**User Registration**

As a new customer, I want to register on the website using my email or social media accounts to gain access to its features.

Acceptance Criteria:

* Scenario 1: User registration via email

From any relevant website’s page, I should be able to proceed to Sign Up page once I click Sign Up button

On Sign Up page, I should be able to select to register with email

To register with email, I should fill in email and password text fields and complete CAPTCHA

After submitting my sign-up information, I should receive a verification email to confirm my sign-up

After confirming my sign-up through email, I should be registered and able to use website’s user features

* Scenario 2: User registration via Google Account

From any relevant website’s page, I should be able to proceed to Sign Up page once I click Sign Up button

On Sign Up page, I should be able to select to register with Google Account

To register with Google Account, I should select relevant Google Account from the list

After selecting relevant Google Account, I should be registered and able to use website’s user features

* Scenario 3: User registration via Facebook Account

From any relevant website’s page, I should be able to proceed to Sign Up page once I click Sign Up button

On Sign Up page, I should be able to select to register with Facebook Account

To register with Facebook Account, I should select relevant Facebook Account from the list

After selecting relevant Facebook Account, I should be registered and able to use website’s user features

**User Log in**

As a returning customer, I want to log in quickly using my email or social media accounts to gain access to its features.

Acceptance Criteria:

* Scenario 1: User log in via email

From any relevant website’s page, I should be able to proceed to Log In page once I click Log In button

On Log In page, I should be able to select to log in with email

To login with email, I should fill in email and password text fields

After submitting my log in information, I should be logged in and able to use website’s user features

* Scenario 2: User log in via Google Account

From any relevant website’s page, I should be able to proceed to Log In page once I click Log In button

On Log In page, I should be able to select to log in with Google Account

To login with Google Account, I should select relevant Google Account from the list

After selecting relevant Google Account, I should be logged in and able to use website’s user features

* Scenario 3: User log in via Facebook Account

From any relevant website’s page, I should be able to proceed to Log In page once I click Log In button

On Log In page, I should be able to select to log in with Facebook Account

To login with Facebook Account, I should select relevant Facebook Account from the list

After selecting relevant Facebook Account, I should be logged in and able to use website’s user features

**Store Browsing**

As a potential buyer, I want to browse the store for available products.

Acceptance Criteria:

* Scenario 1: Simple store browsing

On Store page, I should be able to overview presented items: image, label, title, price and rating should be displayed for each item

On Store page, I should also be able to load additional items onto the page with Load More button

* Scenario 2: Store browsing with filters

On Store page, I should be able to select desired category of products and displayed items should update accordingly

On Store page, I should be able to filter products by desired price range and displayed items should update accordingly

On Store page, I should be able to sort products by desired criteria and displayed items should update accordingly

* Scenario 3: Selecting products to check out

On the Store page, I should be able to proceed to desired item’s page once I click on it

**Product Browsing**

As a potential buyer, I want to check out product specifications and have an option to buy it.

Acceptance Criteria:

* Scenario 1: Viewing product images

On Item page, I should be able to view item’s imagery: switch between images, zoom in, zoom out

* Scenario 2: Viewing product properties

On Item page, I should be able to view item’s properties: description, characteristics and additional notes

* Scenario 3: Modifing item properties

On Item page, I should be able to change item’s properties if such option is available: color, characteristics, amount, etc

* Scenario 4: Buying outright

On Item page, I should be able to proceed to Checkout page outright once I click Buy Now button

* Scenario 5: Adding the item to the cart and continueing shopping

On Item page, I should be able to add item to the cart once I click Add to Cart button

With item in shopping cart, I should be able to continue store browsing

**View user reviews and ratings**

As a potential buyer, I want to view item ratings and user reviews to make an informed decision about the electric scooter.

Acceptance Criteria:

* Scenario 1: Viewing the overall rating

On Item page, I should be able to view item’s rating: average rating, amount of reviews, reviews distribution by rating

* Scenario 2: Viewing reviews

On Item page, I should be able to view item’s reviews

On Item page, I should also be able to load additional reviews onto the page with Load More button

* Scenario 3: Filtering reviews

On Item page, I should be able to filter reviews by rating and displayed reviews should update accordingly

On Store page, I should be able to sort products by desired criteria and displayed reviews should update accordingly

* Scenario 4: Marking reviews as helpful

On Item page, I should be able to mark reviews as helpful with Like button

**Shopping cart**

As a potential buyer, I want to interact with items in my shopping cart before purchasing them

Acceptance Criteria:

* Scenario 1: Modifying items in the shopping cart

On Shopping Cart page, I should be able to change item’s amount and delete the ones I decided not to buy

* Scenario 2: Entering promocode

On Shopping Cart page, I should be able to enter promo code

After submitting promo code, its benefits should apply to my order

* Scenario 3: Adding additional notes

On Shopping Cart page, I should be able to enter additional notes to my order

**Item purchase**

As a potential buyer, I want to buy order and pay for an item.

Acceptance Criteria:

* Scenario 1: Filling in checkout information

On Checkout page, I should be able to enter buyer’s information: email, phone number, address

* Scenario 2: Payment via PayPal

On Checkout page, I should be able to select payment with PayPal

To complete my purchase with PayPal, I should be able to select desired card and click Buy button

After completing my purchase, I should receive a confirmation through email or SMS

* Scenario 3: Payment via Google Pay

On Checkout page, I should be able to select payment with Google Pay

To complete my purchase with Google Pay, I should be able to select desired card and click Buy button

After completing my purchase, I should receive a confirmation email

* Scenario 4: Payment via Apple Pay

On Checkout page, I should be able to select payment with Apple Pay

To complete my purchase with Apple Pay, I should be able to select desired card and click Buy button

After completing my purchase, I should receive a confirmation email

**Leave a review after the purchase**

As a returning buyer, I want to leave a review for the item I bought.

Acceptance Criteria:

* Scenario 1: Leaving plain review

On Item page, I should be able to publish plain a review for the item I bought: rate it and add short text and click Publish button

After publishing, my review should be visible and rating should update accordingly

* Scenario 2: Leaving review with attached files

On Item page, I should be able to publish complex a review for the item I bought: rate it and add short text, attach photo and video files and click Publish button

After publishing, my review should be visible and rating should update accordingly

**Sign up for a test drive**

As a potential customer, I want to sign up for a test drive to try out scooter’s performance, features, and suitability for my needs

Acceptance Criteria:

* Scenario 1: Getting acquainted with test drive information

When applying for a test-drive, I should be able to get acquainted with terms and conditions and any other necessary information

* Scenario 2: Entering contact information

When applying for a test-drive, I should be able to enter contact information

* Scenario 3: Scheduling test drive session

When applying for a test-drive, I should be able to schedule the appointment: date, time, location

After scheduling a test-drive, I should receive a confirmation through email or SMS

**Sign up for electric scooter service**

As a potential customer, I want to sign up for a service to have my scooter maintained

Acceptance Criteria:

* Scenario 1: Selecting required service

When applying for a service, I should be able to select type of service I require

* Scenario 2: Entering contact information

When applying for a service, I should be able to enter contact information

* Scenario 3: Scheduling service appointment

When applying for a service, I should be able to schedule the appointment: date, time, location

After scheduling a service, I should receive a confirmation through email or SMS

**Bookings tracking**

As a registered and logged-in customer I want to receive a reminder when my appointment is approaching.

Acceptance Criteria:

* Scenario 1: Receive appointment reminder

I should receive a reminder about an upcoming booking through email or SMS

* Scenario 2: View my appointments on website

I should be able to check all my appointments on My Bookings page

* Scenario 3: Reschedule bookings

I should be able to reschedule any of my appointments on My Bookings page

I should receive a confirmation through email or SMS

* Scenario 4: Cancel bookings

I should be able to cancel any of my appointments on My Bookings page

I should receive a confirmation through email or SMS\

**Sign up for electric scooter rental**

As a potential customer, I want to rent a scooter for personal use

Acceptance Criteria:

* Scenario 1: Get acquainted with a rental contract

When applying for a scooter rental, I should be able to get acquainted with terms and conditions and any other necessary information

* Scenario 2: Entering contact information

When applying for a Scooter rental, I should be able to enter contact information

* Scenario 3: Scheduling scooter pick-up

When applying for scooter rental, I should be able to schedule scooter pick-up: date, time, location

* Scenario 4: Pay for scooter rental

When applying for scooter rental, I should be able to select payment options and plan

After completing the process, I should receive a confirmation through email or SMS

**Subscription tracking**

As a registered and logged-in buyer, I want to receive reminders about my active subscriptions.

Acceptance Criteria:

* Scenario 1: Receiving subscription reminder

I should receive a reminder about an upcoming rental fee through email or SMS

* Scenario 2: Viewing my subscriptions on website

I should be able to check all my subscriptions on My Subscriptions page

* Scenario 3: Changing subscription plan

I should be able to change any of my subscription plans on My Subscriptions page

I should receive a confirmation through email or SMS

* Scenario 4: Cancel bookings

I should be able to cancel any of my subscription plans on My Subscriptions page

I should receive a confirmation through email or SMS

**Customer Support:**

As a user, I want easy access to customer support through live chat, email, or a helpline if I have questions about the product or my order.

Acceptance Criteria:

* Scenario 1: Contact support via chat

From any relevant website’s page, I should be able to open chat window with Chat button

In Chat window, I should be able to describe my issue and send it to Support with Submit button

After submitting my issue, I should receive a confirmation

I should receive a confirmation when the issue is resolved

* Scenario 2: Contact support via application form

On Contact support page, I should be able to describe my issue, as well as fill out all necessary information and send it to Support with Submit button

After submitting my issue, I should receive a confirmation through email

I should receive a confirmation when the issue is resolved