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| **S/N** | **Feature** | **Stories** | **Notes** |
| 1 | Login/Logout/New User | * As a User, I should be able to Sign Up to create an account by entering my email ID, Password, First name, Last name after which I get a success message when my account is created. * As a User, I should be able to login to my profile to perform any action of my choice such as upload/change a profile picture, checkout a product(s) in my cart, buy new items etc. * As a User, in an event of email ID/password loss (can’t remember) or a fraudulent activity in my account, a link should be sent to my email or registered phone number for confirmation and reset of either the email ID or password. * As a User, upon login, I should be authenticated to verify if I am actually the person or an impostor. * As a User, the “Keep me Signed” box when checked should be working/responding properly. * For new users, a page where they can highlight/list/tick their various interested products so as to narrow down their homepage to specific items they like or better still could sign up for newsletter/ top deals available in store. | Onboarding |
| 2 | Homepage Behaviour | * The homepage layout should be easy and convenient for anybody to navigate through irrespective of the device used by the person. * For returning customers, the homepage should be well designed with varying products which may suite people or perhaps deals/packages could be included in the homepage. | Onboarding |
| 3 | Customer Service/ Contact Pages | * As a User/customer, in case of any other personal enquiries which is necessary with regards to a product or service rendered, there should be appropriate contact pages or available help-desk lines 24/7 to contact. * In case of any problem resolutions, difficulties during browsing the store, the customer service/help-desk lines should be situated in such a way that it is visible for customers/users to make use of during their visit. | Onboarding |
| 4 | Search | As a User/Customer that wishes to buy a particular product/consumer goods out of a variety/varieties, I should be able to conveniently use the “Search” feature of the site and get the desired product if available or a similar one if not of which at this point, I would be left to make a choice with regards to purchasing it or checking out other product reviews. | Product |
| 5 | Product Description Page | As a User/ customer, upon finding the desired choice of product and would like to check out its description for further details which I may not know, the page/section showing this should be properly working with brief and concise information of that particular product. | Product |
| 6 | Category/Product Pages | The category/product page field should ensure that all items that are available in the store are properly categorized for easy navigation by customers. | Product |
| 7 | Order History | On some occasions, I as a user/customer might have placed an order for a product(s) but due to some reasons like insufficient funds for purchase, network issues etc. I can comfortably return back to my order history page at any time of my choice perhaps after all the encountered challenges have been resolved and proceed with my payment without any order history issue. | Checkout |
| 8 | Payment | * As a User/customer, after all necessary product searching and reviews can be able without stress make payments for the chosen goods/products of my choice via any payment method that I feel suits me. * I should be able to receive a One Time Password (OTP) if I choose to make my payments online as this would help curb fraudulent activities. * As a User upon payment, I should be able to print my transaction receipt as well as get a tracking ID for my desired product as this will help in tracing if something goes wrong. | Payment |