SELLER USER STORIES

S1. Account Creation

Front Card:
As a new seller, I want a simple and quick signup process so that I can start selling right away without confusion.

Back Card:
Given a new seller provides valid details, When they complete signup, Then their account is created and they can start listing products.
Given invalid or confusing steps, When the seller attempts signup, Then the process fails, causing abandonment.

S2. Profile Management

Front Card:
As a seller, I want to update my business details in one place so that my profile stays accurate and professional.

Back Card:
Given a seller accesses their profile, When they update details correctly, Then changes save instantly and reflect on the profile.
Given incorrect data or unclear UI, When the seller tries to edit, Then changes fail to save, leaving outdated information.

S3. Product Management

Front Card:
As a seller, I want to add, edit, or remove products easily so that I can efficiently manage my inventory.

Back Card:
Given a seller selects product management, When they add, edit, or remove items, Then updates reflect without hassle.
Given a complex interface, When the seller tries to update, Then changes become difficult or fail.

S4. Product Categorization

Front Card:
As a seller, I want to list products under the correct categories so that customers can easily find them.

Back Card:
Given a product is listed, When the seller assigns the correct category, Then customers can search and find it easily.
Given wrong or unclear categories, When customers search, Then products are hard to locate.

S5. Inventory & Price Management

Front Card:
As a seller, I want to update prices and discounts quickly and get notified when items are running low so that I can react in time.

Back Card:
Given inventory and pricing tools, When the seller updates discounts or stock, Then changes reflect quickly and low-stock alerts are sent.
Given delays or missing alerts, When the seller updates, Then opportunities are missed due to slow response.

S6. Order & Returns Management

Front Card:
As a seller, I want an efficient order management system and a clear returns process with refund options so that I can handle customer issues smoothly.

Back Card:
Given an order or return request, When the seller processes it, Then orders are managed and refunds (full/store credit) are handled easily.
Given unclear steps, When the seller tries managing orders, Then delays or inflexibility cause dissatisfaction.

S7. Performance & Scalability

Front Card:
As a user, I want the system to handle increased traffic and more products without slowing down.

Back Card:
 Given high traffic or product load, When sellers use the platform, Then it remains fast and responsive.
 Given poor optimization, When demand increases, Then the system lags or crashes.

S8. Usability

Front Card:
 As a seller, I want a drag-and-drop product upload and mobile-friendly interface so that I can manage my account from anywhere.

Back Card:
 Given a seller uploads via drag-and-drop or mobile, When they interact, Then product upload and account management are intuitive.
 Given poor UI or unfriendly mobile design, When the seller tries to use features, Then they struggle or are restricted to desktop.

S9. Engagement

Front Card:
 As a seller, I want to manage and respond to customer reviews and ratings so that I can build a good reputation and maintain relationships.

Back Card:
 Given a seller views reviews, When they respond, Then feedback is addressed, improving reputation.
 Given an unclear dashboard, When the seller tries to respond, Then feedback cannot be managed effectively.

S10. Analytics

Front Card:
 As a seller, I want a dashboard with sales, revenue, and product stats so that I can track performance.

Back Card:
 Given the analytics dashboard, When the seller views data, Then real-time accurate stats with filters are displayed.

S11. Security

Front Card:
 As a seller, I want my account and financial details to be secure so that I can prevent fraud and protect data.

Back Card:
 Given sensitive data, When it is processed, Then encryption and strong security protect it.
 Given security gaps, When an attack occurs, Then the system alerts the seller and prevents unauthorized actions to protect against fraud or data breaches.

S12. Maintainability

Front Card:
 As an owner, I need the system to be easy to update and extend so that I can keep up with new trends.

Back Card:
 Given platform updates, When changes are applied, Then downtime is minimal and new features integrate smoothly.
 Given a rigid system, When updates are attempted, Then adaptability is reduced and maintenance becomes hard.