

Conflicts Between the EPICs

1. Epic 3 (Buyer Checkout) vs. Epic 8 (Seller Inventory Control)

Conflict:

User Story B3: Cart, Coupons & Checkout

User Story S5: Inventory & Price Management

If inventory is not updated in real time, buyers might add items to cart that are already out of stock, leading to failed checkouts.

2. Epic 4 (Buyer Order Tracking) vs. Epic 9 (Seller Fulfillment)

Conflict:

User Story B4: Order Tracking & Support

User Story S6: Order & Returns Management

Buyers expect accurate order tracking, but delays or mistakes from sellers in updating dispatch or returns can cause mismatches.

3. Epic 4 (Buyer Tracking) vs. Epic 12 (Delivery Operations)

Conflict:

User Story B4: Order Tracking & Support

User Story D1: Package Weight & Size / D2: Delivery Flags / D3: Customer Phone Number

Tracking for buyers depends on delivery updates. If riders miss updates, buyers see wrong or outdated status.

4. Epic 5 (Buyer UX & Performance) vs. Epic 13 (Delivery Communication)

Conflict:

User Story B5: Usability & UX

User Story D4: Customer Guidance Calls

Delivery riders may call buyers for address issues, but buyers expect a smooth, app-based experience.

5. Epic 3 (Checkout) vs. Epic 16 & 17 (Payment)

Conflict:

User Story B3: Cart, Coupons & Checkout

User Story PG1: Initiation of Payment / PG3: Payment Checkout UI

Both checkout and payment modules calculate totals, discounts, and order IDs. If not synchronized, the buyer may see different amounts in checkout and payment gateway.

6. Epic 13 (Failed Delivery Logging) vs. Epic 15 (Complaint Handling)

Conflict:

User Story D5: Logging Failed Delivery Reasons

User Story CS2: Submit a Complaint / CS3: Update Complaint Status

Failed deliveries may be logged by riders while buyers also raise complaints, causing duplication.

7. Epic 15 (Complaint Handling) vs. Epic 4 (Buyer Support) & Epic 9 (Seller Engagement)

Conflict:

User Story CS2: Submit Complaint / CS5: Refunds or Cancellations

User Story B4: Order Tracking & Support / S8: Engagement

Complaints raised by buyers may overlap with seller-managed returns or refunds, causing duplication.

8. Epic 5 (Buyer Performance & UX) vs. Epic 10 (Seller Performance & Analytics)

Conflict:

User Story B6: Performance

User Story S7: Performance & Scalability / S9: Analytics

Buyers expect fast page loads, while sellers rely on heavy analytics. This may slow the platform if not optimized.