E-Commerce Website

An e-commerce website is one that allows people to buy and sell physical goods, services, and digital products over the internet rather than at a brick-and-mortar location. Through an e-commerce website, a business can process orders, accept payments, manage shipping and logistics, and provide customer service.

Requirements.

- ➤ **User-friendly interface:** The website should have a clean and easy-to-navigate design that enables customers to find what they are looking for quickly.
- ➤ **Product catalog:** The website should have a well-organized product catalog that displays products with their names, descriptions, prices, and images.
- ➤ **Shopping cart:** The website should have a shopping cart feature that enables customers to add items to their cart and checkout when they are ready to purchase.
- ➤ **Payment gateway:** The website should have a secure payment gateway that accepts various payment methods such as credit cards, PayPal, or online banking.
- ➤ **Order management system:** The website should have an order management system that allows businesses to track and manage their orders, process payments, and update customers about their order status.
- ➤ **Customer account management:** The website should have a customer account management system that allows customers to create accounts, manage their orders, and view their order history.
- ➤ **Search engine optimization (SEO):** The website should be optimized for search engines to improve its visibility and attract more organic traffic.
- ➤ **Security:** The website should have robust security measures in place to protect sensitive customer information and prevent fraud.
- ➤ **Mobile responsiveness:** The website should be optimized for mobile devices to provide a seamless user experience on smartphones and tablets.
- ➤ **Customer support**: The website should have a customer support system in place, such as a chatbot or live chat, to help customers with their queries and concerns
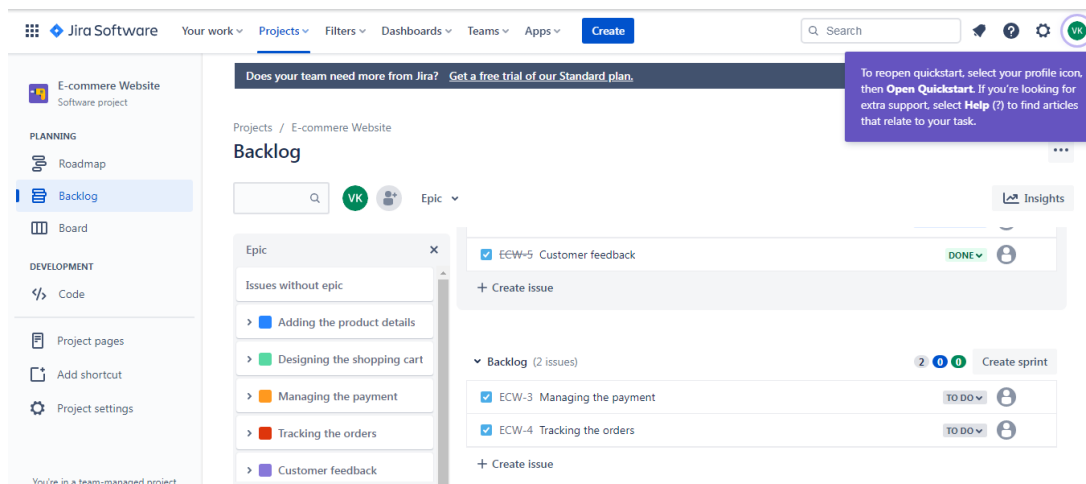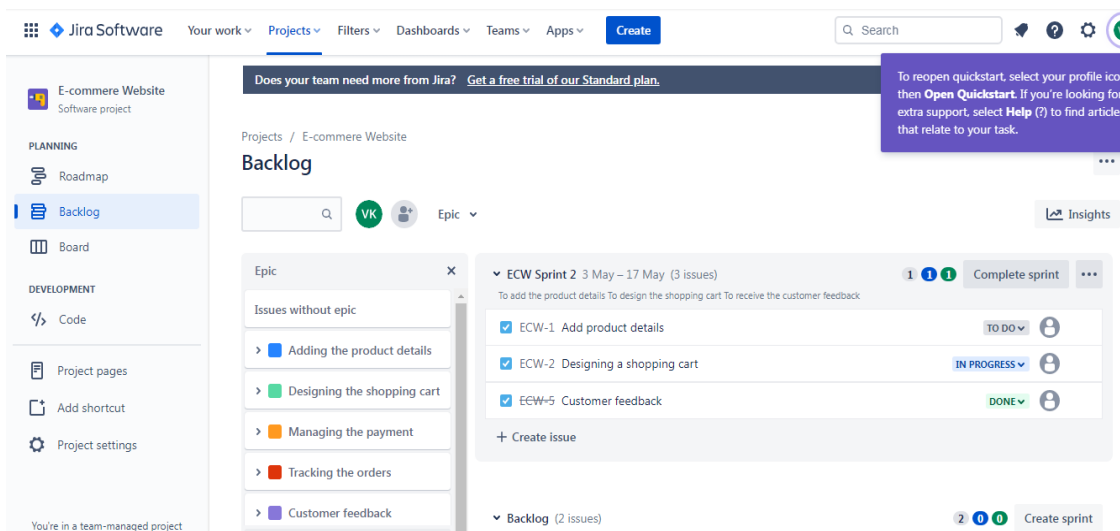
Risks:

➢ **Fraudulent activities:** E-commerce websites are often targeted by scammers who use stolen credit card information or other illegal means to make purchases or gain access to sensitive data.

➢ **Payment processing issues:** Payment processing can be a challenge, with issues related to chargebacks, refunds, and payment gateway integration that can impact the business's finances.

➢ **Shipping and logistics problems:** Shipping and logistics can be complicated, with issues related to product delivery, inventory management, and customer support.

➢ **Compliance and legal issues:** E-commerce websites must comply with various laws and regulations related to data privacy, consumer protection, and online marketing, which can be challenging for businesses to navigate.

Configure JIRA for managing the project to solve the identified problem.

➢ STEP 1: Click on the project button – Your created projects will be displayed
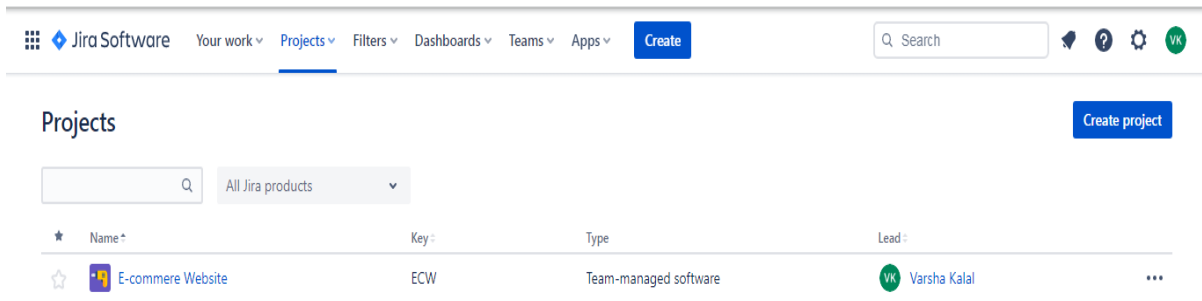
➢ STEP 2: Click on Backlog button and create an issue in backlog. Drag the issues from backlog to sprint.

➢ STEP 3: Click on Board and drag the issues to its respective fields.

➢ STEP 4: Click on Roadmap and create the Epic and child processes.

➢ STEP 5: Share the Project to the users.

UML Diagram

Use case diagram

E-Commerce with eCRM System Use Case Diagram

Customer

Register online

Search product

Add new products

Staff

Place order

Reply feedback

Post Feedback

Chat Online

Respond to chat

Track Delivery

Admin

Add New Staff

View Report
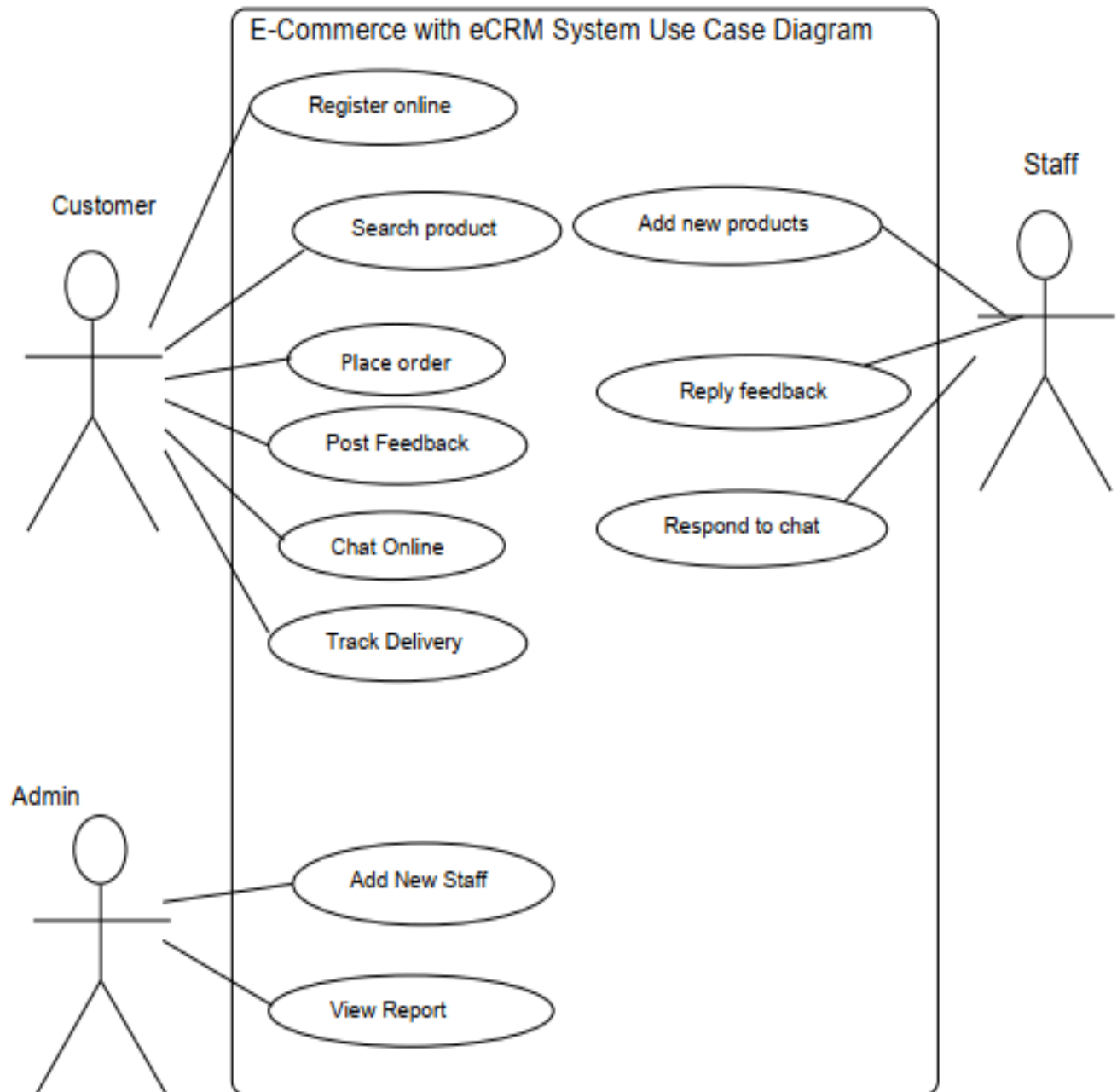
User Stories:

Title: Product Details	Priority: High	Estimate:2
User story – customer As a customer, of E-commerce website I want to be able to easily search and find products that I am interested in purchasing, So that I can quickly find what I need and make a purchase.		
Acceptance criteria: Given that search bar should be functional and return relevant results based on user search terms When the search results are entered Then it will be easy to Navigate and filter		

Title: Product Details	Priority: High	Estimate:2
User story – seller As a seller, of E-commerce website I want to be able to list my products easily and manage my inventory efficiently So that I can increase sales and grow my business		
Acceptance criteria: Given that the website should allow to manage inventory When they manage the inventory, Then it will be easy to set stock levels for each product.		

Title: Product Details	**Priority: High**	**Estimate:2**
User story – Administrator As an administrator of E-commerce website I want to ensure that the website is efficient So that it can handle high volumes of traffic		
Acceptance criteria: Given that website should be able to Handle high volumes of traffic without crashing When the website is optimized for faster loading times Then the website is monitored and optimized as needed		

Title: Product Details	**Priority: High**	**Estimate:2**
User story –Owner As an Owner of E-commerce website I want to ensure that the customers have a smooth and secure checkout process So that it can be easy and safe to use the website		
Acceptance criteria: Given that website should offer with a smooth and secure checkout process When they pay through multiple payment options Then the customers will be safe with their Bank security		

Test plan suite for above user stories using jira

Step 1: Install Zephyr Scale – Test Management for Jira.

Step 2: Create Test Suite (case) for your project

Step 3: Add the details for your test suite.(case)

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