|  |  |
| --- | --- |
| Task: Create customer accounts | |
| Purpose: | Create account for customer, personalize customer experience |
| Trigger/Precondition | New user registration, have never log in before |
| Frequency | Variable, relying on online store traffic or marketing campaign |
| Critical | Strong password  Unique Email |
| Work Area | Front-end of the Webpage |
| Sub-Task | Example Solution |
| 1. Enter personal information   **Problem:** User submit wrong formatted input or incomplete data | * **The system will provide real-time invalid notation for wrong formatted data** * Before any submission, the system will explicitly points out all the error of all fields |
| 1. Enter password   **Problem:** User choose weak password | * **The system will list all the requirements to create strong password (Uppercase and special symbols)** * The system will create a real-time warning if the password is easy to guess or too short. |
| Variant | |
| 1a. User register using social media account | * The system will provide option for social media registration |
| 1b. User is one of the organization members or an employee | * The system will have a option to put the security code of the store or company email wich is already apporved |

|  |  |
| --- | --- |
| Task: Browsing store catalouge | |
| Purpose: | * Explore available products, comparation among products * Identify the interest of users |
| Trigger/Precondition | A user go through the store’s website and choosing the catalogue page |
| Frequency | High, this task will be the initial tasks for many next tasks like adding products to cart or making payment |
| Critical | Categories of product should be easy to navigate  Accurate information of products |
| Work Area | Front-end of the Webpage |
| Sub-Task | Example Solution |
| 1. Acess the catalogue   **Problem:** The page of catalogue response slowly | * The system will provide the efficient permission for user to access the catalogue * The system will be implemented efficiently and should respond under 200ms |
| 1. Products searching and navigating | * The search results will be precisely even some input is misspell (type “samsun” but the result still return “samsung” |
| 1. View product listing   **Problem:** Small image, not enough product information | * The system will list all the available products in order and can specify by user (price, categories, sale performance) * All the products will have 3 main information (name, main 300x300 pixel image, price) |
| Variant | |
| 2a. User wants to search for product but does not have a particular word to search | * The search will also return related results with the input from user |
| 3a. One product in listing is already sold out or out of stock | * The system will display clearly the state “Out of stock” or “Sold out” right on the image of product with a red or noticable color |