User Stories of Buyer (Micro - E-comm Web Application)

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Epic 1: Registration

1. User Stories:

As a buyer, I want to register for an account on the e-commerce platform so that I can access personalized features and make purchases.

Acceptance Criteria:

User should be able to access the registration page from the homepage.

User should be prompted to enter required details such as full name, email address, phone-no and password.

The system should validate that the email address provided is unique and follows the correct format.

Password strength requirements should be clearly communicated to the user.

Error messages should be displayed clearly and helpfully if there are any issues with the information provided.

Upon successful registration, a confirmation email should be sent to the provided email address. **// If required**

User should be redirected to the login page after successful registration.

2. Password Creation during Registration:

- As a buyer registering for an account, I want to create a secure password to protect my account from unauthorized access.

Acceptance Criteria:

The registration form should include a field for entering a password.
The system should enforce password complexity requirements, such as minimum length, combination of letters, numbers, and special characters.
Users should receive real-time feedback on the strength of their chosen password, with suggestions for improvement if necessary.
Passwords should be securely hashed and stored in the system's database to protect user data.

Epic 2: Login

1. User Stories:

As a registered buyer, I want to securely log in to my account so that I can access my profile and personalized features.

Acceptance Criteria:

- User should be able to access the login page from the homepage.
- User should be prompted to enter their email address and password to log in.
- The system should verify the credentials provided and grant access upon successful authentication.
- An option for password recovery should be provided in case the user forgets their password.

2. User Story:-

As a Buyer, I want an option "Forget password", so that I can create a new password, if i forget my password.

Acceptance Criteria:-

- In buyers login page they will be able to click on the forgot password option.
- It will be redirected to forgot password page.
- In the forgot password page buyer need to enter already registered email id.
- Then they will be allowed to enter new password and re-type new password.

Epic 3: Logout

User Stories:

As a buyer, I want the ability to log out of my account securely so that I can protect my privacy and prevent unauthorized access.

Acceptance Criteria:

- User should be able to find the logout option easily within the platform's interface.
- Upon clicking the logout button, the system should terminate the user's session immediately.
- After logging out, the user should be redirected to a confirmation page or the homepage.

Epic 4: Profile

1. User Stories:
As a buyer, I want to be able to add personal details to my profile so that I can enhance my shopping experience.
Acceptance Criteria:
- User should be able to access the profile section from the homepage or user dashboard.

- The profile page should include fields for essential personal details such as name, address, contact number, and preferred communication method.
- The system should validate user input to ensure the correctness and completeness of the provided information.
- Upon successful addition of profile details, the changes should be reflected in the user's account immediately.
- User should receive confirmation that their profile details have been successfully updated.(**Any prompt**)

2. User Stories:

As a buyer, I want the ability to delete or remove certain profile details that are no longer relevant or necessary so that I can maintain the accuracy and relevance of my information.

Acceptance Criteria:
- User should have access to an "edit profile" option where they can manage their profile details.
- The system should provide checkboxes or options next to each detail allowing the user to select which details they want to delete.
- Upon selecting the details to delete, the system should prompt the user for confirmation before proceeding.
- Deleted profile details should be permanently removed from the system and not accessible to the user or platform.

3. User Stories:-

As a buyer, I want to edit or update my profile details easily whenever there are changes or corrections so that I can ensure my information remains accurate and up-to-date.

Acceptance Criteria:

- User should be able to access the profile editing functionality from the profile page or user dashboard.
- The editing interface should display the current profile details, allowing the user to make changes as needed.
- The system should validate any changes made by the user to ensure they meet required criteria (e.g., valid email format, correct address format).
- Upon saving the edited profile details, the changes should be reflected in the user's account immediately.
- User should receive confirmation that their profile details have been successfully updated.

Epic 5: Customer Support

1. User Stories:

As a buyer, I want easy access to customer support options to seek assistance with any issues or inquiries I may have during my shopping experience so that I can receive timely help and ensure a smooth shopping journey.

Acceptance Criteria:

- User should be able to access the customer support options prominently displayed on the platform, such as in the navigation menu or footer.
- The customer support options should include channels like chat, email support(option to send detailed inquiries or reports via email for complex issues that may require more time to address), and a hotline number(dedicated hotline number for urgent issues or inquiries that require immediate assistance).
- Each support channel should be clearly labeled with its respective contact method and availability hours.
- The platform should provide a brief description of each support channel to help users choose the most appropriate one for their needs.
- Upon clicking on a support channel, users should be directed to the corresponding contact page or interface.

Epic 6: Product Catalog

1. User Stories:

As a buyer, I want to browse through a well-organized product catalog to easily discover items that match my preferences and needs, so that I can make informed purchasing decisions and find products that best suit my requirements.

Acceptance Criteria:

- User should be able to access the product catalog directly from the homepage or through a dedicated section in the navigation menu.
- The product catalog should be organized into categories and subcategories, allowing for intuitive navigation.
- Each product listing should include essential information such as title, description, price, and images.
- The platform should provide sorting and filtering options to refine search results based on criteria like price range, brand, size, color, etc.
- Users should be able to view multiple product images and read detailed descriptions before making a purchase decision.
- Upon clicking on a product listing, users should be directed to a dedicated product page with additional details and options for purchase.

2. User Story:

As a buyer, I want to use a search function within the product catalog to quickly find specific items or brands I am interested in purchasing so that I can save time and efficiently locate the products I desire.

Acceptance Criteria:

- The search bar should be prominently displayed on the product catalog page, accessible from any screen within the platform.
- Users should be able to enter keywords, product names, or brand names into the search bar to initiate a search query.
- The search results should be displayed in real-time as the user types.
- Search results should include relevant product listings that match the user's query, sorted by relevance or popularity.
- Each search result should display essential product information, including title, price, and thumbnail image, to help users identify desired items quickly.
- Users should have the option to filter search results further using criteria such as price range, brand, category, and availability.
- Clicking on a search result should direct users to the corresponding product page for more detailed information and options for purchase.

3. **User Story:**

As a buyer, I want to utilize filtering options within the product catalog to refine search results based on specific criteria, so that I can easily narrow down my choices to find the most relevant products.

Acceptance Criteria:

- The filtering options should be prominently displayed alongside the search results on the product catalog page, accessible from any screen within the platform.
- Users should be able to filter search results based on various criteria such as price range, brand, category, size, color, ratings, and availability.
- Each filtering option should include clear labels and intuitive controls (e.g., dropdown menus, checkboxes, sliders) to facilitate user interaction.
- Users should receive immediate feedback upon applying filters, with search results dynamically updating to reflect the selected criteria.
- The platform should support multi-select filtering, allowing users to apply multiple filters simultaneously to refine their search further. // **If needed**
- Filtering options should be responsive and adapt to the user's device screen size, ensuring a seamless browsing experience across desktop and mobile devices.
- Users should have the option to reset all filters with a single click to revert to the default search results view.

Epic 7: Cart

1. **User stories:-**
   As a buyer, I want to add items to my shopping cart while browsing the product catalog so that I can review and purchase them later.

   Acceptance Criteria:
   - Users should be able to add items to their shopping cart directly from product listings or product detail pages.

- Each item added to the cart should be reflected with its title, price, quantity, and subtotal.
- Users should receive immediate visual feedback confirming that the item has been successfully added to the cart.
- The platform should provide a visible indicator of the current number of items in the cart for easy reference.
- Upon adding an item to the cart, users should have the option to continue shopping or proceed to checkout.

2. **User Stories**

As a buyer, I want the ability to edit the quantity of items in my cart to adjust my purchase quantities as needed so that I can manage my shopping basket according to my preferences and requirements.

Acceptance Criteria:
- Users should be able to increase or decrease the quantity of each item in the cart using intuitive controls (e.g., + and - buttons, input field).
- The platform should automatically update the subtotal and total price of the cart based on the adjusted quantities.
- Users should receive immediate visual feedback confirming the changes made to the item quantity.
- Quantity adjustments should be reflected in real-time without requiring a page refresh.

3. **User Stories:-**

As a buyer, I want to remove items from my cart if I change my mind or no longer wish to purchase them so that I can ensure my cart only contains items I intend to buy and streamline my checkout process.

Acceptance Criteria:
- Users should be able to delete individual items from their cart with a designated "remove" or "delete" button next to each item listing.
- Upon clicking the remove button, the item should be promptly removed from the cart, and the total price should be updated accordingly.
- Users should receive a confirmation prompt before permanently removing an item from the cart to prevent accidental deletions.
- The platform should provide visual feedback confirming the successful removal of the item from the cart.

4. **User Stories:-**

As a buyer, I want to view the total price of all items in my cart, including any applicable taxes or fees, so that I can understand the total cost of my purchase and make informed decisions about my shopping budget.

Acceptance Criteria:
- The platform should display the subtotal, total taxes, shipping fees (if applicable), and the final total price of the cart prominently.

- The total price should be dynamically updated as users add or remove items from the cart or adjust item quantities.
- Any applicable taxes or fees should be clearly itemized and included in the total price calculation.
- Users should be able to view the total price of the cart at any point during the shopping process, including while browsing and during checkout.

5. **User Stories:-**

   As a buyer, I want the option to clear my entire cart at once to start fresh with a new selection of items, so that I can easily remove all items and begin the shopping process anew.

   Acceptance Criteria:
   - Users should have access to a "clear cart" or "empty cart" button that removes all items from the cart in a single action.
   - Upon clicking the clear cart button, users should receive a confirmation prompt to prevent accidental deletions.
   - After confirmation, all items in the cart should be promptly removed, and the cart should display as empty.
   - Users should receive visual feedback confirming the successful clearing of the cart.

6. **User Stories (// If needed)**

   As a buyer, I want the option to save my cart contents for later if I decide not to proceed with payment immediately, so that I can easily retain my chosen items for future purchase consideration without having to rebuild my cart from scratch.

   Acceptance Criteria:

   - Users should have the option to save their cart contents for later by selecting a "Save for Later" or "Save Cart" option within the cart interface.
   - Upon selecting the save option, the platform should prompt users to log in to their account or create an account if they haven't already done so.
   - The saved cart should be associated with the user's account and accessible from their profile or account settings for future reference.
   - Users should receive confirmation that their cart contents have been successfully saved for later, with instructions on how to access and retrieve the saved cart.
   - The platform should provide clear instructions on how users can resume their saved carts at a later time and proceed with payment when ready.

7. **User Stories**

   As a buyer, I want to proceed to the payment stage from my cart to complete my purchase and finalize the transaction, so that I can efficiently complete the checkout process and secure the items I intend to purchase.

   Acceptance Criteria:

- Users should have a clearly labeled "Proceed to Payment" or "Checkout" button available within the cart interface.
- Upon clicking the "Proceed to Payment" button, users should be directed to the payment page where they can enter their payment details.
- The platform should display a summary of the items in the cart, including quantities, prices, and the total amount due, on the payment page.
- Users should have the option to review and edit their cart contents before proceeding to payment, with a visible link or button to return to the cart if needed.
- The payment page should provide secure payment processing options, such as credit/debit card, PayPal, or other payment gateways, to accommodate user preferences.
- Users should receive clear instructions and guidance throughout the payment process to ensure a smooth and transparent transaction experience.
- After completing the payment process, users should receive a confirmation message indicating that their order has been successfully placed.

Epic 8: Order History

1. **User Story:**

   As a buyer, I want to view my current order history to track my ongoing purchases and monitor their status, so that I can stay updated on the progress of my orders and ensure timely delivery of my purchases.

   Acceptance Criteria:

   - Users should be able to access their current order history from their account dashboard or profile settings.
   - The current order history page should display a list of all ongoing orders, including order numbers, dates, items purchased, and current order statuses.
   - Each order listing should provide a summary of the current order status, such as "Processing," "Accepted," "Rejected" ,"Shipped," or "In Transit."
   - Users should have the option to filter and sort their current order history based on criteria such as order date, status, or order number.
   - The platform should provide clear and concise explanations for each current order status to help users understand the progress of their orders.
   - Users should be able to click on individual orders to view more detailed information, such as item details, shipping address, and tracking information.

2. **User Story:**

   As a buyer, I want to view my order history to track my past purchases and monitor their status, so that I can keep track of my previous transactions and stay informed about the progress of my orders.

   Acceptance Criteria:
   - Users should be able to access their order history from their account dashboard or profile settings.
   - The order history page should display a list of all previous orders, including order numbers, dates, items purchased, and order statuses.

- Each order listing should provide a summary of the order status, such as "Processing," "Shipped," "Delivered," or "Cancelled."
- Users should have the option to filter and sort their order history based on criteria such as order date, status, or order number.
- The platform should provide clear and concise explanations for each order status to help users understand the current status of their orders.
- Users should be able to click on individual orders to view more detailed information, such as item details, shipping address, and tracking information.

3. **User Story:**

As a buyer, I want the ability to track the delivery status of my orders in real-time to know when to expect their arrival, so that I can plan accordingly and ensure I am available to receive the package upon delivery.

Acceptance Criteria:

- The platform should integrate with shipping carriers and logistics providers to provide real-time tracking information for each order. // **If needed**
- Users should be able to track their orders directly from the order history page by clicking on the "Track Order" button or link.
- The tracking information should include details such as the current location of the package, estimated delivery date, and any delivery exceptions or issues.
- Users should receive notifications or alerts for significant updates in the delivery status.
- The tracking interface should be user-friendly and accessible, providing clear instructions and guidance on how to interpret the tracking information.

4. **User Story:**

As a buyer, I want the ability to cancel an order if I change my mind or no longer wish to proceed with the purchase, so that I can maintain control over my purchasing decisions and avoid receiving unwanted items.

Acceptance Criteria:

- Users should be able to access their current order history from their account dashboard or profile settings.
- Each order listing should include an option to cancel the order.
- Upon selecting the cancel option, users should receive a confirmation prompt to verify their intention to cancel the order.
- If the order is eligible for cancellation (e.g., it has not been shipped or processed), the platform should promptly cancel the order and update the order status accordingly.
- If the order is not eligible for cancellation (e.g., it has already been shipped or processed), the platform should display a notification informing the user that the order cannot be canceled.
- Upon successful cancellation, users should receive a confirmation message indicating that their order has been canceled, and any associated payments should be refunded if applicable.

- The platform should provide clear instructions on how users can contact customer support if they encounter any issues or need further assistance with canceling their order.

5. **User Story:**

As a buyer, I want the ability to give ratings and reviews for products I have purchased to share my feedback with other users and contribute to the community, so that I can help fellow shoppers make informed decisions and provide valuable insights about the products I have experienced.

Acceptance Criteria:

- Users should be able to access their order history from their account dashboard or profile settings.
- Each order listing should include an option to provide a rating and review for the products purchased in that order.
- Upon selecting the rating and review option, users should be directed to a form where they can provide written feedback.
- The platform should allow users to submit their ratings and reviews anonymously if they prefer.
- Users should be encouraged to provide detailed and constructive feedback by offering prompts or suggestions for review content.
- The platform should display user ratings and reviews alongside product listings to help other buyers make informed purchasing decisions.

Epic 9: Payment

1. **User Stories:**

As a buyer, I want to securely complete my purchases through various payment methods available on the platform, so that I can have a convenient and reliable transaction experience while ensuring the safety of my payment information.

Acceptance Criteria:

- Users should be presented with a range of payment options at checkout, including credit/debit cards, PayPal, and other popular payment gateways.
- The platform should ensure the security of payment transactions .
- Users should be able to enter their payment details securely without any risk of data breaches or unauthorized access.
- The platform should provide clear instructions and guidance throughout the payment process to ensure a smooth and seamless transaction experience.
- Upon successful payment, users should receive a confirmation message indicating that their order has been placed. **// if needed along with an order confirmation number.**