**Epic 1: Registration**

**User Stories:**

1. As a buyer, I want to register for an account on the e-commerce platform so that I can access personalized features and make purchases.

**Acceptance Criteria:**

* User should be able to access the registration page from the homepage.
* User should be prompted to enter required details such as full name, email address, phone-no and password.
* The system should validate that the email address provided is unique and follows the correct format.
* Password strength requirements should be clearly communicated to the user.
* Error messages should be displayed clearly and helpfully if there are any issues with the information provided.
* Upon successful registration, a confirmation email should be sent to the provided email address. **// If required**
* User should be redirected to the login page after successful registration.

**Epic 2: Login**

1. **User Stories:**

As a registered buyer, I want to securely log in to my account so that I can access my profile and personalized features.

**Acceptance Criteria:**

* User should be able to access the login page from the homepage.
* User should be prompted to enter their email address and password to log in.
* The system should verify the credentials provided and grant access upon successful authentication.
* An option for password recovery should be provided in case the user forgets their password.

1. **User Story:-**

As a Buyer, I want an option “Forget password”, so that I can create a new password, if i forget my password.

**Acceptance Criteria:-**

* In buyers login page they will be able to click on the forgot password option.
* It will be redirected to forgot password page.
* In the forgot password page buyer need to enter already registered email id.
* Then they will be allowed to enter new password and re-type new password.

**Epic 3: Logout**

**User Stories:**

As a buyer, I want the ability to log out of my account securely so that I can protect my privacy and prevent unauthorized access.

**Acceptance Criteria:**

* User should be able to find the logout option easily within the platform's interface.
* Upon clicking the logout button, the system should terminate the user's session immediately.
* After logging out, the user should be redirected to a confirmation page or the homepage.

**Epic 4: Profile**

1. **User Stories:**

As a buyer, I want to be able to add personal details to my profile so that I can enhance my shopping experience.

**Acceptance Criteria:**

* User should be able to access the profile section from the homepage or user dashboard.
* The profile page should include fields for essential personal details such as name, address, contact number, and preferred communication method.
* The system should validate user input to ensure the correctness and completeness of the provided information.
* Upon successful addition of profile details, the changes should be reflected in the user's account immediately.
* User should receive confirmation that their profile details have been successfully updated.( **Any prompt** )

1. **User Stories:**

As a buyer, I want the ability to delete or remove certain profile details that are no longer relevant or necessary so that I can maintain the accuracy and relevance of my information.

**Acceptance Criteria**:

* User should have access to an "edit profile" option where they can manage their profile details.
* The system should provide checkboxes or options next to each detail allowing the user to select which details they want to delete.
* Upon selecting the details to delete, the system should prompt the user for confirmation before proceeding.
* Deleted profile details should be permanently removed from the system and not accessible to the user or platform.

1. **User Stories:-**

As a buyer, I want to edit or update my profile details easily whenever there are changes or corrections so that I can ensure my information remains accurate and up-to-date.

**Acceptance Criteria:**

* User should be able to access the profile editing functionality from the profile page or user dashboard.
* The editing interface should display the current profile details, allowing the user to make changes as needed.
* The system should validate any changes made by the user to ensure they meet required criteria (e.g., valid email format, correct address format).
* Upon saving the edited profile details, the changes should be reflected in the user's account immediately.
* User should receive confirmation that their profile details have been successfully updated.

**Epic 5: Customer Support**

1. **User Stories:**

As a buyer, I want easy access to customer support options to seek assistance with any issues or inquiries I may have during my shopping experience so that I can receive timely help and ensure a smooth shopping journey.

**Acceptance Criteria**:

* User should be able to access the customer support options prominently displayed on the platform, such as in the navigation menu or footer.
* The customer support options should include channels like chat, email support(option to send detailed inquiries or reports via email for complex issues that may require more time to address), and a hotline number(dedicated hotline number for urgent issues or inquiries that require immediate assistance).
* Each support channel should be clearly labeled with its respective contact method and availability hours.
* The platform should provide a brief description of each support channel to help users choose the most appropriate one for their needs.
* Upon clicking on a support channel, users should be directed to the corresponding contact page or interface.

**Epic 6: Product Catalog**

1. **User Stories:**

As a buyer, I want to browse through a well-organized product catalog to easily discover items that match my preferences and needs, so that I can make informed purchasing decisions and find products that best suit my requirements.

**Acceptance Criteria:**

* User should be able to access the product catalog directly from the homepage or through a dedicated section in the navigation menu.
* The product catalog should be organized into categories and subcategories, allowing for intuitive navigation.
* Each product listing should include essential information such as title, description, price, and images.
* The platform should provide sorting and filtering options to refine search results based on criteria like price range, brand, size, color, etc.
* Users should be able to view multiple product images and read detailed descriptions before making a purchase decision.
* Upon clicking on a product listing, users should be directed to a dedicated product page with additional details and options for purchase.

1. **User Story:**

As a buyer, I want to use a search function within the product catalog to quickly find specific items or brands I am interested in purchasing so that I can save time and efficiently locate the products I desire.

**Acceptance Criteria:**

* The search bar should be prominently displayed on the product catalog page, accessible from any screen within the platform.
* Users should be able to enter keywords, product names, or brand names into the search bar to initiate a search query.
* The search results should be displayed in real-time as the user types.
* Search results should include relevant product listings that match the user's query, sorted by relevance or popularity.
* Each search result should display essential product information, including title, price, and thumbnail image, to help users identify desired items quickly.
* Users should have the option to filter search results further using criteria such as price range, brand, category, and availability.
* Clicking on a search result should direct users to the corresponding product page for more detailed information and options for purchase.

1. **User Story:**

As a buyer, I want to utilize filtering options within the product catalog to refine search results based on specific criteria, so that I can easily narrow down my choices to find the most relevant products.

**Acceptance Criteria:**

* The filtering options should be prominently displayed alongside the search results on the product catalog page, accessible from any screen within the platform.
* Users should be able to filter search results based on various criteria such as price range, brand, category, size, color, ratings, and availability.
* Each filtering option should include clear labels and intuitive controls (e.g., dropdown menus, checkboxes, sliders) to facilitate user interaction.
* Users should receive immediate feedback upon applying filters, with search results dynamically updating to reflect the selected criteria.
* The platform should support multi-select filtering, allowing users to apply multiple filters simultaneously to refine their search further. // **If needed**
* Filtering options should be responsive and adapt to the user's device screen size, ensuring a seamless browsing experience across desktop and mobile devices.
* Users should have the option to reset all filters with a single click to revert to the default search results view.

**Epic 7: Cart**

1. **User stories:-**

As a buyer, I want to add items to my shopping cart while browsing the product catalog so that I can review and purchase them later.

**Acceptance Criteria:**

* Users should be able to add items to their shopping cart directly from product listings or product detail pages.
* Each item added to the cart should be reflected with its title, price, quantity, and subtotal.
* Users should receive immediate visual feedback confirming that the item has been successfully added to the cart.
* The platform should provide a visible indicator of the current number of items in the cart for easy reference.
* Upon adding an item to the cart, users should have the option to continue shopping or proceed to checkout.

1. **User Stories**

As a buyer, I want the ability to edit the quantity of items in my cart to adjust my purchase quantities as needed so that I can manage my shopping basket according to my preferences and requirements.

**Acceptance Criteria:**

* Users should be able to increase or decrease the quantity of each item in the cart using intuitive controls (e.g., + and - buttons, input field).
* The platform should automatically update the subtotal and total price of the cart based on the adjusted quantities.
* Users should receive immediate visual feedback confirming the changes made to the item quantity.
* Quantity adjustments should be reflected in real-time without requiring a page refresh.

1. **User Stories:-**

As a buyer, I want to remove items from my cart if I change my mind or no longer wish to purchase them so that I can ensure my cart only contains items I intend to buy and streamline my checkout process.

**Acceptance Criteria:**

* Users should be able to delete individual items from their cart with a designated "remove" or "delete" button next to each item listing.
* Upon clicking the remove button, the item should be promptly removed from the cart, and the total price should be updated accordingly.
* Users should receive a confirmation prompt before permanently removing an item from the cart to prevent accidental deletions.
* The platform should provide visual feedback confirming the successful removal of the item from the cart.

1. **User Stories:-**

As a buyer, I want to view the total price of all items in my cart, including any applicable taxes or fees, so that I can understand the total cost of my purchase and make informed decisions about my shopping budget.

**Acceptance Criteria:**

* The platform should display the subtotal, total taxes, shipping fees (if applicable), and the final total price of the cart prominently.
* The total price should be dynamically updated as users add or remove items from the cart or adjust item quantities.
* Any applicable taxes or fees should be clearly itemized and included in the total price calculation.
* Users should be able to view the total price of the cart at any point during the shopping process, including while browsing and during checkout.

1. **User Stories:-**

As a buyer, I want the option to clear my entire cart at once to start fresh with a new selection of items, so that I can easily remove all items and begin the shopping process anew.

**Acceptance Criteria:**

* Users should have access to a "clear cart" or "empty cart" button that removes all items from the cart in a single action.
* Upon clicking the clear cart button, users should receive a confirmation prompt to prevent accidental deletions.
* After confirmation, all items in the cart should be promptly removed, and the cart should display as empty.
* Users should receive visual feedback confirming the successful clearing of the cart.

1. **User Stories (// If needed)**

As a buyer, I want the option to save my cart contents for later if I decide not to proceed with payment immediately, so that I can easily retain my chosen items for future purchase consideration without having to rebuild my cart from scratch.

**Acceptance Criteria:**

* Users should have the option to save their cart contents for later by selecting a "Save for Later" or "Save Cart" option within the cart interface.
* Upon selecting the save option, the platform should prompt users to log in to their account or create an account if they haven't already done so.
* The saved cart should be associated with the user's account and accessible from their profile or account settings for future reference.
* Users should receive confirmation that their cart contents have been successfully saved for later, with instructions on how to access and retrieve the saved cart.
* The platform should provide clear instructions on how users can resume their saved carts at a later time and proceed with payment when ready.

1. **User Stories**

As a buyer, I want to proceed to the payment stage from my cart to complete my purchase and finalize the transaction, so that I can efficiently complete the checkout process and secure the items I intend to purchase.

**Acceptance Criteria:**

* Users should have a clearly labeled "Proceed to Payment" or "Checkout" button available within the cart interface.
* Upon clicking the "Proceed to Payment" button, users should be directed to the payment page where they can enter their payment details.
* The platform should display a summary of the items in the cart, including quantities, prices, and the total amount due, on the payment page.
* Users should have the option to review and edit their cart contents before proceeding to payment, with a visible link or button to return to the cart if needed.
* The payment page should provide secure payment processing options, such as credit/debit card, PayPal, or other payment gateways, to accommodate user preferences.
* Users should receive clear instructions and guidance throughout the payment process to ensure a smooth and transparent transaction experience.
* After completing the payment process, users should receive a confirmation message indicating that their order has been successfully placed.

**Epic 8: Order History**

1. **User Story:**

As a buyer, I want to view my current order history to track my ongoing purchases and monitor their status, so that I can stay updated on the progress of my orders and ensure timely delivery of my purchases.

**Acceptance Criteria:**

* Users should be able to access their current order history from their account dashboard or profile settings.
* The current order history page should display a list of all ongoing orders, including order numbers, dates, items purchased, and current order statuses.
* Each order listing should provide a summary of the current order status, such as "Processing," "Accepted," "Rejected" ,"Shipped," or "In Transit."
* Users should have the option to filter and sort their current order history based on criteria such as order date, status, or order number.
* The platform should provide clear and concise explanations for each current order status to help users understand the progress of their orders.
* Users should be able to click on individual orders to view more detailed information, such as item details, shipping address, and tracking information.

1. **User Story:**

As a buyer, I want to view my order history to track my past purchases and monitor their status, so that I can keep track of my previous transactions and stay informed about the progress of my orders.

**Acceptance Criteria:**

* Users should be able to access their order history from their account dashboard or profile settings.
* The order history page should display a list of all previous orders, including order numbers, dates, items purchased, and order statuses.
* Each order listing should provide a summary of the order status, such as "Processing," "Shipped," "Delivered," or "Cancelled."
* Users should have the option to filter and sort their order history based on criteria such as order date, status, or order number.
* The platform should provide clear and concise explanations for each order status to help users understand the current status of their orders.
* Users should be able to click on individual orders to view more detailed information, such as item details, shipping address, and tracking information.

1. **User Story:**

As a buyer, I want the ability to track the delivery status of my orders in real-time to know when to expect their arrival, so that I can plan accordingly and ensure I am available to receive the package upon delivery.

**Acceptance Criteria:**

* The platform should integrate with shipping carriers and logistics providers to provide real-time tracking information for each order. // **If needed**
* Users should be able to track their orders directly from the order history page by clicking on the "Track Order" button or link.
* The tracking information should include details such as the current location of the package, estimated delivery date, and any delivery exceptions or issues.
* Users should receive notifications or alerts for significant updates in the delivery status.
* The tracking interface should be user-friendly and accessible, providing clear instructions and guidance on how to interpret the tracking information.

1. **User Story:**

As a buyer, I want the ability to cancel an order if I change my mind or no longer wish to proceed with the purchase, so that I can maintain control over my purchasing decisions and avoid receiving unwanted items.

**Acceptance Criteria:**

* Users should be able to access their current order history from their account dashboard or profile settings.
* Each order listing should include an option to cancel the order.
* Upon selecting the cancel option, users should receive a confirmation prompt to verify their intention to cancel the order.
* If the order is eligible for cancellation (e.g., it has not been shipped or processed), the platform should promptly cancel the order and update the order status accordingly.
* If the order is not eligible for cancellation (e.g., it has already been shipped or processed), the platform should display a notification informing the user that the order cannot be canceled.
* Upon successful cancellation, users should receive a confirmation message indicating that their order has been canceled, and any associated payments should be refunded if applicable.
* The platform should provide clear instructions on how users can contact customer support if they encounter any issues or need further assistance with canceling their order.

1. **User Story:**

As a buyer, I want the ability to give ratings and reviews for products I have purchased to share my feedback with other users and contribute to the community, so that I can help fellow shoppers make informed decisions and provide valuable insights about the products I have experienced.

**Acceptance Criteria:**

* Users should be able to access their order history from their account dashboard or profile settings.
* Each order listing should include an option to provide a rating and review for the products purchased in that order.
* Upon selecting the rating and review option, users should be directed to a form where they can provide written feedback.
* The platform should allow users to submit their ratings and reviews anonymously if they prefer.
* Users should be encouraged to provide detailed and constructive feedback by offering prompts or suggestions for review content.
* The platform should display user ratings and reviews alongside product listings to help other buyers make informed purchasing decisions.

**Epic 9: Payment**

1. **User Stories:**

As a buyer, I want to securely complete my purchases through various payment methods available on the platform, so that I can have a convenient and reliable transaction experience while ensuring the safety of my payment information.

**Acceptance Criteria:**

* Users should be presented with a range of payment options at checkout, including credit/debit cards, PayPal, and other popular payment gateways.
* The platform should ensure the security of payment transactions .
* Users should be able to enter their payment details securely without any risk of data breaches or unauthorized access.
* The platform should provide clear instructions and guidance throughout the payment process to ensure a smooth and seamless transaction experience.
* Upon successful payment, users should receive a confirmation message indicating that their order has been placed**. // if needed along with an order confirmation number.**