

FLIPKART WEBSITE BREAKDOWN

Flipkart is one of India's largest e-commerce platforms, providing a seamless shopping experience across millions of products. To maintain its user-centric approach, Flipkart offers a customer service system that supports functionalities such as order tracking, returns, refunds, account management, payments, and customer assistance.

EPIC 1: ORDER MANAGEMENT

Feature 1.1: Track Orders

- **User Story 1.1.1:** Track the current status of the order.
 - **Tasks:**
 - Integrate courier tracking API.
 - Display status on order detail page.
 - Show expected delivery date.
- **User Story 1.1.2:** Get notifications for every shipping update.
 - **Tasks:**
 - Enable SMS/email notifications.
 - Update order timeline in real time.

Feature 1.2: Cancel Orders

- **User Story 1.2.1:** Cancel my order.
 - **Tasks:**
 - Show cancel option for eligible orders.
 - Update status in database.
- **User Story 1.2.2:** Cancellation status.
 - **Tasks:**
 - Trigger confirmation SMS/email.
 - Show status as "Cancelled" in order list.

Feature 1.3: Reorder

- **User Story 1.3.1:** Reorder previously purchased items.
 - **Tasks:**
 - Add "Reorder" button.
 - Autofill cart with past items.
- **User Story 1.3.2:** Review past items before confirming reorder.
 - **Tasks:**
 - Redirect to cart after reorder.
 - Enable quantity and item edit.

EPIC 2: CART AND CHECKOUT

Feature 2.1: Add to Cart

- **User Story 2.1.1:** Add products to my cart.
 - **Tasks:**
 - Implement add-to-cart button.
 - Store items in session/user DB.
- **User Story 2.1.2:** View cart.
 - **Tasks:**
 - Display cart badge on header.

Feature 2.2: Confirm Order

- **User Story 2.2.1:** Confirm order.
 - **Tasks:**
 - Show summary screen.
 - Lock order on confirm.
- **User Story 2.2.2:** Receive confirmation with order ID.
 - **Tasks:**
 - Send confirmation SMS/email.

- Display confirmation page.

EPIC 3: CUSTOMER SERVICE

Feature 3.1: Return

- **User Story 3.1.1:** Return product.
 - **Tasks:**
 - Enable return option based on policy.
 - Allow photo upload and reason selection.
- **User Story 3.1.2:** View the status of my return.
 - **Tasks:**
 - Track return request in account.

Feature 3.2: Refund

- **User Story 3.2.1:** Receive a refund.
 - **Tasks:**
 - Link refund to original payment method.
 - Show refund status and date.

Feature 3.3: Contact Support

- **User Story 3.3.1:** Raise a ticket for order issues.
 - **Tasks:**
 - Create support ticket form.
 - Show status in user profile.

EPIC 4: PRODUCT SEARCH

Feature 4.1: Search

- **User Story 4.1.1:** Search for products by keyword.
 - **Tasks:**

- Implement search bar.
 - Connect to product DB.
- **User Story 4.1.2:** Search suggestions while typing.
 - **Tasks:**
 - Fetch top results dynamically.

Feature 4.2: Filter

- **User Story 4.2.1:** Filter products by brand, price, and rating.
 - **Tasks:**
 - Build filters panel.
 - Apply dynamic filters to product list.

Feature 4.3: Category View

- **User Story 4.3.1:** Browse products by category.
 - **Tasks:**
 - Create category menu.
 - List products based on selection.

EPIC 5: ACCOUNT MANAGEMENT

Feature 5.1: Update Info

- **User Story 5.1.1:** Change my email or password.
 - **Tasks:**
 - Add update profile form.
 - Verify with OTP.

Feature 5.2: Manage Address

- **User Story 5.2.1:** Add and edit addresses.
 - **Tasks:**
 - Implement address CRUD UI.

- Store address data securely.

EPIC 6: PAYMENT

Feature 6.1: Add/Edit Payment

- **User Story 6.1.1:** Save card or UPI details for faster checkout.
 - **Tasks:**
 - Create secure form for card details.
 - Enable masking for security.

Feature 6.2: Make Payment

- **User Story 6.2.1:** Proceed for payment.
 - **Tasks:**
 - Display order summary and final amount.
 - Show available payment options (UPI, Credit Card, Debit Card, Net Banking, Wallets).
 - Redirect to secure payment gateway.
 - Show payment details.

Feature 6.3: Handle Failures

- **User Story 6.3.1:** Support for payment failure.
 - **Tasks:**
 - Detect failed transaction.
 - Suggest retry or new method.