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Amazon.com User Stories

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User Stories

Login screen/page

As an end-user of Amazon.com, I want to log in to my account easily and securely so that I can access my saved information, view my order history, and confidently make purchases.

- The login process should be easy and intuitive, with clear instructions and prompts for entering email address and password.
- The login page should be secure and protected, with appropriate measures in place to prevent unauthorized access or hacking attempts.
- The login page should have the option to stay logged in if the user chooses to do so to avoid entering login information every time they visit the site.
- The login functionality should be quick and reliable, allowing users to access all features and benefits of Amazon.com with ease.
- In case of a forgotten password, there should be an option to reset it with a secure and user-friendly process.
- The system should have appropriate error messages to handle situations such as incorrect login credentials or account lockout.
- The login process should be accessible to users with disabilities, with appropriate accommodations for assistive technologies.
- The system should support multi-factor authentication for users who want to add an extra layer of security to their accounts.
- The login process should be compatible with devices and platforms like desktops, laptops, tablets, and mobile phones.
- The system should provide options for users to manage their account security settings, such as changing passwords or updating contact information.
- The system should have appropriate measures in place to protect user privacy and data security in accordance with applicable laws and regulations.

Search available products

I would like the search functionality on Amazon.com to be intuitive, efficient, and effective, allowing me to find the products I am looking for quickly.

- The search functionality should be easily accessible from the homepage, product page, and product listing page.
- The search bar should be prominently displayed on each page, with clear instructions for entering search terms.

- The search functionality should allow users to search for products by keyword, category, brand, or other relevant criteria.
- The search results should be displayed clearly and organized, with relevant information such as product name, image, price, and ratings.
- The search results should be relevant and accurate based on the user's search terms and other relevant criteria.
- The search functionality should provide suggestions and auto-complete options as the user types in their search terms to help them find what they are looking for more quickly.
- The search functionality should support advanced filtering and sorting options, such as by price, rating, or popularity, to help users narrow their search results.
- The search functionality should provide an easy way for users to refine their search, either by modifying their search terms or by applying additional filters or sorting options.
- The search functionality should be compatible with devices and platforms like desktops, laptops, tablets, and mobile phones.
- The search functionality should be quick and reliable, allowing users to easily find products without experiencing any delays or errors.
- The search functionality should have appropriate measures in place to protect user privacy and data security in accordance with applicable laws and regulations.

Browse products

As an end-user, I would like the 'Browse products' functionality on Amazon.com to meet the following user stories when browsing available products from the homepage, product page, and product listing page:

User story 1:

As a user, I want to find and browse the products I am interested in easily.

- The homepage should display a visually appealing product category menu that is easy to navigate and displays relevant categories and subcategories.
- The product listing page should display all available products for my selected category, with clear product images, titles, prices, ratings, and relevant product information.
- The search bar should allow me to enter keywords, phrases, or ASINs (Amazon Standard Identification Number) to search for products.

User story 2:

As a user, I want to filter and sort the product results based on my preferences.

- The product listing page should provide a filter and sort options that are clear, intuitive, and easy to use.
- The filter options should include relevant factors such as price, rating, popularity, and other relevant product characteristics.
- The sort options allow me to sort the products based on my preference, such as price, rating, or popularity.

User story 3:

As a user, I want to see all the relevant product details before making a purchase decision.

- The product listing page should display all relevant product details, including images, titles, prices, ratings, and other relevant product information.
- The product page should provide additional information about the product, including product features, dimensions, warranty information, and customer reviews.

User story 4:

As a user, I want a seamless and enjoyable shopping experience.

- The shopping cart should be clear and intuitive, displaying all added products and allowing me to edit, remove, or proceed to checkout easily.
- The website should load quickly and provide a smooth browsing experience without interruptions or errors.

View and select products

As a user, I want to easily view and select products on Amazon.com to make a purchase.

- On the homepage, I should be able to view recommended products based on my previous searches or purchases, with clear product images, titles, prices, ratings, and relevant product information.
- When I click on a recommended product or search for a specific product, I should be directed to the product listing page, which should display all available products for my selected category, with clear product images, titles, prices, ratings, and relevant product information.
- I should be able to use filters to refine my search results based on specific product attributes, such as price range, brand, color, or customer ratings.

- When I click on a product, I should be directed to the product description page, which should display all relevant product information, including product images, detailed descriptions, specifications, customer reviews, and ratings.
- On the product description page, I should be able to add the product to my cart, choose the quantity, and see the total price of my selection.
- If I continue browsing for other products, I should be able to easily navigate back to the product listing page or search for other products using the search bar.
- When I'm ready to checkout, I should be able to access my shopping cart from any page, see all the items I've selected, adjust quantities, remove items, and see the total cost of my order before checkout.
- During checkout, I should be guided through each step, including entering my shipping and billing information, selecting a shipping method, and reviewing my order summary before submitting my order.

Buy product now

I want to view and buy products easily from Amazon.com as a customer.

- The product listing and details pages should display all available products with clear product images, titles, prices, ratings, and relevant product information.
- The 'Buy Now' or 'Add to Cart' buttons should be prominently displayed on the product details page, product listing page, and suggested products section.
- The 'Buy Now' or 'Add to Cart' buttons should be easily accessible and clickable, preferably with a single click or tap.
- The 'Buy Now' or 'Add to Cart' buttons should add the selected product to the cart and display the cart summary with the option to proceed to checkout or continue shopping.
- The checkout process should be straightforward and easy to follow, with the option to select payment and shipping methods and review the order summary before purchasing.
- The purchase confirmation page should display the order details, expected delivery date, and order tracking information, if applicable.
- If applicable, the customer should receive a confirmation email with the order details, expected delivery date, and order tracking information.

Add product to cart

As a user, I want to add products to my cart and be able to checkout easily.

- There should be a visible "Add to Cart" button for each product on the product listing and product details pages.
- Clicking the "Add to Cart" button should add the product to the user's cart without redirecting the user to the cart page.

- The cart icon on the top right corner should update to show the number of items in the cart.
- The user should be able to view their cart by clicking the cart icon and see a list of all the items in their cart, along with the quantity and price of each item.
- The user should be able to update the number of items in the cart or remove items from the cart directly from the cart page.
- The cart page should display the subtotal, shipping cost, and total cost of the items in the cart.
- The cart page should display a clear and concise summary of the items in the cart, including the product name, price, quantity, and subtotal.
- The cart page should include a prominent "Checkout" button for users to proceed to checkout.
- The cart page should also include a "Continue Shopping" button to allow users to return to the product listing page.
- The cart page should display the total cost of the items, including the subtotal, shipping cost, and any applicable taxes.
- The user should be able to proceed to checkout from the cart page by clicking the "Proceed to Checkout" button.
- If the user is not Signed In, they should be prompted to log in or create an account to complete the checkout process, and their information should be pre-populated if they are already logged in.
- During checkout, the user should be asked to enter their shipping address, billing address, and payment information.
- The checkout page should display the total cost of the order, including taxes and shipping charges.
- Users should be able to add a gift message or special instructions for the order.
- The user should be able to review and confirm their order details before placing the order.

View current cart

As a user, I want to view the products I have added to my cart to review my purchases and proceed to checkout.

- The cart icon should be easily accessible and visible on all website pages.
- The cart icon should be prominently displayed on the website's top right-hand corner.
- Clicking on the cart icon should display the products added with clear product images, titles, prices, and quantities.
- The cart page should have a clear and simple layout, with each product displayed in a separate row with its image, title, price, and quantity.

- The user should be able to remove products from the cart or change the quantity of the products.
- The total cost of the items in the cart should be displayed clearly, along with any applicable taxes or shipping charges.
- The user should be able to proceed to checkout directly from the cart page, and the 'Proceed to checkout' button should be clearly visible and accessible.

Proceed to checkout

As a user, I want to easily add the products I am interested in into my cart and proceed to the checkout page.

- The 'Add to Cart' button should be prominently displayed on the product details and listing pages.
- After adding a product to the cart, the user should be immediately redirected to the cart page where they can view the products in their cart.
- The cart page should display all products in the cart, along with their images, titles, prices, and quantities. Users should be able to update the quantity of each item or remove them from the cart.
- The cart page should also display the order's subtotal, tax, shipping, and total costs.
- The 'Proceed to checkout' button should be clearly visible on the cart page, and clicking it should redirect the user to the checkout page.
- The checkout page should display all items in the cart, the shipping address, payment options, and the order summary.
- The user should be able to select a shipping option and enter their payment details.
- The checkout page should display the order total, including taxes and shipping costs.
- The checkout page should have a progress bar indicating the user's steps and the steps they still need to complete.
- The user should be able to review their order and make any necessary changes before confirming their purchase.
- Once the user has confirmed their purchase, they should be directed to an order confirmation page with details of their order.

Provide delivery method

As an online shopper on Amazon.com, I want to select a delivery method for my products during the checkout process so that I can receive my items promptly and conveniently.


- As a shopper, I search for a product on Amazon.com and add it to my cart from the product details or product listing pages.
- I click the cart icon to view my cart and proceed to checkout.

- I am directed to the checkout page, where I can see a summary of my cart items and a section for delivery methods.
- The delivery method section should be clearly visible on the checkout page and easy to navigate.
- I can choose from the available delivery options, including standard, expedited, or same-day delivery.
- The available delivery options should be clearly displayed, with estimated delivery dates and shipping costs.
- I can also see each option's estimated delivery date and shipping cost.
- The estimated delivery date should be accurate and updated based on selected options.
- I select my preferred delivery method and proceed to payment.
- The system should be able to handle different delivery methods and shipping addresses for each item in the cart.
- I am directed to the payment page to enter my payment information and complete my order.
- The payment process should be secure and user-friendly.
- The system should provide shoppers with confirmation of their selected delivery method and an estimated delivery date after the payment is completed.

Review order status

As a customer, I want to review the status of my orders to know when to expect them.

- I navigate to the Amazon.com website and browse the available products.
- I select a product from the product details or listing page and add it to my cart.
- I proceed to the checkout page from the cart page.
- I provide my delivery address and choose a method on the checkout page.
- I review my order details, including the delivery date and estimated arrival time, before placing the order.
- After placing the order, I navigate to the 'Orders' section on the Amazon.com website.
- The 'Orders' section should be easily accessible from the Amazon.com homepage.
- The user should be able to view the status of their order and track the shipment by clicking on the order number.
- I can view the status of my order and track the shipment by clicking on the order number.
- The order details should include the delivery date and estimated arrival time.
- The user should be able to contact customer support for any issues with their order.
- The order status should be updated in real-time and reflect any changes in the shipment status.

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- The user interface should be intuitive and user-friendly, with clear instructions for reviewing the order status.
 - If there are any issues with my order, I can contact Amazon.com customer support for assistance.