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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. Login – As a registered user, I want to log in using my email/username and password so that I can access my account.
2. View Profile Information – As a registered user, I want to retrieve my profile details so that I can review my information.
3. Update Profile – As a registered user, I want to update my profile information so that my account details stay current.
4. Browse Products – Same as a guest user.
5. Browse Services – Same as a guest user, but depending on the user profile, purchase history and the customer location, the service price must be calculated.
6. Add Items to Cart – As a registered user, I want to add electronic goods and services to my cart so that I can prepare for a purchase.
7. Review Cart – As a registered user, I want to view my cart's contents so that I can verify my selections before checkout.
8. Proceed to Checkout – As a registered user, I want to complete my purchase by providing payment and delivery details.
9. Receive Order Confirmation – As a registered user, I want to receive confirmation of my order after a successful purchase, first in the UI and then via email.
10. View Order History – As a registered user, I want to retrieve my past orders so that I can review what I have purchased.
11. Track Order Status – As a registered user, I want to check the status of my orders so that I know when my goods or services will be delivered.
12. Cancel an Order – As a registered user, I want to cancel an order within a certain time frame so that I can change my decision.

13. Request a Refund – As a registered user, I want to request a refund for eligible orders.
14. Book Installation Service – As a registered user, I want to add an installation service along with my purchase so that a technician can install the product at my location.
15. Update Password - As a registered user, I want to update my password so that I can maintain the security of my account.
16. Reset Password - As a registered user, I want to request a password reset if I forget my password, so that I can regain access to my account.
17. Update Password After Reset - As a registered user, after resetting my password, I want to be forced to update my password upon the first login, so that I can establish a new secure password.