

Project Design Phase-II

Technology Stack (Architecture & Stack)

Date	20-06-2025
Team ID	LTVIP2025TMID21133
Project Name	ShopEZ : One-Stop Shop For Online Purchases
Maximum Marks	4

Customer Journey Map - ShopeZ WepApp

Steps	Experience	Flow	Interactions	Digital Touchpoints & Places	People
Visit ShopeZ WebApp for groceries	Enters ShopeZ and explores categories	ShopeZ WebApp	ShopeZ-Web App	User Interface (Web/Mobile)	General Shopper
Adds items to cart	Registers/Login start- adding items	Product cards add to Cart	Checkout Page	UI, Seller Panel	Time-sensitive Customer
Proceeds to checkout	Proceeds and confirms	Payment-via Razorpay	Payment via Razorpay Order Confirmation	Razorpay UI, Email/SMS Notification	Decision Shopper
Successful order confirmation	Smooth UI and optimistic coupon	Tracking and delivery notification	Tracking updates delivery notification	Cloud Communication APIs	Voice-enabled Busy Professionals

Goals & Motivations	Pain Points	Areas of Opportunity
<p>Quickly browse and purchase groceries "</p> <p>Avoid stockouts, delays, or failed orders."</p> <p>Enjoy seamless, responsive, and user friendly experience"</p>	<ul style="list-style-type: none">• Minor delays in product update from sellers• Checkout lead time during peak hours• Need for personalized suggestions & better delivery estimates	<ul style="list-style-type: none">• Real-time inventory sync between sellers and ShopeZ• Smart product suggestions based on past behavior• Rich, timely notifications via in-app and email/SMS• Live delivery tracking using Google Maps API