

## **Scenarios for E-Commerce Groceries Website :**

### **Scenario For Browsing Products:**

- The user opens the app/website and lands on the homepage.
- They notice a "Product Categories" section and decide to explore it.
- Clicking on the "Product Categories" link, they are presented with a list of categories like Groceries.
- Within the Groceries category, they see various options such as breakfast specials, dairy products, and fruits.
- Interested in breakfast specials, they click on the "Breakfast Specials" subcategory.
- A list of breakfast items, including cereals, bread, and jams, is displayed.
- They scroll through the list and click on a box of their favorite cereal.
- This action takes them to a detailed product page where they can view the cereal's name, description, price, and customer reviews.
- After reviewing the product details, the user decides to add the cereal to their cart for potential purchase.

### **Scenario: Checkout and Payment Process :**

- The user has added items to their shopping cart and is ready to proceed with the checkout process.
- They click on the "Begin Checkout" or "Proceed to Checkout" button in the shopping cart.
- The user is directed to a new page where they are prompted to enter their shipping information.
- They provide their shipping details, including their name, address, and contact information.
- After entering the shipping information, the user is asked to provide billing information.
- They enter their billing details, which typically includes the payment card number, expiration date, and security code.
- The user reviews the order summary to ensure that all the items, quantities, and prices are accurate.
- They then select a payment method. The options typically include credit/debit card, PayPal, or other payment gateways.
- The user chooses to pay with their credit card and enters the necessary card details.
- After verifying the payment information, they click on the "Pay" or "Place Order" button to complete the transaction.
- The system processes the payment, and the user receives a payment confirmation on the screen.
- Simultaneously, the user receives an email confirmation of their order with details of the items purchased, the total cost, and the shipping address.
- The confirmation email also provides an estimated delivery date and a link to track the order's status.

### **Scenario: Product Viewing and Management:**

- The user opens the online grocery store app or website and lands on the homepage.
- They explore the available product categories on the homepage, including "Breakfast Specials," "Dairy Products," and "Fruits."
- Interested in breakfast items, they click on the "Breakfast Specials" category to view products within that category.
- Inside the "Breakfast Specials" category, they find a variety of breakfast options, including cereals, bread, and jams.
- The user selects a box of their preferred cereal to view its details.
- This action takes them to a detailed product page, where they can see the cereal's name, description, price, and other relevant information.
- Deciding to add the cereal to their shopping cart, they click the "Add to Cart" button.
- They return to the product listings and continue browsing within the "Breakfast Specials" category, adding items like bread and jams to their cart.
- The user then decides to explore the "Dairy Products" category and clicks on it.
- Inside the "Dairy Products" category, they find a selection of dairy items, such as milk, cheese, and yogurt.
- The user selects a gallon of milk to view its product details.
- They click the "Add to Cart" button to include the milk in their cart.
- Returning to the product listings, they continue shopping within the "Dairy Products" category and add cheese and yogurt to their cart as well.
- The user decides to review the contents of their cart before proceeding.
- In the cart, they can see a summary of the selected items, quantities, and the total cost. They have the option to remove a product from the cart if needed.
- After confirming their cart's accuracy, they choose to proceed to the checkout process by clicking the "Proceed to Checkout" button.
- The system guides them through the checkout steps, including entering shipping and billing information, selecting a payment method, and confirming the order.
- At any point, they can choose to continue shopping by clicking the "Continue Shopping" option if they wish to add more items to their cart in any of the categories.

### **Scenario: Search and Filter Functionality :**

- The user opens the online grocery store app or website and arrives on the homepage.
- They are looking for a specific product, so they use the search bar provided on the page.
- In the search bar, they enter a search term, for instance, "cereal," and initiate the search.
- The system processes the search query and presents a list of products that match the keyword "cereal" within the "Breakfast Specials" category.
- The user can see various cereal options from different brands.
- To refine their search and find a specific type of cereal, they use filters on the search results page. They choose filters like "Brand" and "Price Range."
- The user selects the "Brand: ABC Cereals" filter and sets a "Price Range: \$3 - \$5."
- The search results now show only cereals from the "ABC Cereals" brand within the specified price range.
- They browse through the filtered results and click on a particular cereal.
- Clicking on the cereal takes them to a detailed product page, displaying the product's name, description, price, and nutritional information.
- After reviewing the product details, the user decides to return to the search results by clicking the "Back to Search Results" button.
- Back on the search results page, they decide to refine their search even further. They add more filters, such as "Flavor" and "Size."
- The user selects "Flavor: Honey Nut" and "Size: 16 oz."
- The search results now display only cereals with these specific attributes.
- They continue to explore the refined results and may click on another cereal for more details or choose to add it to their cart.

### **Scenario: User Registration and Login Process :**

- The user launches the app/website and arrives on the initial screen.
- They are presented with two options: "Login" or "Register," as they do not have an account yet.
- The user decides to create a new account and clicks on the "Register" button.
- They are directed to a registration page where they need to enter their personal information, including their email address, password and confirm password.
- After providing the required details, they click the "Register" or "Create Account" button.
- The system processes the information and checks for any errors in the registration form. If there are no errors, the account is successfully created.
- A confirmation message appears, informing the user that their account has been created, and they are now registered.
- The user is then automatically logged in to their newly created account.
- They are redirected to their user dashboard or the homepage.
- In subsequent visits, when the user returns to the app/website, they can now choose to "Login."
- The user clicks on the "Login" option.
- They are prompted to enter their registered email address and password.
- After entering their login credentials, they click the "Login" button.
- The system verifies the credentials, and if they are correct, the user is logged into their account.
- They are redirected to their user dashboard or the homepage as a logged-in user.

