User Stories

Buyer User Stories:

B1: Access Help Center

Front: As a potential buyer, I want to access a public help center with searchable FAQs so that I can find answers instantly without needing to contact support.
Back:
- Given a user is on the public website, When they look in the footer and click "Help Center", then they can browse and search all articles without logging in.
- Given a user searches for a term in the Help Center, When they press enter, Then they see a list of relevant articles addressing that term.

B2: Submit Complaint Form

Front: As a buyer with an issue, I want to submit a detailed complaint through a form so that I can get specific help from the support team.

Back:
- Given a user is logged into their account, When they navigate to the "Contact Support" form, fill in all required fields (category, subject, description), and submit, then they receive a confirmation that their complaint was received.
- Given a user tries to submit the form with a missing required field, When they click submit, Then the form highlights the missing field and shows an error message.

B3: Attach Files to Complaint

Front: As a user submitting a complaint, I want to attach files like screenshots or invoices to my support complaint so that I can provide evidence and help the seller understand my issue faster.

Back:
- Given a user is filling out the support form, When they click the "Attach File" button and select a valid file, Then the file name is displayed next to the button before submission.
- Given a seller views the submitted complaint, When they check the details, Then they can see and download the attached file.

B4: Reply via Email

Front: As a busy user, I want to reply to a seller's message directly from my email so that I can continue the conversation without having to log into the platform each time.

Back:
- Given a user receives a email notification, When they reply directly to that email, Then their response is automatically appended to the original support complaint as a new message.
- Given a seller checks the complaint thread, When the user has replied via email, Then the seller can see the new message and its content.

Seller User Stories:

S1: View Prioritized Queue
Front: As a seller, I want to see a prioritized queue of all my assigned complaints so that I can immediately focus on the most critical issues first.

Back:
- Given a seller logs into their dashboard, When the page loads, Then they see a list of their complaints sorted first by priority (High, Medium, Low) and then by wait time (oldest first).
- Given the list is loaded, When the seller looks at it, Then they can easily identify which complaints are assigned to them and their priority status.

S2: Update Complaint Status
Front: As a seller, I want to update a complaint's status to reflect its current state so that my team and I can accurately track progress and manage workloads.

Back:
- Given a seller is viewing a complaint's details, When they select a new status from the dropdown menu, Then the new status is saved instantly and visible in the complaint's history log.
- Given a seller tries to change the status, When the save action fails, Then a clear error message is displayed explaining the failure.

S3: View User Profile & History
Front: As a seller, I want to see the user's profile and order history when I open a complaint so that I have full context and don't need to ask the user for information they've already provided.

Back:
- Given a seller opens a support complaint, When the page loads, Then a sidebar clearly displays the user's name, contact info, and a list of their recent orders with details.
- Given the information is displayed, When the seller reviews it, Then the data is accurate and up-to-date.

S4: Perform In-App Actions (Refund/Cancel)

Front: As a senior seller, I want to perform actions like issuing refunds and canceling orders directly from the support complaint so that I can resolve the user's issue quickly without switching to another system.

Back:
- Given a senior seller with correct permissions views a relevant complaint (e.g., a refund request), When they click the "Initiate Refund" button and confirm the action, Then the refund is processed and logged on the complaint.
- Given a seller without permissions tries to initiate a refund, When they click the button, Then they see an error message stating they lack the required permissions.

S5: Fast-Loading Dashboard (Non-Functional)

Front: As a seller, I need the dashboard to load very quickly so that I can work efficiently and help more customers without frustrating delays.

Back:
- Given a seller navigates to any page on their dashboard, When they click a link or button, Then the page loads and becomes usable in less than 3 seconds.
- Given the system is under normal load, When the seller performs actions, Then they do not experience spinning wheels or noticeable delays.

S6: Intuitive System (Non-Functional)
Front: As a new seller, I need the system to be intuitive and easy to learn so that I can become productive and handle my first complaint correctly with minimal training.

Back:

- Given a new seller has received 30 minutes of training, when they log in for the first time, then they can find their queue, open a standard return request, and process a refund without assistance.
- Given a new seller is using the system, When they look for a function (e.g., "Initiate Refund"), Then the button is located where they intuitively expect it to be.