

Modules	Main Functionalities	Functionalities	Sub-Functionalities	Sub-Sub- Functionalities	Sub-Sub-Sub Functionalities	Features	Reference
User Management	User Login	Signup/Login	Enter mobile number	Request OTP	Verify	Allow to sign up	Myntra
			enter mobile number	Continue		Allow to Login	
			Create New Account	Existing User	Request OTP		Meesho
	User Profile Management	User Details & Address	My Profile	Personal Information		Address auto fill	
						Mobile Number	
						Addresses	
				Logout		Email Address	
			Delete Account				
Product Management	Product Listing	Browse & Search Products	Search Bar			search for products	
			Women	Ethnicwear, Westernwear	Sarees,kurtas,dresses,lehanga,topwear,bottomwear		
		Categories	Men	Ethnicwear, Westernwear	Formalwear,Casualwear,tshirts,shirt,topwear,bottomwear,jackets		
			Kids	Girls, Boys, Babies	Babycare products, Toys and accessories ,Dresses, western wear,Ethnic wear		
			Home & Kitchen	Appliances,Kitchen tools,Cookware,Dinnerware	Bedsheets,Curtains,Carpets & Doormats,cookware,gas stoves and access,kitchen tools	Product Listings	
			Electronics	Mobile and Accesories,audio and smart wearable	Iphones,Adroid phones,Smart phones,Tablets,Speakers,home theaters,sound bars, Ear phones,Mobile Covers,Power banks	Quantity Update	
			Jewellery & Accessories	Ethnicwear, Westernwear	Necklace,Bangles,Rings,Pouches,Anklets,Earrings,Etc	Size and Colour	
	Product Details	Product Information	Multiple Slides images of product			Price	
			Similar Products			Star Rating	
			Frequently Bought Together			Discounts & Offers	
						Size and Colour	
			like button			Added to wishlist (pop up)	
	Product Reviews & Ratings	User Ratings	Product Review & Rating	Images uploaded by customers		Star Rating	
						Description	
Seller Management	Seller Registration	Business Verification (GST, PAN, Bank Account)				Dedicated Seller Support	
	Product Upload	Add/Edit/Delete Products				Low Stock Notifications	
	Order Processing	View Order History & Status Updates				Automated Tax Calculation	
						Daily/Weekly Sales Reports	
	Returns & Cancellations	Approve/Reject Return Requests				Auto-Restocking for Returned Items	
		Refund to Bank					
Admin Dashboard	Dashboard Overview	View Sales, Orders, Users	Data Filler			Graphical Reports	
Shopping Cart & Checkout	Cart Management	Add/Remove Products	Add to Wishlist	Quantity Update		Add/Remove the Product	
				Size and Colour		Notify Me	
			Add to cart	Quantity Update		Add/Remove the Product	
				Size and Colour		Notify Me	
			buy now	Save for later			
				Redirect to the delivery address		Redirect to the delivery address	
	Checkout Process	Select Payment & Address	Order Summary	Choose Shipping Address		Edit ,Add or remove	
	Order Management	Confirm & Process Order	Invoice Generation (Download PDF)	Auto-Generated Order Summary		Auto-Generated Order Invoices	
			Payment Confirmation	Discount Breakdown		Instant Payment Confirmation	
			Generate Order ID			Split Payments	
			Assign Order Status				
		Track Delivery	Track Shipment (Partner Details, Expected Arrival)	Push Notifications for Delays		Multiple Address Support	
			Push Notifications	Interactive Delivery Map			
			SMs/email Alerts				
	Returns & Cancellations	Request Refund/Replacement	Cancel Before Dispatch	Partial Refunds		One-Tap Refund Request	
				Refund Approval Workflow, Live Tracking		Refund to Multiple Payment Methods (Bank/Wallet)	
				Request Replacement (Wrong/Damaged Item)			
Payment Management	Payment Options	COD	Enter captcha	Confirm order	Pay	order placed	
		UPI	Google pay ,Phone pe	Enter Upi id			
		Credit/Debit Cards	Via, Mastercard, RuPay	Enter Card number			
		Net Banking	Select banks				
	Discounts & Offers	Create Coupons & Discounts	Create Coupons (Fixed, Percentage Discount)			Time-Limited Sales Boosters	
Customer Support	Help & Support Center	FAQs & Contact Support		Set Expiry Dates		Time-Limited Sales Boosters	
						Seasonal Campaigns	
			FAQs (Orders, Returns, Payments)			24/7 Support Availability	
			Rate a Support Ticket			Support Ticket Prioritization	
	Live Chat & Chatbot	Automated Chat Assistance	Contact Customer Care via Call/Email			Callback Request Feature	
						AI Chatbot Pre-Filled Responses	
			AI Chatbot for Instant Help			Customer Sentiment Analysis	
						Multi-Language Support	