

Search and Shopping - Product stories

Logged-In State - Add Product to Cart and Complete Checkout

As an existing user of the platform, I want to seamlessly add products to my cart and proceed through the checkout process. Here's how I envision this experience:

1. **Adding Products:**
 - I should be able to add products to my cart seamlessly.
 - Upon adding a product to my cart, I should be able to click on "Proceed to Checkout" for a smooth transition to the checkout page.
2. **Viewing Cart:**
 - Once a product is added, I expect to see it clearly listed in my cart with all relevant details such as name, price, and quantity.
 - Clicking on a product within the cart should allow me to directly access its detailed product page for further review and information.
3. **Editing cart:**
 - I need the flexibility to adjust the number of products in my cart and see immediate updates reflecting the changes.
4. **Checkout Confirmations and Notifications:**
 - Throughout the checkout process, I expect clear confirmations and notifications to guide me seamlessly through each step.
5. **Payment Processing:**
 - Payment for my order should only be processed upon successful completion of the checkout process, ensuring no order is placed if payment fails.
6. **Empty Cart Handling:**
 - If my cart is empty, navigating to the cart page should display a message indicating its emptiness.
7. **Cart Persistence:**
 - My cart contents should persist across different sessions. Whether I log out and log back in or switch devices, my cart should retain all previously added items.
8. **Handling Unexpected Challenges:**
 - The checkout process should be robust enough to handle unexpected challenges such as network issues, server errors, or payment failures without disrupting the user experience.
9. **Accessibility:**
 - Accessibility is crucial. The process of adding products to the cart and completing checkout should be intuitive and fully accessible for users relying on assistive technologies, such as screen readers.

Logged-Out State - Add Product to Cart and Complete Checkout

As a guest user visiting the platform, I want to seamlessly add products to my cart and proceed through the checkout process, with the ability to sign in later without losing my cart contents. Here's how I envision this experience:

1. **Adding Products to Cart:**
 - I should be able to browse and select products to add to my cart as easily as logged-in users.
 - After adding a product, I expect it to appear in my cart with all relevant details, such as name, price, and quantity.
2. **Checkout Process Steps:**
 - I should not be able to complete checkout without signing in or signing up.
3. **Seamless Sign-in Transition:**
 - When I sign in or sign up during the checkout process, I should seamlessly transition to the logged-in state experience previously defined.
4. **Empty Cart Handling:**
 - If my cart is empty, navigating to the cart page should display a clear message indicating its emptiness.
5. **Cart Persistence:**
 - Throughout my browsing session, my cart contents should persist. Even if I close the browser and return within a reasonable timeframe (e.g., 24 hours), my cart should retain all previously added items.
6. **Maintaining Cart State Post Sign-in:**
 - After signing in or signing up, the products added to my cart as a guest should remain intact. I should see the same cart with all previously added items.
7. **Handling Unexpected Issues:**
 - The checkout process should gracefully handle any unexpected issues such as network errors or payment failures, ensuring a smooth and reliable user experience.

Search Products (Logged-In and Logged-Out States)

As a user of the platform, I want to effectively search for products, sort results, and utilize various features to find and compare relevant items based on my preferences and needs. Here's how I envision this experience:

1. **Searching for Products:**
 - I want to easily search for products using keywords, ensuring a straightforward and intuitive search experience.
2. **Sorting Results:**
 - Once I perform a search, I expect to have the ability to sort the results based on criteria such as price, name, reference, and in-stock.
3. **Viewing Results in Grid or List:**

- Based on my browsing preference for better clarity and organization, I need an option to view search results in either a grid or a list view.
- 4. **Comparing Multiple Products:**
 - From the results page, I want the ability to compare multiple products side-by-side to evaluate features, prices, and specifications.
- 5. **Handling Keywords and Spelling Mistakes:**
 - The search functionality should accommodate keyword variations and handle spelling mistakes to ensure I find relevant products effectively.
- 6. **Semantic Search Capability:**
 - I expect the search to utilize semantic search capabilities, allowing me to discover products related to my needs even if I don't use exact product names or descriptions.
- 7. **Typeahead Suggestions:**
 - As I start typing in the search query, I want to see typeahead suggestions that anticipate and assist in completing my search query efficiently.
- 8. **Filtering Products:**
 - I need the ability to filter search results based on my preferences, such as by suppliers, manufacturers, categories, or specific product attributes.
- 9. **Personalized Search Suggestions:**
 - Based on my past purchases, saved items, and browsing history, I want to receive personalized search suggestions that enhance my shopping experience and guide me toward relevant products.
- 10. **Handling No Search Results:**
 - If my search query does not yield any results, I expect to see an appropriate message or suggestion guiding me to adjust my query or explore related categories.