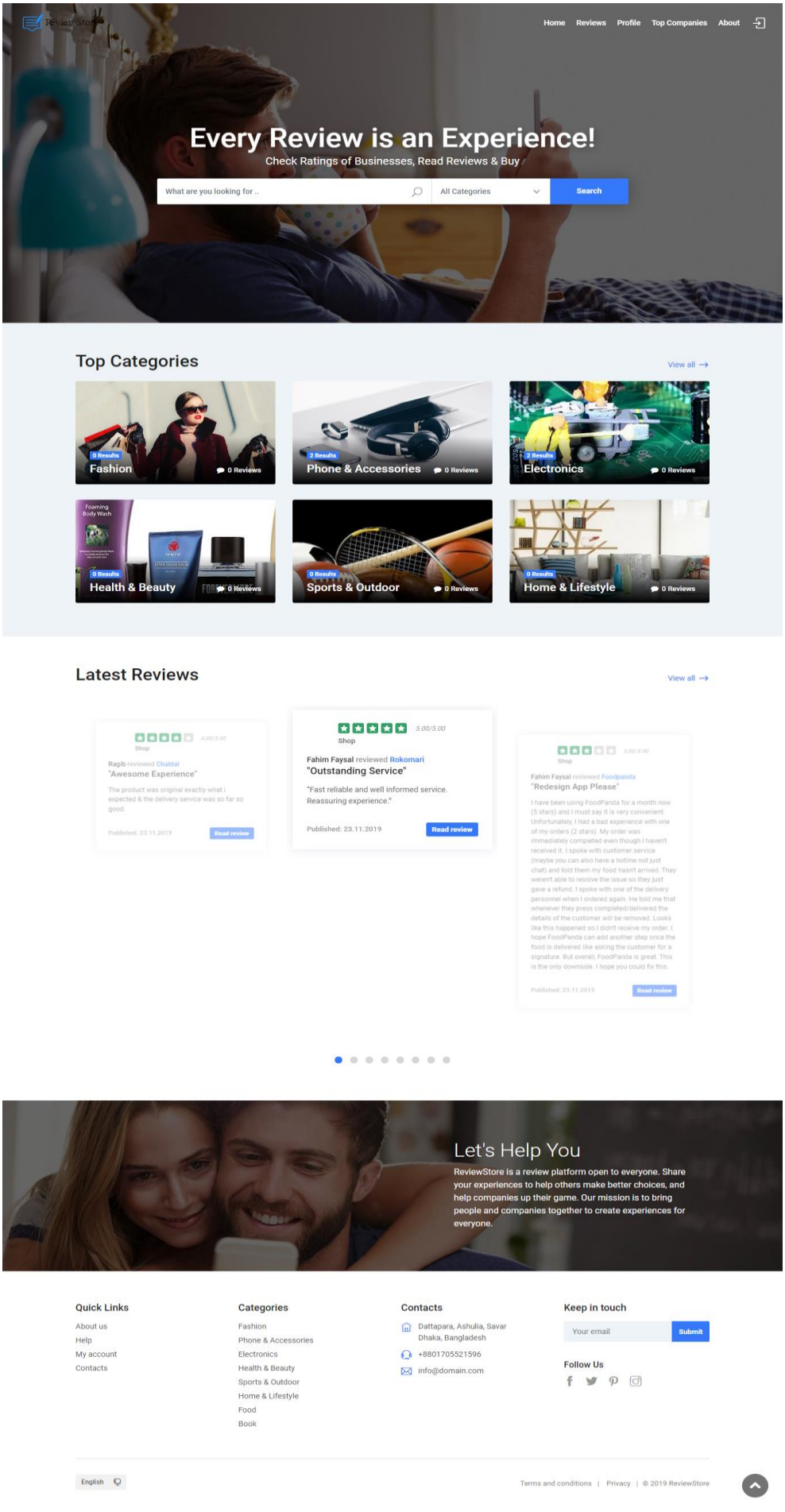

Figure 10. Layout of Home Page

Figure 11. Reviewer Register

Figure 12. Reviewer Login

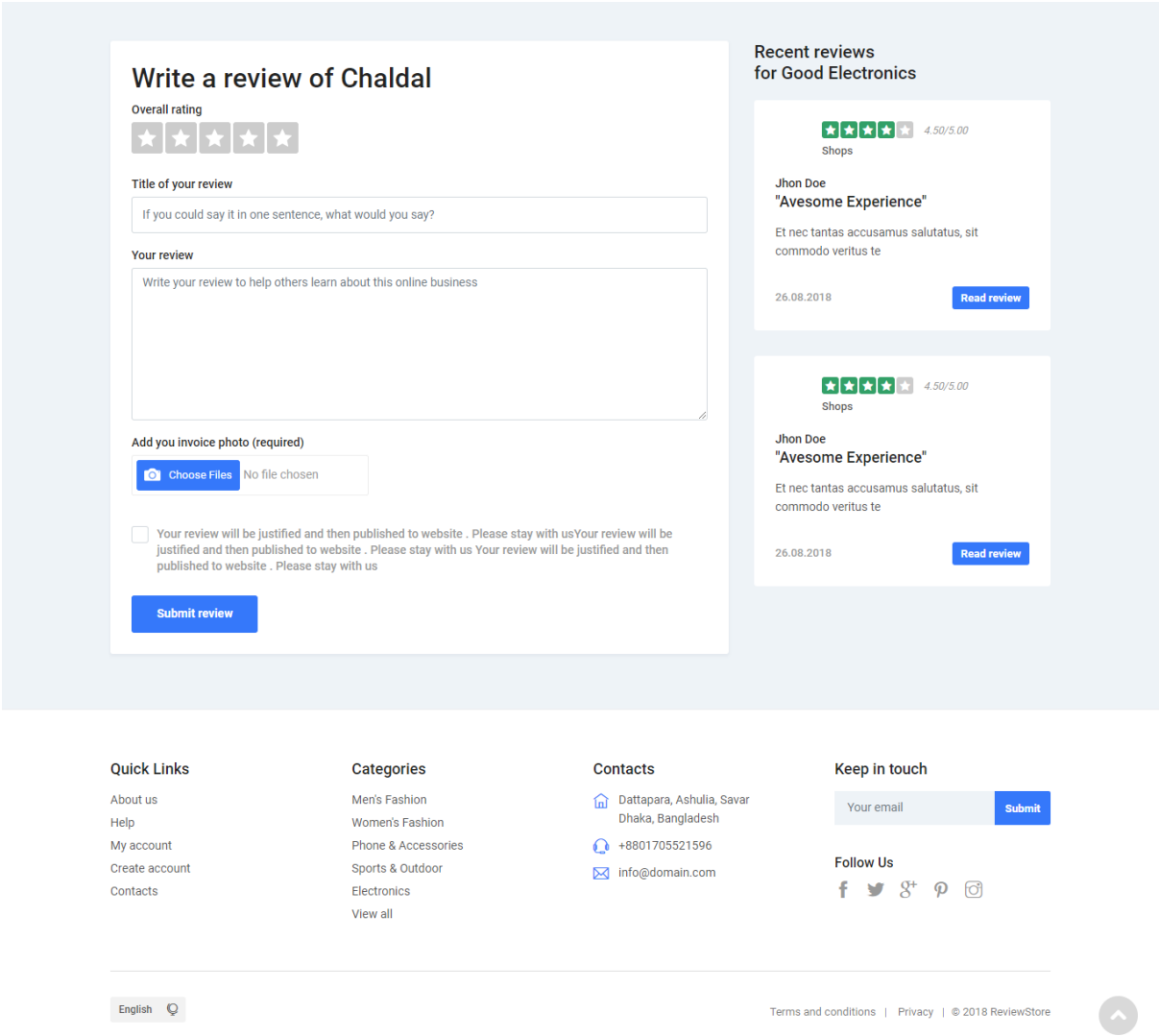

Figure 13. Write a Review

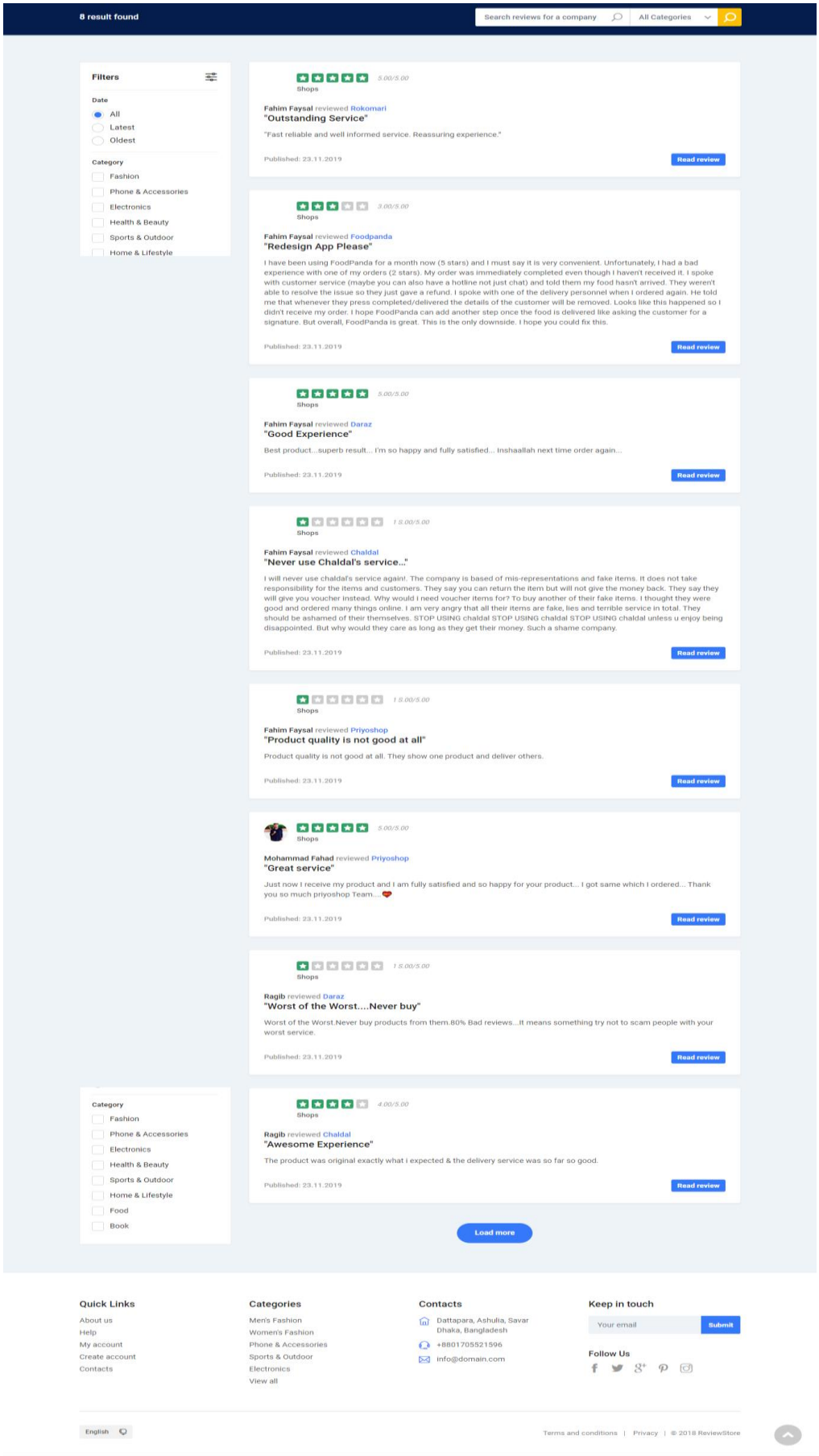

Figure 14. View Existing Reviews

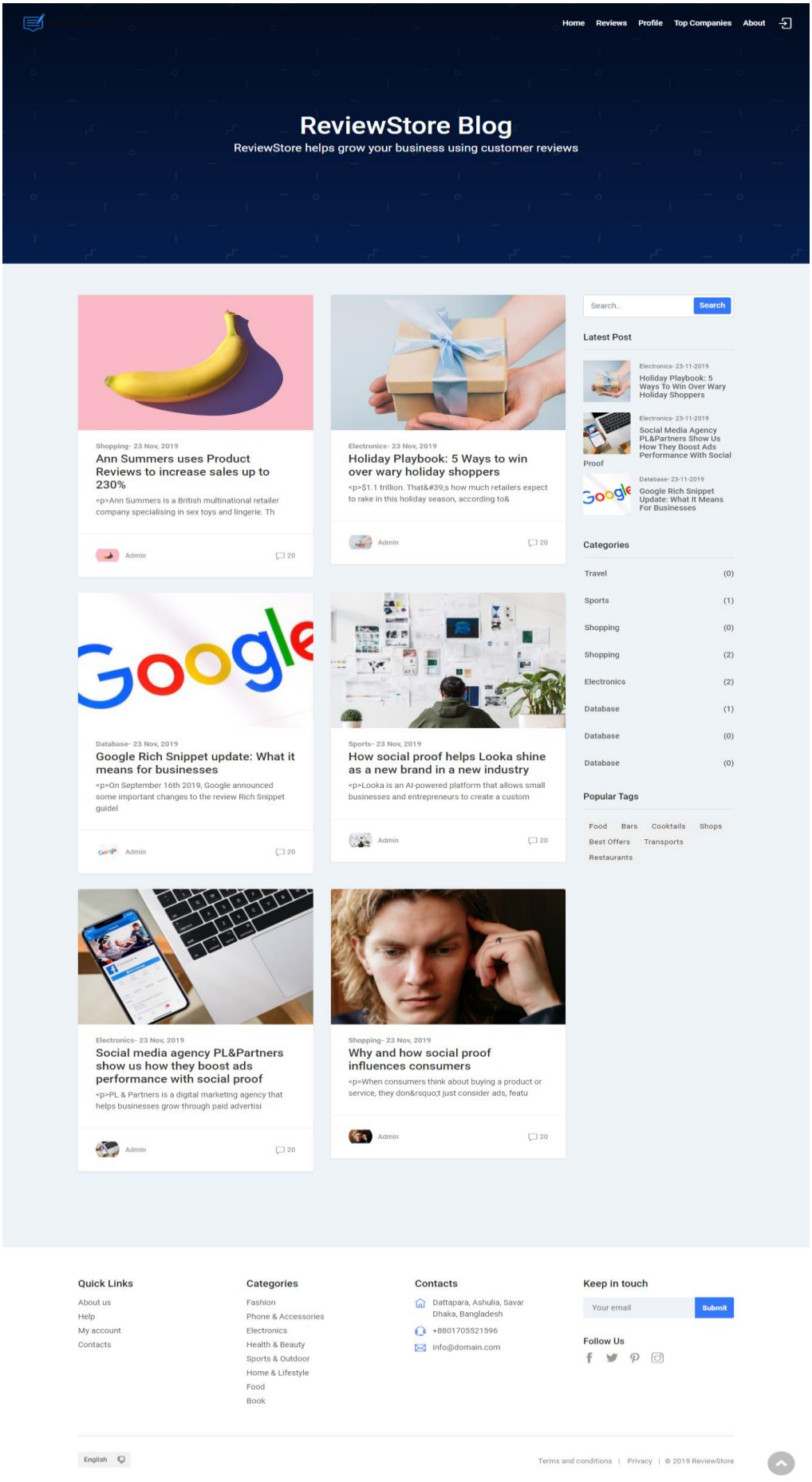

Figure 15. View Blog

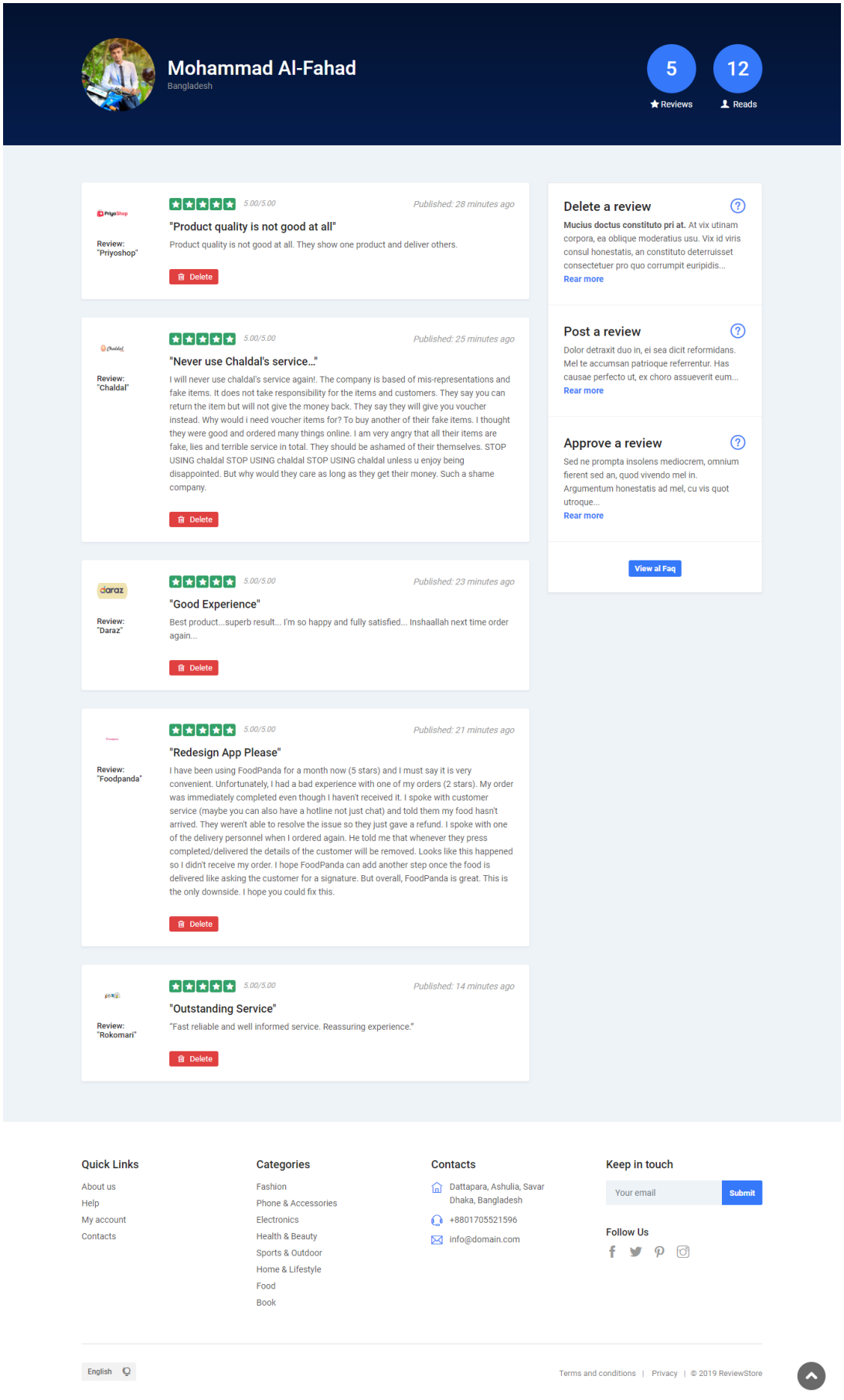

Figure 16. Layout of User Profile

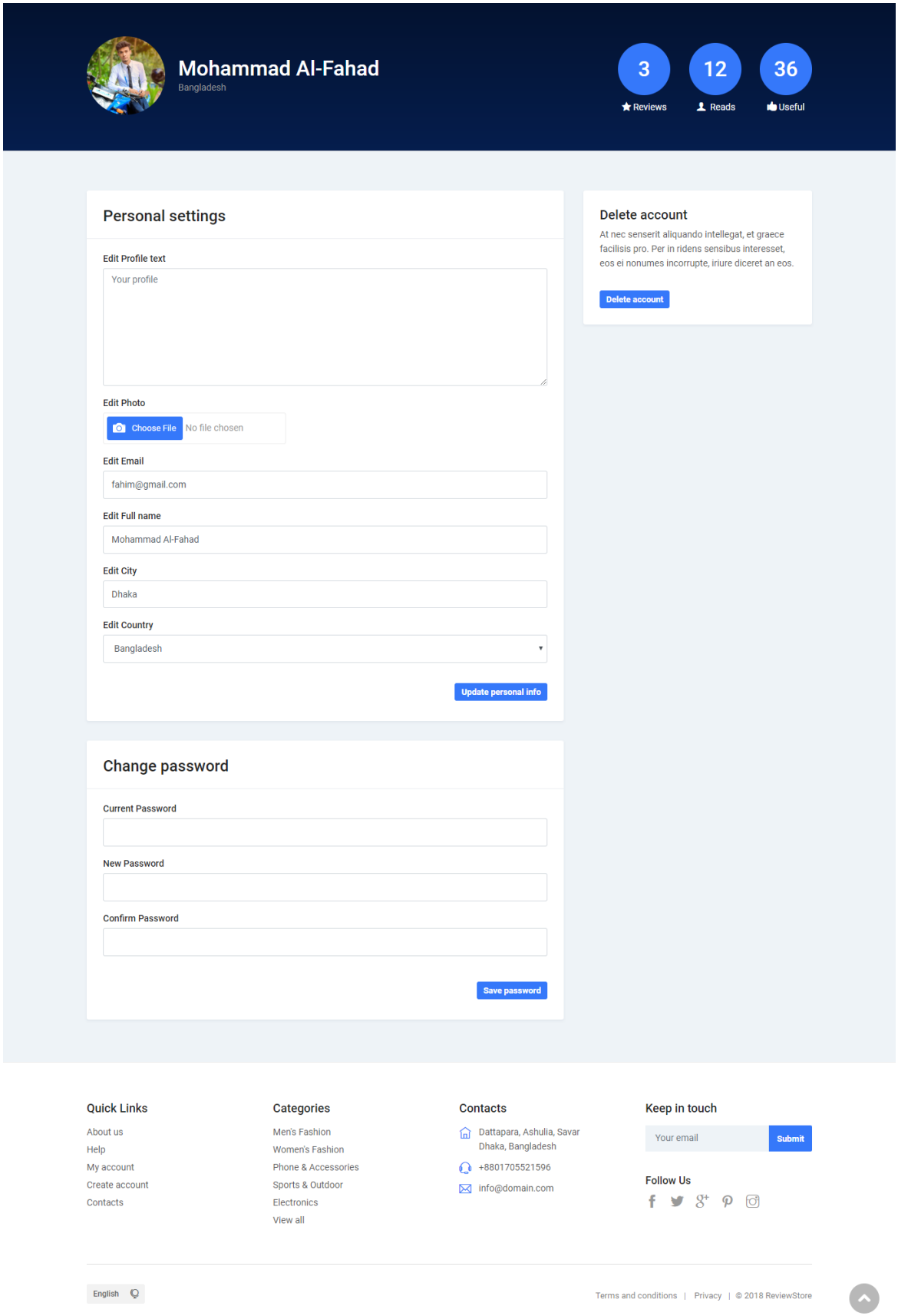

Figure 17. Layout of User Profile Setting

Figure 18. About Page

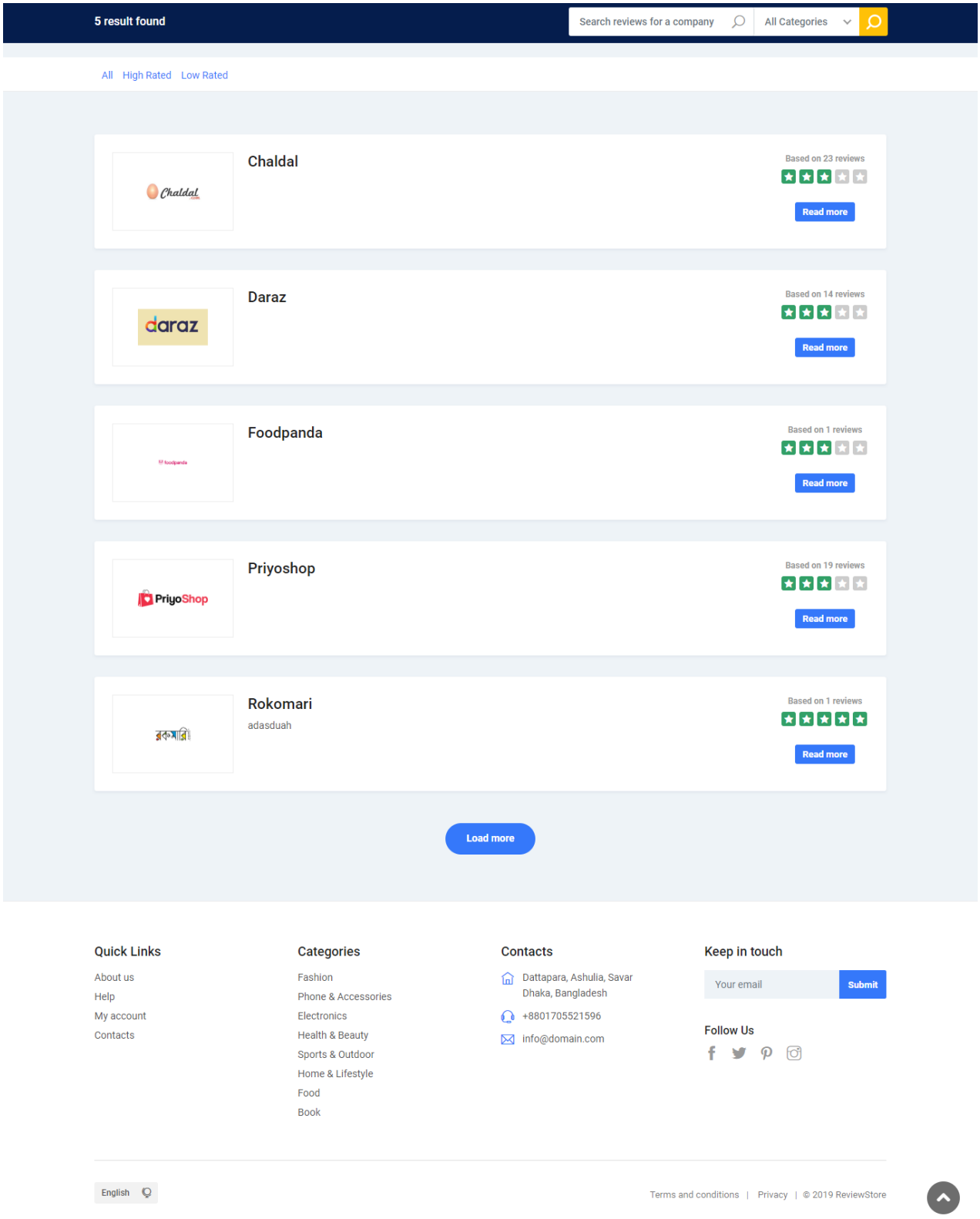

Figure 19. Top Companies

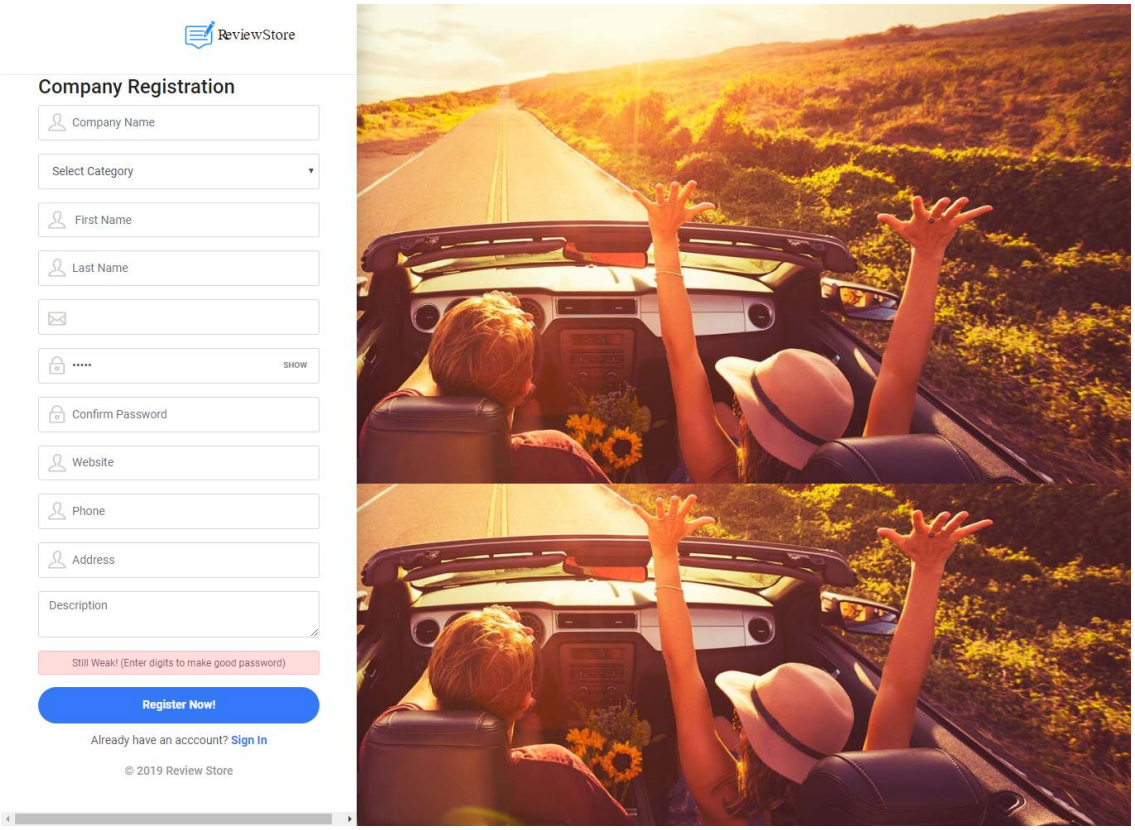

Figure 20. Company Register

Figure 21. Company Login

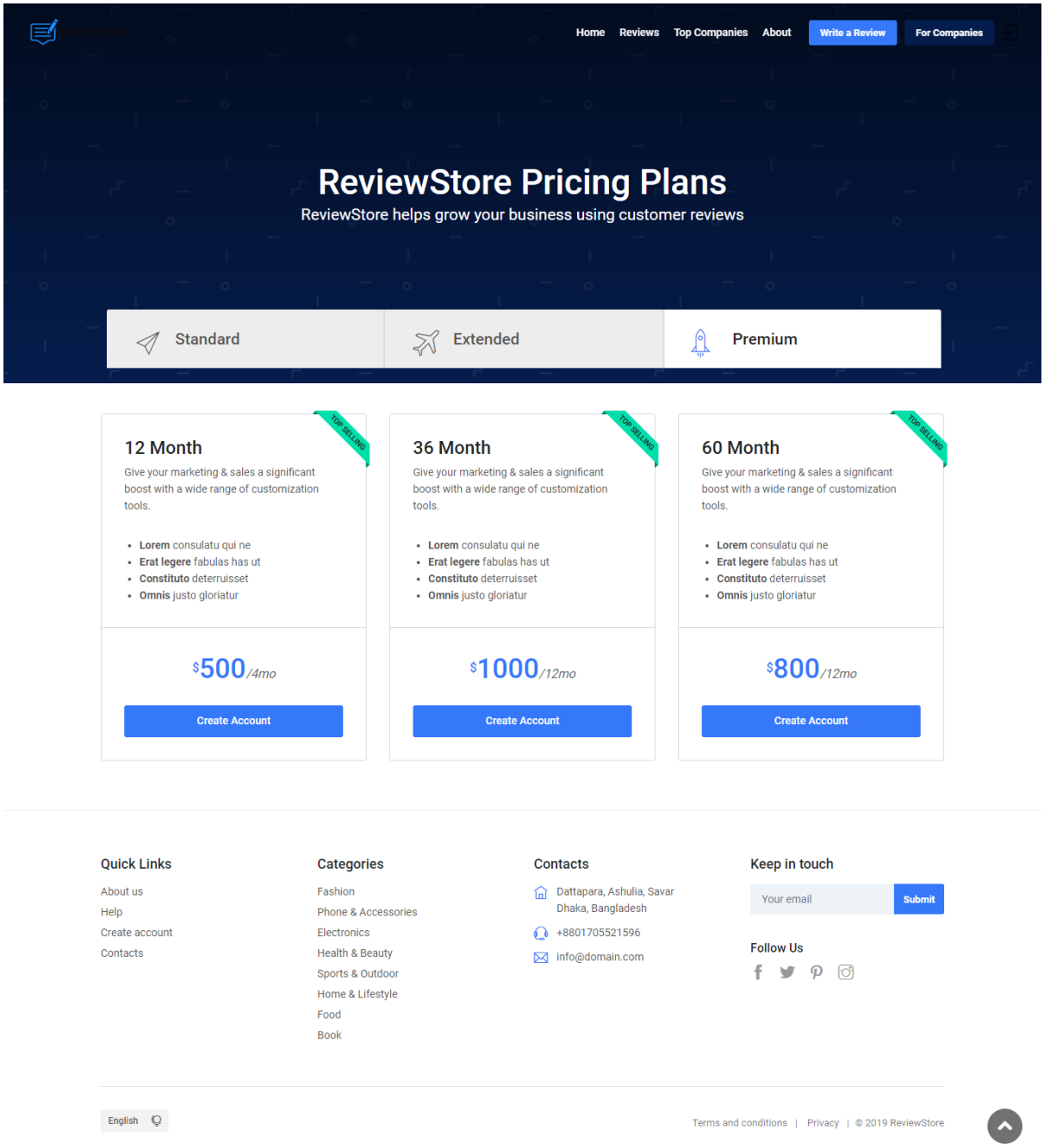

Figure 22. Pricing Plan for Company Subscription

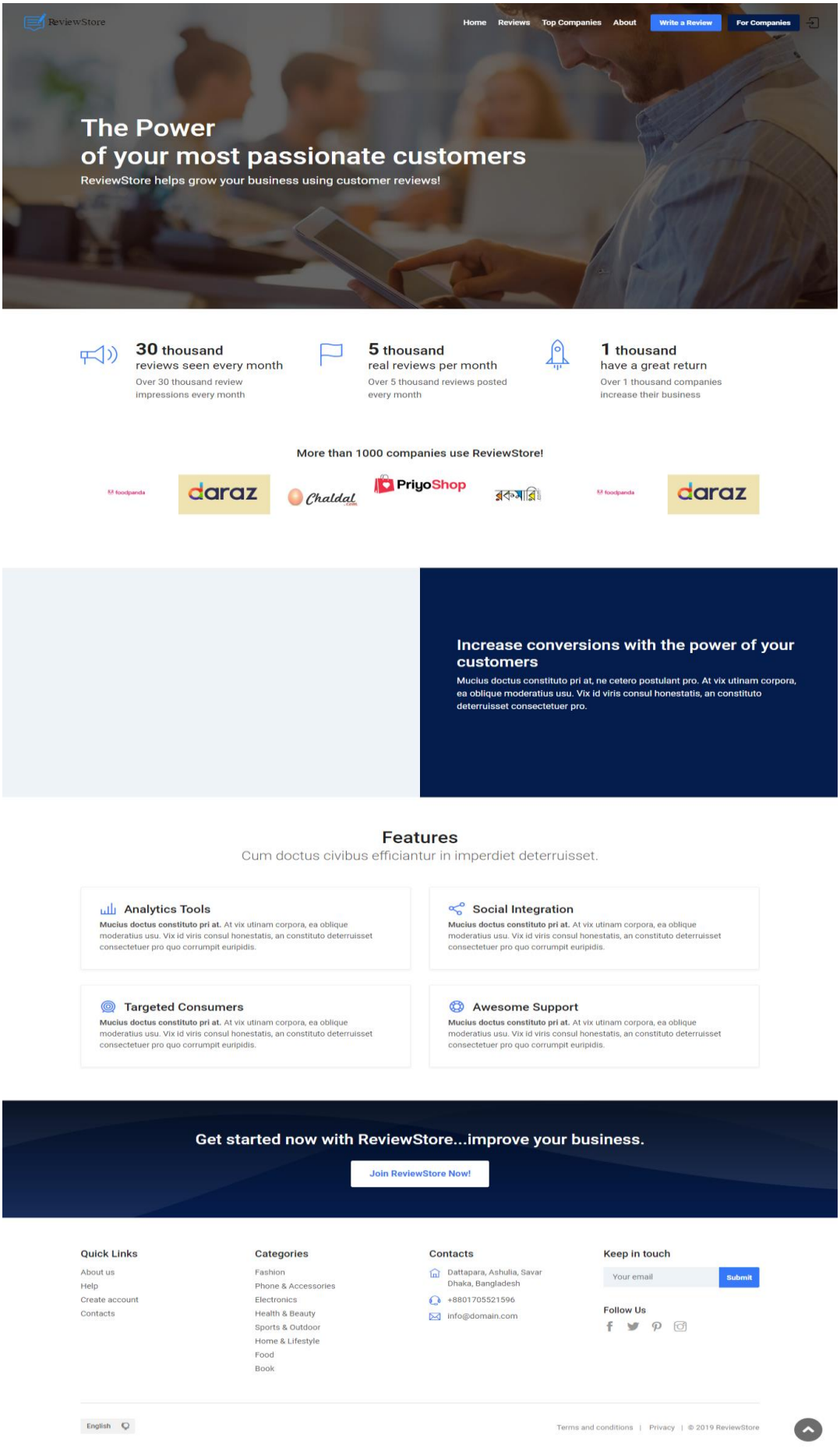

Figure 23. Company Landing Page

5.3 Implementation of Back-end Design

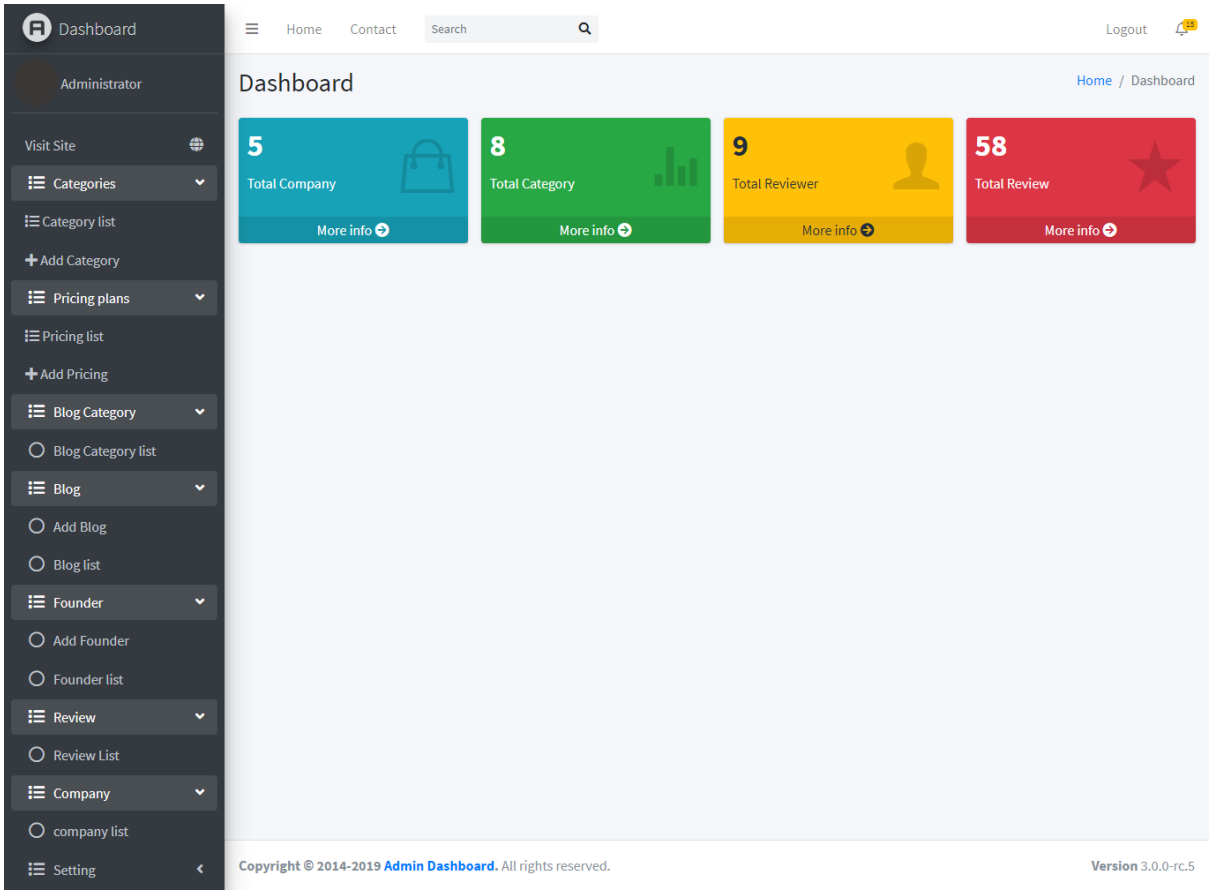

Figure 24. Admin Dashboard

5.4 Testing

Testing implementation could be a method of this implementation. We have tested system testing, usability testing and database testing for our website.

5.4.1 System Testing

It is a series of different tests. It is an internal work of this application. We have got our desired output results from this system. When we input dome incorrect data, it can realize & give a message to the user. But if we input correct data, it can interact with the database and show the output to the user.

5.4.2 Usability Testing

Usability Testing is characterized as a form of software testing where a software system, a limited set of target end-users, "use" it to reveal usability defects. This evaluation focuses primarily on the user's ease of use of the software, versatility in managing commands, and the system's ability to achieve its goals.

5.4.3 Database Testing

Database testing is needed for a system to operate records integrity and facts consistency. The backend system gets access to the database for a couple of reasons. Then the wrong facts can be saved in the database system. As our task is primarily based on web application & it comes through the internet and unsuitable or wrong data can be stored in a database. This improper information stored can end Schema or mapping testing.

5.4.4 Testing Results & Reports

The final result of this test was what we have desired. Every characteristic is performed and examined via special kinds of system tests. Every testing was working nicely and the final result was satisfactory. But in the future, we will add some more features & functionality if it requires. Then it will be again checked and then results can be different.

Chapter 6
Future Scope & Conclusion

6.1 Future Development

The web is a place where everyone can access any computing device using the internet. This website will be the first one of its kind in Bangladesh. There is no such website in Bangladesh like this. We choose to add features on our website to fulfill user's desires more practically and efficiently. Initially, we are focusing on Bangladeshi consumers and companies. But in the future, we have a plan to introduce this website with advantageous elements and functionalities to globally. It is a matter of proud for us to represent Bangladesh all over the world.

6.2 Conclusion

The reason behind this project's idea is to make online shopping platform more effective and efficient. This project is made to help general people so that they can have a proper idea about online shops and don't get confused. People should aware of the online shopping platform environment. People should know about those online shop's behavior & services perfectly. This is our main intention to make such a website.

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