

Tourist

1. **As a tourist, I want to view the contents of my shopping cart** so that I can review item details and total cost before proceeding to checkout.
2. **As a tourist, I want to add souvenirs to my cart** so that I can purchase them later.
3. **As a tourist, I want to browse souvenir shops** so that I can find and purchase souvenirs from different stores.
4. **As a tourist, I want to read reviews about services, places, and shops** so that I can make informed decisions before visiting or purchasing.
5. **As a tourist, I want to submit reviews and rate services** so that I can share my experience and help other travelers.
6. **As a tourist, I want to discover cultural activities** so that I can engage in authentic local experiences.
7. **As a tourist, I want to find available guided tours** so that I can explore destinations with expert guidance.
8. **As a tourist, I want to search for and filter travel destinations** so that I can find places that match my preferences.
9. **As a tourist, I want to create and manage my profile** so that I can personalize my travel experience and track my activities.
10. **As a tourist, I want to view my past orders and their details** so that I can keep track of my purchases and bookings.
11. **As a tourist, I want to book cultural events and guided tours** so that I can secure my spot and plan my itinerary.
12. **As a tourist, I want to request the reactivation of my suspended account** so that I can regain access to my bookings and preferences.

Local Business Owner

1. **As a local business owner**, I want to register and manage my business profile so that I can attract customers.
2. **As a local business owner**, I want to view all my published services so that I can manage my offerings.
3. **As a local business owner**, I want to create promotions so that I can attract more customers.
4. **As a local business owner**, I want to read customer reviews so that I can understand their feedback.
5. **As a local business owner**, I want to reply to customer reviews so that I can engage with my customers.
6. **As a local business owner**, I want to add or update my service offerings so that I can provide accurate information to customers.
7. **As a local business owner**, I want to create a business account so that I can list my services.
8. **As a local business owner**, I want to update my business account so that I can ensure my details are accurate.
9. **As a local business owner**, I want to create promotional offers so that I can drive more sales.
10. **As a local business owner**, I want to view my listed services so that I can manage them effectively.
11. **As a local business owner**, I want to mark an offering as fully booked so that customers know availability status.
12. **As a local business owner**, I want to remove a service offering so that I can manage my active services.
13. **As a local business owner**, I want to analyze service ratings so that I can improve my business.
14. **As a local business owner**, I want to accept or decline bookings so that I can manage my schedule.
15. **As a local business owner**, I want to request the reactivation of my suspended account so that I can resume business operations.

System Admin

1. **As a system admin**, I want to approve local business accounts so that verified businesses can operate on the platform.
2. **As a system admin**, I want to update local business account details so that I can ensure accurate business information.
3. **As a system admin**, I want to delete local business accounts so that I can remove inactive or fraudulent businesses.
4. **As a system admin**, I want to list all local business accounts so that I can manage and monitor them.
5. **As a system admin**, I want to add new user accounts so that I can onboard new businesses and tourists.
6. **As a system admin**, I want to update user details so that account information remains accurate.
7. **As a system admin**, I want to delete user accounts so that I can remove inactive or non-compliant users.
8. **As a system admin**, I want to list all registered users so that I can monitor the platform's user base.
9. **As a system admin**, I want to change user roles so that I can manage access and permissions.
10. **As a system admin**, I want to add new service offerings so that businesses can expand their listings.
11. **As a system admin**, I want to update service offerings so that I can keep information up to date.
12. **As a system admin**, I want to delete service offerings so that I can remove outdated or inactive services.
13. **As a system admin**, I want to list all service offerings so that I can monitor available services.
14. **As a system admin**, I want to generate reports on popular local businesses so that I can provide insights on market trends.
15. **As a system admin**, I want to suspend user accounts so that I can restrict access for policy violations.
16. **As a system admin**, I want to view souvenir shop pending requests so that I can approve or reject them.
17. **As a system admin**, I want to approve souvenir shop accounts so that new shops can be registered on the platform.
18. **As a system admin**, I want to update souvenir shop details so that the platform reflects accurate shop information.
19. **As a system admin**, I want to delete souvenir shops so that I can remove closed or non-compliant shops.
20. **As a system admin**, I want to display a list of all registered souvenir shops so that I can oversee shop operations.

Souvenir Shop

1. **As a souvenir shop owner**, I want to register an account so that I can list and sell my products.
2. **As a souvenir shop owner**, I want to add products to my inventory so that customers can view and purchase them.
3. **As a souvenir shop owner**, I want to update product details so that I can keep information accurate and relevant.
4. **As a souvenir shop owner**, I want to delete products from my inventory so that I can remove discontinued or unavailable items.
5. **As a souvenir shop owner**, I want to list all my products so that I can manage my inventory efficiently.
6. **As a souvenir shop owner**, I want to mark orders as shipped so that customers are informed about their order status.
7. **As a souvenir shop owner**, I want to view product quantities so that I can monitor stock levels.
8. **As a souvenir shop owner**, I want to view my order queue so that I can track pending and processing orders.
9. **As a souvenir shop owner**, I want to view customer reviews and ratings so that I can understand customer feedback.
10. **As a souvenir shop owner**, I want to respond to customer reviews so that I can engage with customers and improve my services.