**Flipkart application user story & acceptance criteria:**

**User Registration:**

As a new user, I want to register for an account on the Flipkart app using my email address or phone number, So that I can start shopping and accessing other features.

**Acceptance Criteria:**

The registration form should include fields for email address or phone number and password.

Upon successful registration, a verification email or SMS should be sent to the provided email address or phone number.

The user should be able to log in using the registered credentials.

**Product Browsing:**

As a shopper, I want to browse through various product categories on the Flipkart app, So that I can discover items I'm interested in purchasing.

**Acceptance Criteria:**

The app should display a variety of product categories on the home screen.

Each category should lead to a page showing products within that category.

Products should be displayed with images, names, and prices.

**Product Search:**

As a shopper, I want to search for specific products on the Flipkart app using keywords or filters,

So that I can quickly find what I'm looking for.

**Acceptance Criteria:**

The search bar should allow users to enter keywords.

Search results should be displayed in real-time as the user types.

Users should be able to apply filters to refine their search results.

**Product Details:**

As a shopper, I want to view detailed information about a product on the Flipkart app,

So that I can make an informed purchasing decision.

**Acceptance Criteria:**

The product detail page should display images, name, price, description, specifications, and customer reviews.

Users should be able to zoom in on product images for a closer look.

Customer reviews should be displayed with ratings and comments.

**Adding to Cart:**

As a shopper, I want to add items to my cart on the Flipkart app,

So that I can keep track of the products I intend to purchase and proceed to checkout later.

**Acceptance Criteria:**

Each product should have an "Add to Cart" button on its detail page.

Users should see a confirmation message when an item is successfully added to the cart.

The cart icon should display the total number of items currently in the cart.

**Cart Management:**

As a shopper, I want to be able to manage my cart on the Flipkart app by adding, removing, or modifying items,

So that I can finalize my purchase with the desired products.

**Acceptance Criteria:**

Users should be able to view their cart contents and adjust quantities or remove items.

Changes made to the cart should be reflected immediately.

The cart should display the subtotal and total price of all items.

**Checkout Process:**

As a shopper, I want to proceed to checkout on the Flipkart app with my selected items, enter shipping and payment details, and complete my purchase securely and efficiently.

**Acceptance Criteria:**

The checkout process should include steps for shipping address, shipping method, payment method, and order review.

Users should be able to save multiple shipping addresses and select one during checkout.

Payment options should include credit/debit card, net banking, UPI, and cash on delivery.

**Order Tracking:**

As a shopper, I want to track the status of my orders on the Flipkart app,

So that I know when to expect my purchases.

**Acceptance Criteria:**

Users should be able to view their order history and track the status of each order.

Order status updates should include processing, shipped, out for delivery, and delivered.

**Account Management:**

As a user, I want to be able to manage my account settings on the Flipkart app,

So that I can update my personal information and review past orders.

**Acceptance Criteria:**

Users should be able to edit their profile information, including name, email, phone number, and password.

Order history should display details such as order date, items purchased, and order status.

**Customer Support:**

As a user, I want to have access to customer support services on the Flipkart app,

So that I can get assistance with any issues or questions I have regarding my shopping experience.

**Acceptance Criteria:**

The app should provide access to customer support options such as FAQs, live chat, and email support.

Response times for customer inquiries should be within a reasonable timeframe.