Assessment Solution

Client wants to build an ecommerce portal for sports equipment, he wants to give the customers a great product experience along with smooth onboarding process to vendors on his platform.

List down the major features for the ecommerce portal for end customers and for vendors.

For End Customers (Customer Portal):

1st Feature is User Signup / Sign in

- One feature is the ability for users to register and log in using their social network or email accounts.
- Allow customers to check out quickly.

2nd Feature is Searching and looking at products

- Make product discovery easier by using logical classification.
- Improve search results by adding filters and customized suggestions.

3rd Feature is Product details and reviews

- Offer thorough explanations, excellent photos, and client testimonials.

4th Feature is Cart and Checkout

- A user-friendly cart will make shopping simple
- Several payment choices and a simple checkout process will be provided.

5th Feature is Order Processing

- Use order tracking to keep clients updated.
- Make it simple to change or cancel orders.

6th Feature is Customer service

- Provide individualized help, a FAQ area, and live chat support.

For Vendors (Vendor Portal):

1st Feature is Vendor Signup / Sign in

> ➢ Simplify the registration process with an easy-to-use form.
> ➢ Put authenticity verification into practice.

2nd Feature is Product Management

> ➢ Product management features include bulk product uploads, effective inventory management, and tools that make product management simple.

3rd Feature is Order Processing

> ➢ Integrate shipping carriers for label generation; offer order management tools and a notification system.

4th Feature is Reporting and Analytics

> ➢ Provide sales and inventory statistics to vendors and Provide customer behavior insights.

5th Feature is Vendor Support

> ➢ Establish a dedicated support channel and knowledge base.

Define user journey for customer Onboarding and vendor on boarding Customer Onboarding:

customer Onboarding:

> ➢ Visit the website or app to learn about the Ecommerce Portal.
> ➢ Choose to log in or continue without registering by proceeding as a guest.
> ➢ Examine or look up stuff.
> ➢ Choose what you want to buy and put it in your cart.
> ➢ Enter where you want it shipped and how you'll pay.
> ➢ Check everything's right and keep an eye on where your order is.
> ➢ You can make an account if you want for easier shopping next time.

Vendor Onboarding:

- ➢ Go to the page where you can sign up as a vendor.
- ➢ Fill in the form with your details and check that it's really you.
- ➢ Finish setting up your profile and choose how you want to get paid.
- ➢ Get into the dashboard where you can control your products and orders.
- ➢ Put your products on the website by adding their info and pictures.
- ➢ Decide how you'll send your products to customers.
- ➢ Start selling and keep an eye on how well you're doing.