

Solution: Creating Initial Artifacts

Review the potential solution for the initial artifacts that consist of goals and vision, key stakeholders, epics and key features, and user stories. Use this solution to compare and validate your response.

Task 1: Define the Goal and Vision

The goal of this project is to develop an e-commerce platform for **Bepha Tools** which will allow them to expand into the U.S. market and better support their other international customers.

The vision is to create a user-friendly, comprehensive, and secure online store that provides customers with simple and structured user experience (for example, browsing catalog, designing custom tools, purchasing products, and engaging with customer support).

Task 2: Identify Key Stakeholders

- **Internal stakeholders**
 - **Franz Gutz (CEO and Sponsor):** Provides vision, funding, and strategic direction.
 - **Product owner (You):** Defines requirements, prioritizes features, and ensures business alignment.
 - **Development team:**
 - **DBA:** Manages database performance and security.
 - **Testers:** Ensure platform functionality and usability.
 - **App developers:** Build and optimize the e-commerce site.
 - **Business analyst:** Gathers and documents requirements.
 - **Organizational stakeholders:**
 - **Marketing:** Promotes the platform and attracts customers.
 - **Engineering and tool design:** Supports custom tool requests.
 - **Tool, die makers, and manufacturing:** Ensures tool production and fulfillment.
 - **Technical support:** Maintains platform security and third-party integrations.
- **External stakeholders:**
 - **Third-party vendors and suppliers:** Ensure reliable material supply and logistics.
 - **Customers and end-users:** Purchase tools, request custom designs, and provide feedback.

Task 3: Develop Epics and Features

1. **Epic: User account management**
 - a. Feature: User registration
 - b. Feature: User login

- c. Feature: Password recovery
- 2. Epic: Standard product catalog**
 - a. Feature: Product listing
 - b. Feature: Product filtering (category, size, type, application)
 - c. Feature: Product detail
 - d. Feature: Product reviews (including ratings)
- 3. Epic: Shopping cart**
 - a. Feature: Adding products to the cart
 - b. Feature: Cart summary
 - c. Feature: Editing cart
 - d. Feature: Secure checkout
 - e. Feature: Payment verification
- 4. Epic: Custom product process**
 - a. Feature: Product requirement or detail entry form
 - b. Feature: Connection/IM with tool expert
 - c. Feature: Tool expert not available notification
 - d. Feature: Scheduling process for tool expert
- 5. Epic: Order management**
 - a. Feature: Customer order history
 - b. Feature: Order tracking
 - c. Feature: Order return verification
 - d. Feature: Refund process
- 6. Epic: Customer support**
 - a. Feature: Live chat
 - b. Feature: Help center
 - c. Feature: Contact forms

Note: For a well-rounded response, it is recommended to include at least 4 out of the 6 Epics and cover at least 2 features.

Task 4: Create User Stories

Initial user stories:

1. *As a user, I want to register my account in order to make purchases and track my orders.*
2. *As a user, I want to search for products and filter them by type, size, and quantity so that I can easily find what I am looking for.*
3. *As a user, I want to view detailed product information so that I can make informed decisions about what I can buy.*

4. *As a user, I want to add products to my cart so that I can purchase multiple items at a time.*
5. *As a user, I want to work with a tool expert so that I can get custom tools designed for my special needs.*
6. *As a user, I want to securely check out so that my personal information is protected.*
7. *As a user, I want to track my orders so that I can see when they are scheduled to arrive.*
8. *As a user, I want to contact customer support so that I can get help with my questions and issues.*
9. *As a user, I want to see the company's customer reviews and comments so that I can make an informed decision about my intended purchases.*
10. *As a user, I want to be able to see any special deals available to me so that I can save money.*

Note: For a well-rounded response, it is recommended to include at least 6 out of the 10 user stories while following the format: "As a [type of user], I want [goal or purpose of user action] so that [reason or outcome of action]."