

## **User Stories for Store Owners**

1. As a store owner, I want to create and manage my store profile on the online grocery platform, including adding product listings and setting prices.
2. As a store owner, I want to receive notifications of new orders placed by customers, including details of items purchased and delivery preferences.
3. As a store owner, I want to track inventory levels in real-time, receiving alerts when stock is low and managing restocking orders efficiently.
4. As a store owner, I want to generate sales reports and analytics to track performance, identify popular products, and make informed business decisions.
5. As a store owner, I want to communicate with customers regarding their orders, providing updates on delivery status and resolving any issues promptly.
6. As a store owner, I want to offer promotions and discounts on select products to attract customers and increase sales.

## **User Stories for Customers**

1. As a customer, I want to browse through the online grocery store's product listings, filtering items by category, price, and brand.
2. As a customer, I want to add items to my shopping cart and proceed to checkout, selecting delivery options and payment methods.
3. As a customer, I want to track the status of my order, receiving updates on order processing, shipping, and delivery.
4. As a customer, I want to view past orders and easily reorder items I frequently purchase, saving time and effort.
5. As a customer, I want to provide feedback and reviews on products and overall shopping experience, helping other customers make informed decisions.
6. As a customer, I want to receive notifications about special offers, promotions, and new product arrivals from the online grocery store.

## **Functional Requirements**

1. User registration and authentication for both store owners and customers.
2. Store profile management for store owners to add and update product listings, prices, and inventory.

3. Product browsing and searching functionality for customers to find desired items easily.
4. Shopping cart and checkout process for customers to place orders and make payments securely.
5. Order management system for store owners to view and process incoming orders, including order fulfillment and delivery scheduling.
6. Inventory management features for store owners to track stock levels, receive alerts for low inventory, and manage restocking.
7. Reporting and analytics tools for store owners to generate sales reports, track performance metrics, and analyze customer behavior.
8. Communication tools (e.g., messaging, email) for store owners to communicate with customers regarding orders and inquiries.
9. Promotion and discount management system for store owners to create and manage promotional campaigns and special offers.
10. Feedback and review system for customers to provide feedback on products and overall shopping experience.

### **Non-Functional Requirements**

1. Security: Implement secure authentication, data encryption, and access controls to protect user data and transactional information.
2. Performance: Ensure the system is responsive and scalable to handle concurrent user sessions and peak traffic loads.
3. Usability: Design an intuitive and user-friendly interface with clear navigation and informative feedback for both store owners and customers.
4. Reliability: Minimize downtime and ensure system availability through regular maintenance, backups, and disaster recovery planning.
5. Compatibility: Ensure compatibility with different devices and web browsers to provide a seamless shopping experience for customers.
6. Accessibility: Follow accessibility standards to ensure the platform is usable for users with disabilities, including support for screen readers and keyboard navigation.
7. Compliance: Adhere to relevant regulations and industry standards for online commerce, including data privacy laws and payment card industry (PCI) compliance.
8. Localization: Provide support for multiple languages and currencies to accommodate customers from diverse geographic regions.
9. Performance Optimization: Optimize system performance to ensure fast page loading times and smooth navigation across the platform.
10. Documentation: Provide comprehensive user guides and documentation for both store owners and customers to understand and use the platform effectively.