The Customer Scenario
Customer account register

customer need to create an account with entering the
> name
> family
> email address
> password
> password confirmation
> phone number
> address [state,city,street,alley,plate,postal code]
> registration date (by system)

then accept the this market term and rules and if the entered information is correct account is successfully created.

Customer account login

customer enter the email and password and log in to the account.

Customer is forget the password :

customer must enter email account and will receive the current password via email address.
If the customer attempt to login more than three times with incorrect password the account will be block and customer must click the I forget the password and server will replace a new password for customer and send the new password to the customer email.

Customer is forget the email address :

customer must enter account name , family and phone number if the this information is correct will see the email address.

Customer's have some problem without log into the account :

he can send a ticket to the admin with the following information for ticket
> ticket id
> ticket date
> title
> an email address
> name
> family
> problem text
> appendix URL or File

this ticket will have a **status** like solved , waiting for customer answer , closed , waiting for admin answer.

Before customer send the ticket must read and accept the **ticketing system term and rules.**

Customer Order – Cart

Customer Comment for product :

if the customer bought a product can write comment for this product only one time and it's can't remove or edit by customer, the admin must verify the comment before show under product under comment text , customer must choose one :

      I suggest this product
      I don't have idea
      I don't suggest this product

Customer order history :

customer can see the order history (order status, order price , order post to which address , order post price , tracking code , items with id and price and amount)

Customer Cart :

customer can see the his current cart for change the amount of the item id or remove an item or finalize the cart.

Customer Cart to Order :

the customer will add some products to their cart list after complete button will see and confirm the products list (this order) and price and account post address and make sure for this order and click the finalize order and will route to the bank payment gateway if payment is successfully payment tracking code.

the server will make minus the amount of the products in customer this order and make a 1 hour timer for this order to pay . If this order is not payed the server will take back amounts of the products and cancel this order automatically.

Customer order statuses :

      on way
      working on
      waiting for payment
      canceled
      completed
      returned

Customer Ticket System :

the customer can make a conversation with admin / manager . Automatically the information about ticket sender is filled by system

      name , family , email from Customer Id

Customer Search / share product

customer options:

     search by word (product name or model or brand or type) (suggestion event Keyup)

     filter by brand – model – type – price – discount

     the product will open in another webpage/tab with product url

Customer Them options

customer options:

     the dark – light them mode by press button on the header for change everything in the page except the images and videos.

     ABC

The Product Scenario

Add new product to the market:

the admin / manager can add a product to the market by enter this information:

     name (label for show)

     brand

     model

     type product

     price

     discount

     image A address

     image B address

     image C address

     image D address

     views time

     amount available

     summary description

     priority to sell

     customers bought this product is suggest this? (like)

     customers bought this product is don't suggest this? (dislike)

     description

     {

          info or a special option about this product (نوع میکروفون) or (پاسخ فرکانسی) to etc

     }

     creation date

     status (disabled or enabled for reporting to the market)

     who is add this to the market?

The Admin Scenario

in configure create admin account with :
> id
> email
> first password
> secondary password
> third password

Admin forget password :
> press I forget password button , server will replace three password and send all passwords to admin email.

Admin permissions :
> manage products
> manage customers
> manage main page banners & offers
> manage comments
> answer to the tickets
> product delivery

Manage Products :
> add new product
> remove product
> modify product (disable to show or etc)

Manage Customers :
> add new customer
> remove customer
> modify customer (disable things)

Manage Main Page Banners & Offers :
> replace new banner URL
> replace/change new amazing offers URL

Manage Comments :
> remove buyer comment from a product
> confirm the buyer comment for a product to display

Answer to the tickets :
> change tickets status
> send answer to the tickets
> see tickets by sorted status

Product Delivery :
> make ready products for sell
> post the order to customer

change order status

The Main Page Scenario

Sticky Banner :

the all of website have a sticky banner on the head and will load from a special URL and have a URL to target if customer clicked in this go to this URL.

Amazing offers :

in main page have some small banners for adverting or something like this , it is will load from a URL and have a URL for target to when clicked on.