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| **Examination question paper:** | **May 2025** |

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| **Module code:**  **Component number:** | **CS5002**  **003** |
| **Module title:** | **Software Engineering** |
| **Module leader:** | **Ramzi Djemai** |

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| **Date:** | **May 2025** |
| **Duration:** | **2 Hours** |

**Section C**

**SEEN CASE STUDY DESCRIPTION**

**EcoLifeStore.com**

EcoLifeStore.com is an e-commerce platform offering a variety of sustainable living products, including eco-friendly home goods, organic food, zero-waste personal care items, and sustainable fashion. The store serves customers through both its website and mobile app, providing an easy and transparent way to shop for environmentally conscious products.

Customers can browse the product categories, such as Home Goods, Food, Fashion, and Personal Care, and purchase products directly from the site. Each product includes information about its sustainability certifications, price, and customer reviews.

EcoLifeStore offers a Green Member program, where users can sign up for free to receive discounts on selected products and exclusive content. Additionally, Premium Green Members receive a 5% discount on all items and free shipping on orders over £50.

Once registered, customers can complete their purchase(s) by adding products to their shopping cart, applying applicable discounts, and making secure payments. The platform offers free standard shipping on orders above £30, with expedited options available for an additional fee. Returns are accepted within 30 days of purchase.

EcoLifeStore ensures that all products meet high sustainability standards, including organic certifications and cruelty-free status. The company partners with small businesses that focus on sustainable production practices, further supporting eco-conscious brands.

However, EcoLifeStore's current 15-year-old system no longer meets the growing needs of the business. The system struggles with handling customer inquiries, both through the website and over the phone. Management is considering upgrading to a more modern system that can scale with increasing demand and improve customer service across both channels.

**\*\*\*\* End of Paper \*\*\*\*\***