

**IT314**  
**Software Engineering Project**

**DealsDone**

**An Online MarketPlace Platform**

**USER STORIES**

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# **Buyer User Stories**

## **1. User Registration**

User Story: As a Buyer, I want to register an account so that I can start purchasing products.

- Acceptance Criteria:
  - The system should allow Buyers to register using an email address, phone number, and a password.
  - The Buyer should receive a verification email or SMS to confirm the registration.

## **2. User Login**

User Story: As a Buyer, I want to log into my account so that I can access my personal shopping information.

- Acceptance Criteria:
  - The system should authenticate the Buyer using their registered email/phone number and password.
  - The Buyer should be able to log in using social media accounts (e.g., Google, Facebook).

## **3. Profile Management**

User Story: As a Buyer, I want to manage my profile information so that I can keep my account details up to date.

- Acceptance Criteria:
  - The system should allow the Buyer to update their personal details (name, address, payment methods).
  - The Buyer should be able to change their password and manage security settings.

## **4. Search for Products**

User Story: As a Buyer, I want to search for products so that I can find items I am interested in purchasing.

- Acceptance Criteria:
  - The system should provide a search bar where the Buyer can enter keywords.
  - Search results should be displayed with product name, price, and a brief description.

## **5. Filter and Sort Search Results**

User Story: As a Buyer, I want to filter and sort search results so that I can easily find products that meet my criteria.

- Acceptance Criteria:
  - The system should allow the Buyer to filter results by categories, price range, brand, and rating.

## **6. Product Details**

User Story: As a Buyer, I want to view detailed information about a product so that I can make an informed purchase decision.

- Acceptance Criteria:
  - The system should display detailed product information, including images, descriptions, specifications, and customer reviews.

## **7. Add Products to Cart**

User Story: As a Buyer, I want to add products to my shopping cart so that I can purchase multiple items at once.

- Acceptance Criteria:
  - The system should allow the Buyer to add products to the cart from the product details page.
  - The cart should display the selected items, quantities, and total price.

## **8. View and Edit Cart**

User Story: As a Buyer, I want to view and edit my cart so that I can adjust the items before checking out.

- Acceptance Criteria:

- The system should allow the Buyer to view the contents of the cart and update quantities or remove items.
- The cart should automatically update the total price based on the changes.

## **9. Wishlist Management**

User Story: As a Buyer, I want to add items to Wishlist so that I can keep track of items I may want to buy later.

- Acceptance Criteria:
  - The system should allow the Buyer to add products to a Wishlist from the product details page.
  - The Buyer should be able to view, edit, or delete items from their Wishlist.

## **10. Shared Wish List**

User Story: As a Buyer, I want to create and share a Wishlist with my family and friends so that they can see what I want.

- Acceptance Criteria:
  - The system should allow the Buyer to create a Wishlist and add items to it.
  - The Buyer should have an option to share this Wishlist with others via email or a link.

## **11. Price Tracker**

User Story: As a Buyer, I want to set a desired price for a product and get notified when the price drops below that threshold so that I can buy at the best price.

- Acceptance Criteria:
  - The system should allow the Buyer to set a price alert for any product.
  - The Buyer should receive an email or app notification when the product's price drops below the set threshold.
  - The notification should include a link to purchase the product at the new price.

## **12. Product Comparison**

User Story: As a Buyer, I want to compare products so that I can choose the best option.

- Acceptance Criteria:
  - The system should allow the Buyer to select multiple products and compare their features, prices, and ratings side by side.

## **13. Checkout Process**

User Story: As a Buyer, I want to proceed to checkout from my cart so that I can complete my purchase.

- Acceptance Criteria:
  - The system should guide the Buyer through a step-by-step checkout process, including address confirmation and payment method selection.
  - The Buyer should be able to review their order before finalising the purchase.

## **14. Payment Methods**

User Story: As a Buyer, I want to choose from multiple payment methods so that I can pay for my purchase in a way that is convenient for me.

- Acceptance Criteria:
  - The system should support various payment methods, including credit/debit cards, UPI, EMI, and cash on delivery.
  - The Buyer should be able to select their preferred payment method during checkout.

## **15. Order Confirmation**

User Story: As a Buyer, I want to receive an order confirmation so that I know my purchase was successful.

- Acceptance Criteria:
  - The system should send an order confirmation email or SMS to the Buyer, including order details and estimated delivery time.

## **16. Order Tracking**

User Story: As a Buyer, I want to track my order so that I know when it will be delivered.

- Acceptance Criteria:
  - The system should provide tracking information for the Buyer's order, including current status and estimated delivery date.

## **17. Gift Products**

User Story: As a Buyer, I want to gift products to my loved ones so that I can easily send them items on special occasions.

- Acceptance Criteria:
  - The system should provide a "Gift this Item" option during the checkout process.
  - The Buyer should be able to enter the recipient's name, address, and a personal message.
  - The system should ensure that the gift is delivered to the recipient without displaying the price.

## **18. Order History**

User Story: As a Buyer, I want to view my past orders so that I can keep track of my purchase history.

- Acceptance Criteria:
  - The system should allow the Buyer to access a list of past orders, including details like order date, items purchased, and total amount spent.

## **19. Product Reviews**

User Story: As a Buyer, I want to leave reviews on products I have purchased so that I can share my experience with others.

- Acceptance Criteria:

- The system should allow the Buyer to write a review and rate a product they have purchased.
- The reviews should be visible to other Buyers on the product page.

## **20. Seller Ratings**

User Story: As a Buyer, I want to rate sellers based on my experience so that I can help other Buyers make informed decisions.

- Acceptance Criteria:
  - The system should allow the Buyer to rate sellers after completing a purchase.
  - Seller ratings should be visible to other Buyers on the seller's profile.

## **21. Return and Refund**

User Story: As a Buyer, I want to request a return or refund for products I am not satisfied with so that I can get my money back or exchange the product.

- Acceptance Criteria:
  - The system should allow the Buyer to initiate a return or refund request from the order history.
  - The Buyer should receive a confirmation and instructions on how to return the product.

## **22. Customer Support**

User Story: As a Buyer, I want to contact customer support so that I can get help with any issues or questions.

- Acceptance Criteria:
  - The system should provide multiple channels for contacting customer support, including live chat, email, and phone support.

## **23. Notifications and Reminders**

User Story: As a Buyer, I want to receive notifications and reminders about my orders and deals so that I stay informed.

- Acceptance Criteria:

- The system should send notifications about order status, price drops, new deals, and more.
- The Buyer should be able to manage notification preferences in their account settings.

## **24. Discounts and Offers**

User Story: As a Buyer, I want to see available discounts and offers so that I can save money on my purchases.

- Acceptance Criteria:
  - The system should display applicable discounts and offers on the product pages and during checkout.
  - The Buyer should be able to apply discount codes or coupons to their order.

## **25. Recommendations**

User Story: As a Buyer, I want to receive product recommendations based on my shopping history so that I can discover new items I might like.

- Acceptance Criteria:
  - The system should suggest products on the home page and product pages based on the Buyer's browsing and purchase history.

## **26. In-App Gamification**

User Story: As a Buyer, I want to earn coins on each purchase that I can use to buy other products so that I get rewarded for my purchases.

- Acceptance Criteria:
  - The system should track the Buyer's purchases and reward coins based on the amount spent.
  - The Buyer should be able to view their coin balance in their account.
  - The Buyer should be able to use these coins during checkout to reduce the price of products or fully pay for them.



## **27. Auction Participation**

User Story: As a Buyer, I want to participate in auctions so that I can bid on products and potentially get them at a lower price.

- Acceptance Criteria:
  - The system should allow the Buyer to place bids on auction items.
  - The Buyer should receive notifications about the auction status and if they have been outbid.

## **28. Preference List**

User Story: As a Buyer, I want to create a preference list of categories and brands so that I can get personalized recommendations and notifications.

- Acceptance Criteria:
  - The system should allow the Buyer to select preferred categories and brands.
  - The Buyer should receive notifications and recommendations based on these preferences.

# **Seller User Stories**

## **1. Account Creation**

User Story: As a seller, I want to create an account on the platform, so that I can begin listing and selling my products.

- Acceptance Criteria:
  - The seller can register by completing all required fields on the form.
  - A confirmation email is sent to the seller's provided email address.
  - The seller's account starts working only after they confirm their email by clicking on the link sent to them.

## **2. Seller Login**

User Story: As a seller, I want to log in to my account, so that I can access my dashboard.

- Acceptance Criteria:
  - The seller can log in using their registered email address and password.
  - If the email and password are correct, the seller is redirected to their dashboard.
  - If the email or password is incorrect, the seller is prompted to retry.

## **3. Inventory Management**

User Story: As a seller, I want to manage my inventory, so that I can track the stock of my products.

- Acceptance Criteria:
  - The seller can view a list of all their products.
  - The seller can add new products to their inventory, including details such as name, description, price, and stock quantity.
  - The seller can update existing product details, including adjusting stock levels.
  - The seller can remove products from the inventory if needed.

## **4. Product Listing**

User Story: As a seller, I want to add my products to the platform, so that they are visible to buyers.

- Acceptance Criteria:
  - The seller can add new products with details such as product name, description, price, and stock quantity.
  - The seller can edit or update product details after submission.
  - The seller can assign categories or tags to the product for easier searching.

## **5. Product Images and Descriptions**

User Story: As a seller, I want to upload product images and descriptions so that buyers can clearly know what I am selling.

- Acceptance Criteria:
  - Sellers can upload images and enter descriptions of their products.
  - Images and descriptions are displayed accurately on the product's page.

## **6. Sales Statistics**

User Story: As a seller, I want to view sales statistics, so that I can analyze the performance of my products.

- Acceptance Criteria:
  - The seller can access a sales statistics dashboard from their account.
  - The statistics dashboard displays total sales, number of orders, and revenue for a certain time period.
  - Analytics include data on sales, views, and customer interactions.

## **7. Product Categorization**

User Story: As a seller, I want to categorize my products so that buyers can find specific products using filters.

- Acceptance Criteria:
  - The seller can assign categories to products.

- Products appear under the correct category and can be filtered by buyers.

## **8. Discounts Management**

User Story: As a seller, I want to apply discounts to my products so that I can attract more buyers.

- Acceptance Criteria:
  - The seller can set discounts for individual products or categories.
  - The seller can view and manage active, upcoming, or past discounts from their account.
  - The system ensures that discounts are applied correctly and that there are no conflicts with other promotions or pricing rules.
  - Discounts are shown correctly on the product's page.

## **9. Price Setting**

User Story: As a seller, I want to set prices for my products so that I can determine how much I want to sell them for.

- Acceptance Criteria:
  - Sellers can set and update the prices of the products they are selling.
  - Prices are displayed correctly on the product's page.

## **10. Advertising**

User Story: As a seller, I want to create and manage ads for my products so that I can boost my product sales and attract targeted buyers.

- Acceptance Criteria:
  - The seller can create new ads by specifying details such as ad title and description.
  - The seller can upload images or videos to include in the ad.
  - The seller can edit or delete existing ads or adjust ads.

## **11. Ad Tracking**

User Story: As a seller, I want to track my product ads so that I can analyze which ads improve my sales.

- Acceptance Criteria:
  - The seller can track their product ads.
  - The seller can view the performance of their ads.
  - The seller can download a report of their ads.

## **12. Auction Participation**

User Story: As a seller, I want to auction my product to the highest bidder so that I can increase my profit.

- Acceptance Criteria:
  - Sellers can set up auctions for their products.
  - The product is sold to the highest bidder.

## **13. Customer Support**

User Story: As a seller, I want to provide customer support through the platform so that I can resolve buyers' questions and queries about products.

- Acceptance Criteria:
  - The seller can access a support dashboard.
  - The seller can respond to customer queries.
  - The seller can view the history of interactions.

## **14. Return and Refund Management**

User Story: As a seller, I want to manage product returns and process refunds when needed so that I can keep my customers satisfied.

- Acceptance Criteria:
  - The seller can view and manage return requests from the support dashboard.
  - The seller can approve or reject return requests based on the platform's return policy.
  - The seller can view a history of all processed returns and refunds.
  - The seller can track the status of each return request.

## **15. Stock Notifications**

User Story: As a seller, I want to receive notifications about the stock of my products so that I can restock them.

- Acceptance Criteria:
  - The seller receives notifications when stock levels of any product fall below a predefined threshold.
  - The seller can restock the product stock.
  - Notifications are sent via email.

## **16. Order Tracking**

User Story: As a seller, I want to keep track of new orders so that I can process and deliver them quickly.

- Acceptance Criteria:
  - The seller can view their order tracking details.
  - The seller can view their product delivery estimated time.
  - Delivery updates are accurate.

## **17. Account Deactivation**

User Story: As a seller, I want to deactivate my account temporarily or permanently if I decide to stop selling on the platform.

- Acceptance Criteria:
  - The seller can choose to deactivate their account permanently or temporarily.
  - The account status is updated accordingly, and the seller receives a confirmation.

## **18. Shipping and Delivery**

User Story: As a seller, I want to arrange shipping and delivery for orders so that buyers get their products on time.

- Acceptance Criteria:
  - The seller can select from available shipping options for each order.
  - The system provides real-time shipping rates and estimated delivery times based on the selected shipping method.
  - The seller can generate and print shipping labels and packing slips directly from the platform.

# **Admin User Stories**

## **1. User Account Management**

User Story: As an Admin, I want to manage user accounts so that I can ensure only authorized users have access.

- Acceptance Criteria:
  - Admin can view, edit, and deactivate user accounts.
  - Admin can search for users by various criteria.
  - Admin receives confirmation of successful changes.

## **2. Notifications**

User Story: As an Admin, I want to push notifications to all users so that I can communicate important updates and promotions.

- Acceptance Criteria:
  - Admin can create and send notifications to all users.
  - Admin can target specific user groups if needed.
  - Delivery status and engagement metrics are tracked.
  - Notifications are received by users as intended.

## **3. Report Generation**

User Story: As an Admin, I want to generate detailed reports so that I can analyze platform performance and user behavior.

- Acceptance Criteria:
  - Admin can generate performance reports.
  - Reports can be filtered by date range and metrics.
  - Reports are exportable in formats like PDF and CSV.
  - Generated reports are downloadable and viewable.

## **4. Payment Methods Management**

User Story: As an Admin, I want to manage payment methods so that I can ensure secure and seamless transactions for buyers and sellers.

- Acceptance Criteria:
  - Admin can view and update payment settings.
  - Payment transactions are processed securely.
  - Admin can configure payment gateways and methods.
  - Payment errors or issues are logged and reported.

## **5. Platform Security**

User Story: As an Admin, I want to handle platform security so that user data and transactions are protected from unauthorized access.

- Acceptance Criteria:
  - Admin can configure security settings and monitor alerts.
  - User data and transactions are encrypted.
  - Admin can manage user access and permissions.

## **6. Platform Updates**

User Story: As an Admin, I want to update the platform regularly so that it stays current with the latest features and security patches.

- Acceptance Criteria:
  - Admin can deploy updates and patches.
  - Platform functionality is tested post-update.
  - Update logs are maintained and accessible.
  - Admin can roll back updates if necessary.
  - Only authorized admins can generate and view reports.

## **7. Advertisement Management**

User Story: As an Admin, I want to manage advertisements so that I can control which ads are displayed to users.

- Acceptance Criteria:
  - Admin can review, approve, and manage ads.
  - Ads can be scheduled and targeted.
  - Admin can pause or remove ads as needed.



## **8. Shipping and Delivery Options**

User Story: As an Admin, I want to manage shipping and delivery options so that users have reliable and flexible delivery choices.

- Acceptance Criteria:
  - Admin can configure and update shipping options.
  - Shipping methods are accurately displayed to users.
  - Delivery settings are flexible and customizable.
  - Shipping issues and delays are logged.

## **9. Refund Management**

User Story: As an Admin, I want to review and manage refund requests so that users' issues with purchases are resolved fairly and efficiently.

- Acceptance Criteria:
  - Admin can review and process refund requests.
  - Refund request statuses are tracked.
  - Admin can communicate with users about refunds.
  - Refunds comply with platform policies.

## **10. Seller Registration and Approval**

User Story: As an Admin, I want to oversee seller registrations and approvals so that only legitimate sellers can list products on the platform.

- Acceptance Criteria:
  - Admin can review and approve seller applications.
  - Only approved sellers can list products.
  - Seller information is verified and validated.
  - Registration statuses are tracked and updated.
  - Sellers receive notifications of their approval status.

## **11. Product Listings and Promotions**

User Story: As an Admin, I want to control the listing and promotion of products so that the marketplace offers high-quality and relevant items.

- Acceptance Criteria:
  - Admin can review, approve, or reject product listings.

- Promotions can be managed and scheduled.
- Admin can remove or edit existing listings and promotions.

## **12. Discounts and Offers**

User Story: As an Admin, I want to track and manage discounts and offers so that the platform attracts more buyers.

- Acceptance Criteria:
  - Admin can create and manage discounts and offers.
  - Discounts are applied accurately at checkout.
  - Expired or inactive discounts are removed.

## **13. Search and Filtering**

User Story: As an Admin, I want to manage the filtering and search functionalities so that users can find products quickly and easily.

- Acceptance Criteria:
  - Admin can configure and update search filters.
  - Filtering and search results are accurate and relevant.
  - Admin can test and refine search functionality.
  - User queries return expected results.

## **14. Legal and Regulatory Compliance**

User Story: As an Admin, I want to ensure compliance with legal and regulatory requirements so that the platform operates within the law.

- Acceptance Criteria:
  - Admin can update compliance settings and policies.
  - Compliance issues are identified and addressed.
  - Admin can access compliance documentation and reports.
  - Only authorized admins can generate and view reports.

## **15. User Feedback Management**

User Story: As an Admin, I want to manage user feedback and suggestions so that I can gather and address input for platform improvements.

- Acceptance Criteria:

- Admin can view and categorize user feedback and suggestions.
- Feedback can be flagged for review or action.
- Feedback trends and common issues are reported.
- Admin can track the status of feedback and implement changes.

## **16. Backup Configuration**

User Story: As an Admin, I want to configure platform backup settings so that data can be recovered in case of system failures.

- Acceptance Criteria:
  - Admin can set up and schedule regular backups.
  - Backup options include full and incremental backups.
  - Admin receives notifications of backup completion or failures.
  - Backup files are securely stored and accessible for restoration.

## **17. Access Controls**

User Story: As an Admin, I want to manage platform-wide access controls so that security and data protection are maintained effectively.

- Acceptance Criteria:
  - Admin can set access controls for different system components.
  - Admin can review and modify access control settings as needed.
  - Unauthorized access attempts are flagged and reported.
  - Only authorized admins can access the controls.