

# Assessment Task

Client wants to build an ecommerce portal for sports equipment, he wants to give the customers a great product experience along with smooth onboarding process to vendors on his platform.

## Solution:

### 1. Major Features for the Ecommerce Portal

#### For End Customers (Customer Portal):

1. **Product Browsing:** Allow customers to view detailed product descriptions, images, and reviews.
2. **Search and Filter:** Enable customers to search for specific products and filter them by categories, price, ratings, and brands.
3. **Personalized Recommendations:** Provide suggestions based on customer preferences and browsing history.
4. **Smooth Checkout Process:** Streamline cart, address entry, and payment gateway for quick purchases.
5. **Order Tracking:** Allow customers to track their orders in real-time.
6. **Wishlist and Favorites:** Let customers save items for later purchase.
7. **Customer Support:** Include chat support, FAQs, and help sections for easy problem resolution.

#### For Vendors (Vendor Portal):

1. **Registration and Verification:** A process to collect vendor details (business name, contact info, tax ID, etc.) and verify them.
2. **Product Management:** Provide options to upload, update, and manage product listings (photos, descriptions, pricing).
3. **Inventory Tracking:** Let vendors track stock availability in real-time.
4. **Order Management:** Show order details, statuses, and allow for updates (like shipping confirmations).
5. **Analytics Dashboard:** Display sales reports, product performance, and earnings summary.
6. **Support Tools:** Include chat support or ticketing system for vendor assistance.

## 2. User Journey for Onboarding

### Customer Onboarding:

1. **Visit Website/App:** The user lands on the homepage or downloads the app.
2. **Sign-Up:** The customer signs up using an email, phone number, or social media account.
3. **Browse Products:** Customers start exploring categories and searching for products.
4. **Personalization:** Based on preferences or history, recommendations appear on their dashboard.
5. **Checkout:** After selecting products, they add them to the cart, input delivery details, and make payment.
6. **Order Confirmation:** Receive confirmation of the order and estimated delivery date.

### Vendor Onboarding:

1. **Visit Vendor Registration Page:** The vendor accesses the vendor portal.
2. **Account Creation:** Fill out business details like name, type, address, and tax information.
3. **Verification:** Submit required documents for verification (ID proof, business license).
4. **Dashboard Access:** Upon approval, the vendor accesses the dashboard.
5. **Product Listing:** Add product details (photos, descriptions, prices, stock info).
6. **Go Live:** Products are published, and vendors can start selling on the platform.
7. **Order Fulfillment:** Vendors track and fulfill orders as they come in.