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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **USER** | **login page** | **search** | **research** | **checkout** | **confirm order& shipping address** | **order confirmation** | **tracking details** | **order delivery** |
| **user1 issue with create new account** | **new customer: -** \*downloaded the app from play store \*open the app and click on create new account \*enter the name, mobile number, email, password. \*It shows email already exist \*user changed the email and try to login \*user face issue with password strength and after changing password \*user successfully logged in | Search for the product that user wish to order | compare the product cost and discount provided with  another similar product and  ratings provided by the customer | selected the product User wants to order | confirmed the order and  shipping address that was provided by the user | done with payment and  confirmed order | tracking details were received to mobile and mail | product delivered  on time and User was satisfied with the product |
| **user 2** **Issue with password during login** | **Existing customer: -** \*Incorrect password  \* Forget password - user should receive a verification link to the mail that was linked \*User reset Password from the link received, login was successful | Search for the product that user wish to order | compare the product cost and discount provided with  another similar product and  ratings provided by the cudtomer | selected the product User wants to order | confirmed the order and  shipping address that was provided by the user | done with payment and  confirmed order | tracking details were received to mobile and mail | product delivered  on time and User was satisfied with the product |
| **user3** **issue with order confirmation** | user successfully login | Search for the product that user wish to order | compare the product cost and discount provided with  another similar product and  ratings provided by the customer | selected the product User wants to order | confirmed the order and  shipping address that was provided by the user | after payment **order was not confirmed** and **money has debited** from account | no response from the customer support executives | order was not placed |
| **user4 issue with order discount and  tracking details** | user successfully login | Search for the product that user wish to order | compare the product cost and discount provided with  another similar product and  ratings provided by the customer | selected the product User wants to order | confirmed the order and  shipping address that was provided by the user | done with payment and  confirmed order **Promo code didn’t work and user didn’t get a discount as expected** | **NO SHIPPING NOTIFICATION  FROM THE VENDOR** | product ordered was cancelled by the user |
| **user5 issue with prime account user order** | user successfully login | Search for the product that user wish to order | compare the product cost and discount provided with  another similar product and  ratings provided by the customer | selected the product User wants to order | **during confirmation of order delivery charges were charged and delivery time was too long** | not done with payment and  cancelled order | No tracking details | Not ordered the product |
| **user6 issue with app update** | user successfully login | **after update it takes long  time to open the home screen** | **if user use sort by low to high it didn’t show properly** | selected the product User wants to order | confirmed the order and  shipping address that was provided by the user | done with payment and  confirmed order | **for tracking details, the app interface has changed and found difficult for tracking** | product delivered  on time and User was satisfied with the product |