

User stories

These User stories outline the features and functionalities needed to address the needs of customers, store admins, and delivery partners.

| EPIC | USER STORY TITLE | MOSCOW | USER STORIES | ACCEPTANCE CRITERIA |
|--------------------|-------------------|--------|---|---|
| Customer functions | Account Creation | Must | As a customer, I want to create an account using my email or phone number so that I can manage my orders and preferences. | The customer successfully registers using valid email or phone and sets a secure password. |
| | Password Reset | Should | As a customer, I want to reset my password in case I forgot it so that I can access my account without issue. | The customer receives a password reset link via email or SMS and successfully updates their password. |
| | Product Search | Must | As a customer, I want to search for products using keywords so that I can quickly find what I need. | The system displays relevant products when a keyword is entered. |
| | Product Filters | Should | As a customer, I want to filter products by category, price, range, or availability so that I can narrow down my choices. | Filters apply correctly and the customer can see a refined product list based on their selections. |
| | Add items to cart | Must | As a customer, I want to add multiple products to my cart so that I can buy them all in one transaction. | Selected products appear in the cart with correct quantity and price. |
| | | | | |

| | | | | |
|--|----------------------------|------|--|--|
| | View items in cart | Must | As a customer, I want to view all the items which are added to my cart so that I can review my selection before purchase | The cart displays all added items with their names, quantity and prices. |
| | Place an Order | Must | As a customer, I want to place an order and select a delivery time slot so that I can receive my groceries conveniently. | The order is successfully placed and the delivery time slot is confirmed in the confirmation email or SMS. |
| | Receive order confirmation | Must | As a customer, I want to receive an order confirmation with a unique id so that I can track my purchase. | A confirmation message with a unique order id is displayed immediately after placing the order. |
| | Order Tracking | Must | As a customer, I want to track the real-time status of my order so that I know when it will arrive. | The system displays real-time updates for order status (e.g., preparing, out for delivery, delivered) |
| | Payment options | Must | As a customer, I want to choose from various payment methods (card, UPI, wallet, COD) so that I can pay in my preferred way. | The payment gateway supports all listed payment methods and transactions are completed securely. |
| | Generate payment receipt | Must | As a customer, I want to receive a payment receipt after | A receipt is generated automatically and includes order details, payment |

| | | | | |
|-----------------------|--------------------|--------|---|---|
| | | | completing my payment so that I have proof of my transaction | method and transaction Id. |
| | View past orders | Must | As a customer, I want to view my past orders so that I can keep track of my purchase history | All completed orders are displayed chronologically with order Id, date and total amount. |
| | Cancel Order | Must | As a customer, I want to cancel an order before its dispatched so that I can manage my purchases. | Customers can cancel orders only if the status is processing. |
| Store Admin Functions | Admin dashboard | Must | As a store admin, I want to log in to a secure dashboard so that I can manage store operations. | The admin successfully logs in with secure credentials and access the dashboard. |
| | Product Management | Must | As a store admin, I want to add, edit, or remove products from the inventory so that the product catalog is up-to-date. | The admin can add, edit, or remove products and change reflect in the customer-facing catalog. |
| | Order Management | Must | As a store admin, I want to view all customer orders so that I can manage fulfillment efficiently. | The admin dashboard displays all current orders with their status (pending dispatch completed). |
| | Low stock-alerts | Should | As a store admin, I want to receive alerts for low stock items so | Notifications are sent for items reaching a predefined low stock threshold. |

| | | | | |
|----------------------------|------------------------|--------|--|---|
| | | | that I can restock before items run out. | |
| | Assign delivery person | Must | As a store admin, I want to assign orders to delivery person so that orders are delivered efficiently. | The admin dashboard allows assign of delivery person based on availability and location. |
| | Track delivery status | Must | As a store admin, I want to track the real-time status of deliveries so that I can ensure timely completion. | The system displays current location and status (out for delivery, delivered) for all active orders. |
| Delivery Partner Functions | Assigned orders | Must | As a delivery partner, I want to receive assign orders with customer details so that I can deliver them correctly. | The delivery partner app shows the assign orders with all relevant details (address, contact info). |
| | Status Updates | Must | As a delivery partner, I want to update the order status after delivery so that the system is accurate. | Delivery partners can mark order as delivered and the system reflects the update for the customer and store admins. |
| | Customer Communication | Should | As a delivery partner, I want to contact customers in case of delivery issues so that I can resolve them quickly. | Delivery partners can initiate call and message to customers directly from the app. |