

E-Commerce Business Requirements & User Stories

1. Business Overview

Our e-commerce platform aims to provide a seamless shopping experience for customers by offering a wide range of products, secure transactions, and an intuitive user interface.

2. User Roles

- **Guest User:** Can browse products but cannot make purchases without an account.
 - **Registered Customer:** Can browse, add to cart, purchase products, and track orders.
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3. User Stories

3.1. Authentication & Authorization

- **US1:** As a **guest user**, I want to **sign up with an email and password**, so that I can create an account.
- **US2:** As a **guest user**, I want to **log in using my credentials**, so that I can access my account.
- **US3:** As a **registered user**, I want to **reset my password**, so that I can regain access if I forget it.

3.2. Product Browsing & Search

- **US5:** As a **customer**, I want to **search for products using keywords**, so that I can find specific items quickly.
- **US6:** As a **customer**, I want to **filter and sort products**, so that I can refine my search based on price, rating, and category.
- **US7:** As a **customer**, I want to **view detailed product descriptions and images**, so that I can make informed purchase decisions.

3.3. Shopping Cart & Checkout

- **US8:** As a **customer**, I want to **add and remove products from my shopping cart**, so that I can manage my purchases before checkout.
- **US9:** As a **customer**, I want to **apply discount codes**, so that I can avail offers and promotions.
- **US10:** As a **customer**, I want to **choose a payment method (credit card, PayPal, cash on delivery)**, so that I can complete my purchase securely.
- **US11:** As a **customer**, I want to **receive an order confirmation email**, so that I have proof of my purchase.

3.4. Order & Delivery Management

- **US12:** As a **customer**, I want to **track my order status**, so that I can know when it will arrive.

- **US13:** As a **customer**, I want to **cancel or modify my order before shipment**, so that I can change my decision if necessary.

3.5. Payment & Refunds

- **US15:** As a **customer**, I want to **securely enter my payment details**, so that my transactions are safe.
- **US16:** As a **customer**, I want to **request a refund for a returned product**, so that I can get my money back.

3.6. Reviews & Ratings

- **US17:** As a **customer**, I want to **leave a review and rate products**, so that I can share my experience.
 - **US18:** As a **customer**, I want to **see other customers' reviews and ratings**, so that I can make better purchasing decisions.
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4. Functional Requirements

- Users can create accounts and log in.
- Users can search, filter, and view product details.
- Users can add items to the cart and proceed to checkout.
- Payment gateways must be integrated (Stripe, PayPal, etc.).
- Users can track orders and receive email updates.
- Admins can manage users, orders, and products.

5. Non-Functional Requirements

- The website must be mobile-friendly and responsive.
- The platform must handle at least 10,000 concurrent users.
- Payment transactions must be encrypted for security.
- Pages should load within 2 seconds for a seamless experience.

6. Acceptance Criteria

- Users must be able to register and receive a confirmation email.
- Searching for a product should return relevant results.
- Orders must not be processed without valid payment details.
- The system should display real-time order tracking updates.

- Refund requests should be processed within 5-7 business days.
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7. Conclusion

This document outlines key business requirements, user stories, and acceptance criteria for a seamless e-commerce platform. Future enhancements may include AI-powered recommendations and chatbot support.