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Definition

- Installation service: A customer may ask for on-site installation service. For example, after purchasing a Wifi router, the customer may ask for installation service. In this case, a technician from the same branch that the purchasing is ordered, must be sent to the customer location to install the new purchased electronic goods.
- In addition to installation service of the newly purchased electronics, an installation service may be requested for the previous purchases.

User Stories

1. Manage Products – As an admin, I want to create, update, or delete products and product categories so that the webshop catalog remains up to date.
2. Manage Services – As an admin, I want to create, update, or delete installation services so that the service offerings remain relevant.
3. Manage Users – As an admin, I want to view and manage user accounts so that I can handle customer issues.
4. Manage Orders – As an admin, I want to view, update, or cancel orders to resolve customer inquiries.
5. Assign Roles & Permissions – As an admin, I want to assign specific roles and permissions to employees so that they have appropriate access.
6. Monitor System Logs – As an admin, I want to review system logs to track API usage and security events.