# User Stories of Customer (Food Aggregator)

## Epic 1: Registration

### User Stories:

As a Customer, I want to register for an account on the Food Ordering platform so that I can access personalized features and make purchases.

### Acceptance Criteria:

* + - User should be able to access the registration page from the homepage.
    - User should be prompted to enter required details such as full name, email address, phone-no and password.
    - The system should validate that the email address provided is unique and follows the correct format.
    - Password strength requirements should be clearly communicated to the user.
    - Error messages should be displayed clearly and helpfully if there are any issues with the information provided.
    - User should be redirected to the login page after successful registration.

1. **Password Creation during Registration:**

As a customer registering for an account, I want to create a secure password to protect my account from unauthorized access.

**Acceptance Criteria:**

* The registration form should include a field for entering a password.
* The system should enforce password complexity requirements, such as minimum length, combination of letters, numbers, and special characters.
* Users should receive real-time feedback on the strength of their chosen password, with suggestions for improvement if necessary.
* Passwords should be securely hashed and stored in the system's database to protect user data.

## Epic 2: Login

### User Stories:

1. As a registered Customer, I want to securely log in to my account so that I can access my profile and personalized features.

### Acceptance Criteria:

* User should be able to access the login page from the homepage.
* User should be prompted to enter their email address and password to log in.
* The system should verify the credentials provided and grant access upon successful authentication.
* An option for password recovery should be provided in case the user forgets their password.

1. As a Customer, I want an option “Forget password”, so that I can create a new password, if I forget my password.

### Acceptance Criteria:-

* In Customers login page they will be able to click on the forgot password option.
* It will be redirected to forgot password page.
* In the forgot password page Customer need to enter already registered email id.
* Then they will be allowed to enter new password and re-type new password.

## Epic 3: Logout

### User Stories:

As a Customer, I want the ability to log out of my account securely so that I can protect my privacy and prevent unauthorized access.

### Acceptance Criteria:

* User should be able to find the logout option easily within the platform's interface.
* Upon clicking the logout button, the system should terminate the user's session immediately.
* After logging out, the user should be redirected to a confirmation page or the homepage.

## Epic 4: Proﬁle

### User Story:

As a Customer, I want to be able to add personal details to my profile so that I can enhance my Food Ordering experience.

### Acceptance Criteria:

* User should be able to access the profile section from the homepage or user dashboard.
* The profile page should include fields for essential personal details such as name, address, contact number, and preferred communication method.
* The system should validate user input to ensure the correctness and completeness of the provided information.
* Upon successful addition of profile details, the changes should be reﬂected in the user's account immediately.

### User Story:

As a Customer, I want the ability to delete or remove certain profile details that are no longer relevant or necessary so that I can maintain the accuracy and relevance of my information.

### Acceptance Criteria:

* User should have access to an "edit profile" option where they can manage their profile details.
* The system should provide checkboxes or options next to each detail allowing the user to select which details they want to delete.
* Upon selecting the details to delete, the system should prompt the user for confirmation before proceeding.
* Deleted profile details should be permanently removed from the system and not accessible to the user or platform.

### User Story :-

As a Customer, I want to edit or update my profile details easily whenever there are changes or corrections so that I can ensure my information remains accurate and up to date.

### Acceptance Criteria:

* + User should be able to access the profile editing functionality from the profile page or user dashboard.
  + The editing interface should display the current profile details, allowing the user to make changes as needed.
  + The system should validate any changes made by the user to ensure they meet required criteria (e.g., valid email format, correct address format).
  + Upon saving the edited profile details, the changes should be reﬂected in the user's account immediately.
  + User should receive confirmation that their profile details have been successfully updated.

**Epic 5: Customer Support**

**User Stories:**

### As a customer using the Food Ordering System, I want convenient access to customer support options to seek assistance with any issues or inquiries that may arise during my ordering process. This ensures that I can receive timely help and enjoy a smooth food ordering experience.

### Acceptance Criteria:

* User should be able to access the customer support options prominently displayed on the platform, such as in the navigation menu or footer.
* The customer support options should include channels like chat, email support (option to send detailed inquiries or reports via email for complex issues that may require more time to address), and a hotline number(dedicated hotline number for urgent issues or inquiries that require immediate assistance).
* Each support channel should be clearly labeled with its respective contact method and availability hours.
* The platform should provide a brief description of each support channel to help users choose the most appropriate one for their needs.
* Upon clicking on a support channel, users should be directed to the corresponding contact page or interface.

**Epic 6: Food Menu Exploration**

**User Stories:**

1. As a Customer, I want to explore a well-organized food menu to easily discover items that match my preferences and cravings, enabling me to make informed decisions and find dishes that best satisfy my hunger.

**Acceptance Criteria:**

* + Customers should have direct access to the food menu either from the homepage or through a dedicated section in the navigation menu.
  + The food menu should be structured into categories and subcategories, facilitating intuitive navigation.
  + Each food item listing should include essential information such as name, description, price, and images.
  + The platform should offer sorting and filtering options to refine search results based on criteria like cuisine type, dietary preferences, price range, etc.
  + Customers should be able to view multiple images of each food item and access detailed descriptions before placing an order.
  + Clicking on a food item should direct customers to a dedicated page with additional details and options for placing an order.

1. As a Customer, I want to utilize a search function within the food menu to swiftly find specific dishes or restaurants I am interested in ordering from. This will enable me to save time and efficiently locate the food items I crave.

**Acceptance Criteria:**

* The search bar should be prominently displayed on the food menu page, accessible from any screen within the platform.
* Customers should be able to enter keywords, dish names, or restaurant names into the search bar to initiate a search query.
* Search results should dynamically appear in real-time as the user types.
* Results should include relevant food item listings or restaurants that match the user's query, sorted by relevance or popularity.
* Each search result should display essential information such as dish/restaurant name, price, and a thumbnail image for quick identification.
* Users should have the option to further refine search results using criteria like cuisine type, price range, restaurant ratings, etc.
* Clicking on a search result should direct users to the corresponding food item or restaurant page for more detailed information and options for placing an order.

1. As a customer, I want to employ filtering options within the food menu to streamline search results based on specific criteria. This way, I can effortlessly narrow down my choices and discover the most relevant food items.

**Acceptance Criteria:**

* The filtering options should be prominently displayed alongside the food menu on the platform, accessible from any screen within the application.
* Customers should be able to filter search results based on various criteria such as cuisine type, price range, restaurant ratings, dietary preferences, and availability.
* Each filtering option should feature clear labels and intuitive controls (e.g., dropdown menus, checkboxes, sliders) for user-friendly interaction.
* Users should receive immediate feedback upon applying filters, with food menu results dynamically updating to reflect the selected criteria.
* The platform should support multi-select filtering, allowing customers to apply multiple filters simultaneously for a more refined search experience.
* Filtering options should be responsive and adapt to the user's device screen size, ensuring a seamless browsing experience across desktop and mobile devices.
* Customers should have the option to reset all filters with a single click to revert to the default food menu view.

**Epic 7: Cart**

User Stories:

1. As a Customer, I want to add dishes to my cart while exploring the food menu so that I can review and place my order later.

**Acceptance Criteria:**

* Customers should be able to add food items to their cart directly from food menu listings or detailed dish pages.
* Each dish added to the cart should be reflected with its name, price, quantity, and subtotal.
* Users should receive immediate visual feedback confirming that the dish has been successfully added to the cart.
* The platform should provide a visible indicator of the current number of items in the cart for easy reference.
* Upon adding a dish to the cart, customers should have the option to continue exploring the menu or proceed to checkout.

1. As a Customer, I want the capability to edit the quantity of food items in my cart to adjust my order quantities as needed. This allows me to manage my food basket according to my preferences and requirements.

**Acceptance Criteria:**

* Customers should be able to increase or decrease the quantity of each food item in the cart using intuitive controls, such as + and - buttons or an input field.
* The platform should automatically update the subtotal and total price of the cart based on the adjusted quantities.
* Users should receive immediate visual feedback confirming the changes made to the food item quantity.
* Quantity adjustments should be reflected in real-time without requiring a page refresh.

1. As a Customer, I want the ability to view the total price of all items in my cart, including any applicable taxes or fees. This ensures that I can comprehend the overall cost of my order, making informed decisions about my food ordering budget.

**Acceptance Criteria:**

* The platform should prominently display the subtotal, total taxes, shipping fees (if applicable), and the final total price of the cart.
* The total price should be dynamically updated as users add or remove food items from the cart or adjust item quantities.
* Any applicable taxes or fees should be clearly itemized and included in the total price calculation.
* Customers should be able to view the total price of the cart at any point during the food ordering process, including while browsing the menu and during the checkout phase.

1. As a Customer, I want the option to clear my entire food order at once to start fresh with a new selection of items. This allows me to easily remove all food items and begin the ordering process new.

**Acceptance Criteria:**

* Users should have access to a "clear cart" or "empty cart" button that removes all food items from the cart in a single action.
* Upon clicking the clear cart button, customers should receive a confirmation prompt to prevent accidental deletions.
* After confirmation, all food items in the cart should be promptly removed, and the cart should display as empty.
* Customers should receive visual feedback confirming the successful clearing of the cart.

1. As a Customer, I want to proceed to the payment stage from my cart to complete my food order and finalize the transaction. This allows me to efficiently navigate the checkout process and secure the dishes I intend to purchase.

**Acceptance Criteria:**

* Users should have a clearly labeled "Proceed to Payment" or "Checkout" button available within the cart interface.
* Upon clicking the "Proceed to Payment" button, customers should be directed to the payment page where they can enter their payment details.
* The platform should display a summary of the food items in the cart, including quantities, prices, and the total amount due, on the payment page.
* Customers should have the option to review and edit their food order contents before proceeding to payment, with a visible link or button to return to the cart if needed.
* The payment page should provide secure payment processing options, such as credit/debit card, PayPal, or other payment gateways, to accommodate user preferences.
* Users should receive clear instructions and guidance throughout the payment process to ensure a smooth and transparent transaction experience.
* After completing the payment process, customers should receive a confirmation message indicating that their food order has been successfully placed.

**Epic 8: order history**

**User stories**

1. As a Customer, I want the ability to view my current order history to track my ongoing food orders and monitor their status. This allows me to stay updated on the progress of my orders and ensure the timely delivery of my food purchases.

**Acceptance Criteria:**

* Users should be able to access their current order history from their account dashboard or profile settings.
* The current order history page should display a list of all ongoing food orders, including order numbers, dates, items purchased, and current order statuses.
* Each food order listing should provide a summary of the current order status, such as "Processing," "Accepted," "Rejected," "Shipped," or "In Transit."
* Customers should have the option to filter and sort their current order history based on criteria such as order date, status, or order number.
* The platform should provide clear and concise explanations for each current order status to help customers understand the progress of their food orders.
* Customers should be able to click on individual food orders to view more detailed information, such as item details, shipping address, and tracking information.

1. As a Customer, I want the ability to cancel a food order if I change my mind or no longer wish to proceed with the purchase. This allows me to maintain control over my purchasing decisions and avoid receiving unwanted food items.

**Acceptance Criteria:**

* Users should be able to access their current order history from their account dashboard or profile settings.
* Each food order listing should include an option to cancel the order.
* Upon selecting the cancel option, customers should receive a confirmation prompt to verify their intention to cancel the order.
* If the food order is eligible for cancellation (e.g., it has not been shipped or processed), the platform should promptly cancel the order and update the order status accordingly.
* If the food order is not eligible for cancellation (e.g., it has already been shipped or processed), the platform should display a notification informing the customer that the order cannot be canceled.
* Upon successful cancellation, customers should receive a confirmation message indicating that their food order has been canceled, and any associated payments should be refunded if applicable.
* The platform should provide clear instructions on how users can contact customer support if they encounter any issues or need further assistance with canceling their order.

Top of Form

1. As a Customer, I want the ability to give ratings and reviews for dishes I have ordered to share my feedback with other users and contribute to the community. This allows me to help fellow customers make informed decisions and provide valuable insights about the dishes I have experienced.

**Acceptance Criteria:**

* Users should be able to access their order history from their account dashboard or profile settings.
* Each food order listing should include an option to provide a rating and review for the dishes purchased in that order.
* Upon selecting the rating and review option, customers should be directed to a form where they can provide written feedback.
* The platform should allow users to submit their ratings and reviews anonymously if they prefer.
* Customers should be encouraged to provide detailed and constructive feedback by offering prompts or suggestions for review content.
* The platform should display user ratings and reviews alongside food item listings to help other customers make informed purchasing decisions.

## Epic 9: Payment

### User Stories:

1. As a Customer, I want to securely complete my food orders through various payment methods available on the platform. This ensures a convenient and reliable transaction experience while prioritizing the safety of my payment information.

**Acceptance Criteria:**

* Users should be presented with a range of payment options at checkout, including credit/debit cards, and other popular payment gateways.
* The platform should ensure the security of payment transactions, safeguarding against data breaches or unauthorized access.
* Users should be able to enter their payment details securely without any risk to their personal information.
* The platform should provide clear instructions and guidance throughout the payment process to ensure a smooth and seamless transaction experience.
* Upon successful payment, customers should receive a confirmation message indicating that their food order has been placed, along with an order confirmation number if needed.