**Final Project: AI-Powered E-Commerce Checkout System**

**Customer user stories**

1. As a returning customer, I want to save my payment and shipping details securely so that I can complete my checkout faster without having to re-enter information every time. This will save me time, especially when ordering frequently, and reduce the chances of input errors during payment.
2. As a mobile shopper, I want the address fields to auto-fill based on my previous orders or browser data so that I can quickly complete the form without typing everything manually. This ensures a faster and smoother checkout experience on small screens.
3. As a first-time buyer, I want the checkout to display all costs, including shipping and taxes, upfront so that I can make an informed decision before confirming my purchase and avoid surprises. This helps me trust the website more.
4. As a deal-focused user, I want to easily apply promo codes and see if they are valid immediately so that I can maximize discounts without wasting time or experiencing errors during checkout.
5. As a user with multiple saved addresses, I want to select one quickly during checkout so that I don’t have to re-enter shipping information, making the process faster and less prone to mistakes.
6. As a cautious buyer, I want visible trust indicators, like secure payment badges or encryption notices, so that I feel confident entering sensitive information and completing my order.
7. As a user in a hurry, I want a one-click add-to-cart and checkout option so that I can purchase items quickly without going through multiple screens. This reduces friction and improves my overall experience.
8. As a guest shopper, I want the option to checkout without creating an account so that I can complete my purchase immediately while still having the option to save information later.
9. As a mobile user, I want buttons and form fields to have sufficient size and spacing so that I can interact accurately without misclicks, especially on smaller screens.
10. As a user purchasing multiple items, I want a clear cart summary showing each item, price, and quantity so that I can verify my selections before finalizing payment.
11. As a frequent buyer, I want my loyalty points or rewards displayed during checkout so that I understand how much I can redeem and feel encouraged to continue shopping.
12. As a shopper with preferences, I want multiple payment methods available so that I can use the option that suits me best, whether it’s credit card, digital wallet, or cash on delivery.
13. As a user concerned about costs, I want all taxes, shipping, and additional fees displayed clearly before payment so that I can see the total cost and make informed decisions.
14. As a user who often shops in advance, I want the ability to save items in a wishlist or cart for later checkout so that I can organize my shopping and return without losing selections.
15. As a user with limited time, I want a visual progress bar or step indicator during checkout so that I know how many steps remain and can manage my time accordingly.
16. As a gift buyer, I want options for gift wrapping and adding notes during checkout so that I can send presents directly to recipients without extra effort.
17. As a user with accessibility needs, I want checkout pages to support screen readers and keyboard navigation so that I can complete my purchase independently.
18. As a shopper with a coupon code, I want immediate feedback on whether the code applies successfully or fails so that I can take action right away without guessing.
19. As a user planning delivery, I want estimated delivery dates displayed for each shipping option so that I can choose the one that fits my schedule.
20. As a shopper with multiple items, I want to easily remove or edit items in my cart during checkout so that my final order matches my intentions.
21. As a mobile user, I want the keyboard to automatically adapt to input types (numbers, emails, addresses) so that I can enter information quickly and without errors.
22. As a first-time shopper, I want tooltips or explanations for unfamiliar fields during checkout so that I can complete the form correctly without confusion.
23. As a user who values speed, I want a minimal and uncluttered checkout page so that I can complete purchases efficiently without distractions.
24. As a user redeeming gift cards, I want clear instructions on how to apply them so that I don’t make mistakes and ensure the card balance is correctly applied.
25. As a returning user who abandoned a previous cart, I want my cart saved across sessions so that I can continue shopping without starting over.
26. As a shopper, I want the order confirmation page to highlight key information (items, total cost, shipping address) so that I can be confident my order is correct.
27. As a user with a slow internet connection, I want checkout pages to load quickly and function reliably so that I can complete purchases without interruptions.
28. As a shopper, I want the ability to edit my shipping method during checkout so that I can select the option that is fastest or cheapest without restarting the process.
29. As a user experiencing a failed payment, I want clear error messages explaining what went wrong and how to fix it so that I can retry without frustration.
30. As a user who shops on multiple devices, I want my cart and session to sync across devices so that I can continue shopping seamlessly on desktop or mobile.