Process Flow Diagram for E-commerce Application

This diagram shows the core stages involved in an E-commerce application, showcasing the customer journey from registration to order fulfilment. Each step in the process is represented with clear decision points and actions to ensure a smooth experience for the user.

Key Stages in the Process Flow:

1. **User Registration/Login:**

   o Customers either sign up for an account or log in to their existing profile to access the platform

2. **Product Browsing:**

   o After login, customers can browse various product categories and apply filters to refine their search

3. **Product Selection:**

   o Users can select products, view detailed descriptions, and compare items before deciding to purchase

4. **Adding to Cart:**

   o Once a product is selected, customers add it to their shopping cart for checkout

   o Option to continue shopping or proceed to checkout

5. **Checkout and Payment:**

   o Customers review their cart, select delivery options, and provide shipping information

   o The system redirects them to the payment gateway where they can choose the payment method and complete the transaction

   o Decision point: Payment success or failure

6. **Order Confirmation:**

   o After successful payment, the system generates an order confirmation and sends an email or SMS notification to the customer.

7. **Shipment and Delivery Tracking:**

   o Customers can track the status of their shipment through the app or website

   o Decision point: Delivered or pending

8. **Post-Delivery Services:**

   o The customer can leave feedback or initiate a return/refund process in case of dissatisfaction

Diagram Link

Process flow diagram of Ecommerce

Conclusion:

This process flow aims to streamline the customer experience and ensure operational efficiency at each stage, providing insights into the E-commerce platform's usability and functionality