BUYERS USERSTORIES

B1.Account Management

B1.1 Account Registration & Login
Front Card :

As a new user, I want to create an account with email/password so that I can securely log in and use the platform.

Back Card:

Given a new user with a unique email and password, When they register, Then a confirmation email is sent and login works successfully.

Given a duplicate email or wrong password, When they try to register or log in, Then an appropriate error message is shown.

B1.2 Profile & Order History
Front Card :

As a registered user, I want to edit profile, addresses, payment methods & view my orders so that I can keep my account updated and check past purchases.

Back Card:

Given a registered user with valid data, When they edit profile details or view orders, Then updates are saved instantly and past orders are displayed.

Given invalid data, When they attempt to save changes, Then the system rejects it and no order data is lost.

B2.Product Discovery & Evaluation

B2.1 Search & Filter Products
Front Card :

As a shopper, I want search suggestions, filters & sorting so that I can quickly find relevant products.

Back Card:

Given a shopper enters a valid keyword, When they search or apply filters, Then relevant results appear instantly with updated filters.

Given a valid search term or filter, When no result is shown, Then the system indicates no matching products instead of failing silently.

B2.2 Compare & View Reviews
Front Card :

As a shopper, I want to compare products and read reviews so that I can make an informed decision.

Back Card:

Given multiple products are selected, When comparison is requested, Then a comparison table with reviews and ratings is displayed.

Given a selected product, When reviews fail to load, Then the system shows an error message or retry option.

B3. Purchasing & Checkout

B3.1 Cart, Coupons & Checkout
Front Card:
As a buyer, I want to manage cart, apply coupons, and pay securely so that I can complete my purchase safely.

Back Card:
Given a product in the cart and a valid coupon, When the buyer proceeds to checkout, Then the cart updates instantly, the coupon applies, and payment is confirmed.

Given payment fails or coupon is invalid, When the buyer tries checkout, Then an error is displayed instead of failing silently.

B4.Post-Purchase & Support

B4.1 Order Tracking & Support
Front Card :
As a buyer, I want live order tracking, return/refund option & chatbot so that I can resolve issues easily and stay updated.

Back Card:
Given an active order, When the buyer tracks it or requests a return/refund, Then status updates in real time, return is confirmed, and chatbot responds.

Given a tracking or refund request, When the system fails, Then it informs the buyer instead of getting stuck or unresponsive.

B5 Usability & UX

Front Card :
As a user, I want a simple, easy-to-use interface so that I can navigate without confusion.

Back Card:
Given a user on any device, When they navigate the platform, Then they can reach their goal with minimal clicks and clear UI.

Given a small screen, When buttons are not visible, Then users struggle to navigate .

B6.Performance

Front Card :

As a user, I want pages to load fast (<3s) and respond instantly so that I have smooth experience.

Back Card:

Given a user opens a page, When it loads, Then the page responds in under 3 seconds and actions update instantly.

Given network is stable, When page load takes too long, Then performance issue is reported.

B7.Security

Front Card (User Story):

As a user, I want secure data handling and encrypted payment so that my data and money are safe.

Back Card:

Given a user initiates payment, When data is processed, Then it is encrypted and protected from leaks.

Given a failed transaction or breach, When it occurs, Then the system alerts the user and refunds if needed.

B8.Reliability

Front Card :

As a user, I want 24/7 availability with low payment failure so that I can order anytime without issue.

Back Card:

Given the platform is live, When users place orders anytime, Then uptime remains above 99% with minimal payment failures.

Given frequent downtime, When orders or payments fail, Then alerts are triggered and issues resolved quickly.