Description of application

The online shopping service allows customers to order daily goods such as groceries, toiletries, and household items and have them delivered directly to their home. The platform provides a convenient shopping experience by allowing users to search for products, view details, add items to their shopping cart, and complete a purchase using online payment. The key functionalities include product search, managing the shopping cart, and selecting delivery options. The platform targets busy individuals who prefer to shop from the comfort of their home and want reliable delivery services.

Scenario: Adding items to shopping cart

Context:

A customer is looking to purchase groceries and household goods for the week.

Narrative:
Milla, a busy professional, opens the online shopping service on her phone. She needs to buy essential groceries, including bread, milk, and eggs. First, she thinks about the specific brand of bread she prefers. She navigates to the search bar and types in the brand name. The search results show various options, and she selects the one she wants. Sarah then selects the quantity, opting for two loaves of bread, and adds them to her cart. Next, she repeats the process for milk and eggs.

While browsing, Sarah notices a promotional banner for a discount on fresh fruits. She taps the banner and sees a list of fruits on sale. She adds some apples and bananas to her cart as well. Once she is done selecting items, Sarah checks her shopping cart to review all the items, ensures the quantities are correct, and proceeds to the checkout.

At checkout, she chooses a delivery slot for the next morning and proceeds to pay using her saved credit card information. After confirming the order, she receives a confirmation email with her order summary and expected delivery time. Sarah is satisfied knowing that her groceries will arrive at her doorstep the next day, allowing her to avoid a trip to the store.

Use cases

Use case nr. 1: Searching for product

Goal: The user wants to search for a specific product to add to their shopping cart.

Primary Actor: Customer

Preconditions: The user is logged in and has access to the product search bar on the homepage.

Trigger: The user decides to search for an item using the search bar.

Default scenario:

1. The customer opens the online shopping service and navigates to the search bar at the top of the page.
2. The customer types in the name of the product (e.g., “whole grain bread”).
3. The system displays a list of matching products, including brands and package sizes, along with their prices.
4. The customer reviews the list and clicks on the desired product to view more details.
5. The system shows detailed product information such as ingredients, price per unit, available stock, and customer reviews.
6. The customer selects the quantity they want (e.g., two loaves) and clicks the "Add to Cart" button.
7. The system confirms that the item has been added to the shopping cart and updates the cart icon to reflect the number of items.

Alternate scenarios:

1. If no product matches the search query, the system displays a “No results found” message and suggests similar products or spelling corrections.
2. If the product is out of stock, the system notifies the customer and provides an option to set a stock alert.

Use case nr. 2: Completing the checkout process

Goal: The user wants to complete their purchase and select a delivery option.

Primary Actor: Customer

Preconditions: The customer has selected items in their shopping cart and is ready to check out.

Trigger: The customer decides to finalize the order.

Default scenario:

1. The customer clicks on the shopping cart icon and reviews the items.
2. The system displays the list of items in the cart, along with total cost, taxes, and applicable discounts.
3. The customer clicks “Proceed to Checkout.”
4. The system asks the customer to select a delivery slot from a list of available time slots for the next few days.
5. The customer selects the most convenient delivery time.
6. The system prompts the customer to choose a payment method (credit card, PayPal, or digital wallet).
7. The customer selects a saved payment method and confirms the payment.

8. The system processes the payment and confirms the order with an estimated delivery time.
9. The customer receives an email and on-screen notification with the order details and a tracking link.

Alternate scenarios:

1. If the selected delivery slot is no longer available, the system prompts the user to choose a different time.
2. If the payment method fails, the system alerts the user and allows them to retry with a different payment method.
3. The customer can apply a discount code during the checkout process, and the system updates the total accordingly.

User stories

Story 1:

As a customer, I want to search for specific products by name or category to quickly find what I need without browsing through irrelevant items.

Story 2:

As a customer, I want to be able to review and modify the items in my shopping cart, so I can adjust quantities or remove items before checking out.

Story 3:

As a busy customer, I want to select a convenient delivery slot, so I can receive my order when I'm home without disrupting my schedule.

AI. Was used for some of the ideation of this exercise