User Stories for E-Commerce Website

EPICS

EPIC 1: User Account Management

User Story for Account Creation

As a new user, **I want** to create an account using my email or social media, **So that** I can easily manage my shopping preferences and order history.

Acceptance Criteria:

1. Users can register via email or social media accounts (e.g., Google, Facebook).
2. Users receive a confirmation email upon successful registration.
3. The registration form must validate user input (e.g., password strength).
4. Users can opt to subscribe to newsletters during account creation.
5. Users can reset their password through a secure link sent to their email.

Preconditions:

- The user has internet access.
- The user has a valid email address or social media account.

Assumptions:

- The registration process will adhere to best practices for security.
- The platform supports third-party social media integrations.

Postconditions:

- A user account is created and stored securely in the database.
- The user can log in to the platform using their credentials.

EPIC 2: Product Management

User Story for Product Management by Admin

As an admin, **I want** to add, edit, or remove products, **So that** I can keep the product catalog up to date.

Acceptance Criteria:

1. Admin can add new products with details like name, description, price, and images.
2. Admin can edit existing product information.
3. Admin can remove products from the catalog.
4. Admin can categorize products into appropriate categories and subcategories.
5. Admin receives confirmation messages after performing any action.

Preconditions:

- The admin is logged into the admin interface.
- The admin has the necessary permissions to manage products.

Assumptions:

- The admin interface is intuitive and user-friendly.
- The platform provides necessary error handling for product management actions.

Postconditions:

- The product catalog is updated in real-time.
- Changes are reflected on the user-facing site immediately.

EPIC 3: Shopping Experience

User Story for Shopping Cart Functionality

As a user, **I want** a user-friendly shopping cart, **So that** I can easily manage the items I want to purchase.

Acceptance Criteria:

1. Users can add items to the cart from product pages.
2. Users can view the cart summary at any time during shopping.
3. Users can update quantities or remove items from the cart.
4. The cart retains items even if the user logs out.
5. Users can proceed to checkout directly from the cart.

Preconditions:

- The user is browsing the product catalog.
- The user has added items to their cart.

Assumptions:

- The shopping cart can handle multiple products simultaneously.
- The cart will update dynamically without page refresh.

Postconditions:

- The cart reflects all items the user intends to purchase.
- Changes made to the cart are saved until the user checks out.

EPIC 4: Order Management

User Story for Order Tracking

As a user, **I want** to track my order status, **So that** I can know when to expect my delivery.

Acceptance Criteria:

1. Users can view order history with details on past purchases.
2. Users can track the status of their current orders.
3. Users receive notifications via email about order status updates.
4. Users can view estimated delivery times for each order.
5. Users can access shipment tracking links for their orders.

Preconditions:

- The user has completed an order.
- The order status is updated in the system.

Assumptions:

- The order tracking system integrates with shipping carriers.
- Email notifications are configured correctly.

Postconditions:

- The user is informed of their order status in real time.
- Users can retrieve tracking information easily.

EPIC 5: Customer Support

User Story for Customer Support Access

As a user, **I want** to access customer support easily, **So that** I can resolve any issues or inquiries I have.

Acceptance Criteria:

1. Users can access a comprehensive FAQs section.
2. Users can find contact information clearly displayed on the site.
3. Users can initiate a live chat for immediate assistance.
4. Users can view support hours and expected response times.
5. Users can submit a support ticket for more complex issues.

Preconditions:

- The user has an inquiry or issue that needs assistance.
- The support system is operational.

Assumptions:

- Support staff is trained and available to assist users.
- The platform is equipped with a live chat feature.

Postconditions:

- Users can receive the assistance they need in a timely manner.
- Support interactions are logged for quality assurance.