**User-Facing Stories – E-commerce App**

**🔐 Registration & Login**

1. **As a new user, I want to register using my email so I can create an account.**
2. **As a new user, I want to register using my Google account.**
3. **As a returning user, I want to log in using my email and password.**
4. **As a logged-in user, I want to log out securely.**

**🛍️ Browse & Discover Products**

1. **As a user, I want to browse products by category (e.g., clothing, electronics).**
2. **As a user, I want to filter products by brand, price, rating, etc.**
3. **As a user, I want to sort products by price, popularity, or newest.**
4. **As a user, I want to view detailed product info (name, price, description, images).**

**🔎 Search**

1. **As a user, I want to search for products by name.**

**🛒 Shopping Cart**

1. **As a user, I want to add products to my cart.**
2. **As a user, I want to update the quantity of items in my cart.**
3. **As a user, I want to remove items from my cart.**
4. **As a user, I want to see the total cost of items in my cart.**

**💳 Checkout & Payment**

1. **As a user, I want to provide my shipping address during checkout.**
2. **As a user, I want to select "Cash on Delivery" as my payment method.**
3. **As a user, I want to review my order summary before placing the order.**
4. **As a user, I want to receive order confirmation after checkout.**

**📦 Order Tracking**

1. **As a user, I want to see my order status (Processing, Shipped, Delivered).**
2. **As a user, I want to view my order history and details.**

**❤️ Wishlist**

1. **As a user, I want to add products to my wishlist for future reference.**
2. **As a user, I want to view all items in my wishlist.**

**🛠️ Admin Panel Stories**

**🔐 Admin Authentication**

1. **As an admin, I want to log in securely to access the admin panel.**
2. **As an admin, I want to log out to secure the panel.**

**📦 Product Management**

1. **As an admin, I want to add new products with all details.**
2. **As an admin, I want to edit existing product information.**
3. **As an admin, I want to delete a product.**

**📦 Order Management**

1. **As an admin, I want to view all customer orders in a list.**
2. **As an admin, I want to change the status of an order.**
3. **As an admin, I want to process refunds or cancellations.**

**👥 User Management**

1. **As an admin, I want to view all registered users.**
2. **As an admin, I want to block or unblock a user.**
3. **As an admin, I want to send messages or notifications to users.**

**📊 Reports & Analytics**

1. **As an admin, I want to see sales reports.**
2. **As an admin, I want to track best-selling products.**

**🎟️ Discounts & Coupons**

1. **As an admin, I want to create coupon codes with expiry dates.**
2. **As an admin, I want to view usage stats for each coupon.**
3. **As an admin, I want to disable expired or inactive coupons.**

**💬 Customer Support**

1. **As a user, I want to chat with an admin for support.**
2. **As an admin, I want to reply to user queries via live chat.**