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| Swag Labs |
| SWAG LABS – saucedemo.com |
| Business Requirements |

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| Milena Tsonkova  10-10-2024 |

**Change log**

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| **Date** | **Change** | **Author** |
| 10/10/2024 | Document created. | Chat GPT |
| 10/11/2024 | Added title page and Change log section. Commented on N/A Business Requirements. | Milena Tsonkova |
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**1. User Login and Authentication**

**Business Scenario:**  
A customer visits the e-commerce website and attempts to log in using their credentials. The system must validate the credentials and grant access to the user's account.

**Steps:**

* User enters their username and password on the login page.
* If the credentials are valid, the user is redirected to the products page.
* If the credentials are invalid, an error message is displayed, prompting the user to retry.

**Success Criteria:**

* User is able to log in with valid credentials and navigate to the products page.
* If credentials are incorrect, an appropriate error message is displayed (e.g., "Username and password do not match").

**2. Browsing and Filtering Products**

**Business Scenario:**  
A customer wants to browse available products and filter them by various criteria, such as price, name, or popularity.

**Steps:**

* User navigates to the products page after logging in.
* The products are displayed with details like image, name, price, and description.
* The user can apply sorting or filtering options (e.g., "Sort by price - low to high").
* The user selects a product to view additional details.

**Success Criteria:**

* Products are displayed correctly with all required details.
* Filtering and sorting work as expected, showing relevant results in real time.

**3. Adding Products to Cart**

**Business Scenario:**  
A customer browses the product catalog and adds one or more items to their shopping cart.

**Steps:**

* User clicks on the “Add to Cart” button next to the desired product.
* The item is added to the cart, and the cart icon reflects the updated number of items.
* The user can add multiple items and view their updated cart.

**Success Criteria:**

* Items are correctly added to the cart, and the cart icon reflects the updated number of products.
* User can continue adding or removing items as needed.

**4. Viewing the Shopping Cart**

**Business Scenario:**  
A customer wishes to view their shopping cart to review the selected products before proceeding to checkout.

**Steps:**

* User clicks the shopping cart icon to view the cart.
* The shopping cart page displays a list of all added products, including the name, quantity, price, and a subtotal.
* The user can remove items from the cart or change the quantity.

User cannot change the item quantity in <https://www.saucedemo.com/> as per desin.

* A "Checkout" button is available to proceed with the purchase.

**Success Criteria:**

* All items added to the cart are displayed accurately with correct price and subtotal.
* User can modify the cart by removing or changing quantities.
* "Checkout" button functions and leads to the checkout page.

**5. Checkout Process – Customer Information**

**Business Scenario:**  
A customer initiates the checkout process by providing their shipping and billing information.

**Steps:**

* After clicking “Checkout” from the cart, the user is prompted to enter their information, including first name, last name, and postal code.
* The user submits the information by clicking “Continue.”

**Success Criteria:**

* All mandatory fields must be completed.
* If a required field is left blank, an error message is displayed.
* Upon successful form submission, the user is taken to the next step in the checkout process (order overview).

**6. Checkout Process – Order Overview**

**Business Scenario:**  
After entering shipping details, a customer views a summary of their order, including shipping details, selected products, prices, and total cost (including taxes or shipping fees if applicable).

**Steps:**

* The user is presented with an overview of their order before completing the purchase.
* They see a detailed breakdown of products, individual prices, and any additional costs (shipping, tax, etc.).
* The user reviews the details and clicks “Finish” to confirm the order.

**Success Criteria:**

* The order summary page accurately reflects the selected products, quantities, and prices.
* The total cost is calculated correctly, including any shipping or tax.
* User is able to confirm the order by clicking “Finish.”

**7. Order Confirmation**

**Business Scenario:**  
Once the order is confirmed, the customer is directed to an order confirmation page displaying a success message and the details of their purchase.

**Steps:**

* After clicking “Finish,” the user is redirected to the order confirmation page.
* The confirmation page includes a thank-you message, the order number, and a summary of the purchased items.
* The user has the option to navigate back to the products page or log out.

**Success Criteria:**

* The order confirmation page is displayed with accurate order details and a unique order number.
* The customer is able to navigate to other parts of the website after confirmation.

**8. Logging Out of the System**

**Business Scenario:**  
After completing the purchase, a customer wants to log out from their account.

**Steps:**

* The user clicks the "Menu" button to access account settings.
* The user selects "Logout" from the menu.
* The system logs the user out and redirects them back to the login page.

**Success Criteria:**

* The user is successfully logged out and redirected to the login page.
* No personal or session information remains visible.

**9. Handling Failed Payment or Insufficient Information – NOT APPLICABLE FOR THIS WEBSITE**

**Business Scenario:**  
During the checkout process, if there is a missing required field or an issue with payment, the system should provide a clear error message and prevent the order from being processed.

**Steps:**

* The user attempts to submit the checkout form without completing a required field (e.g., postal code).
* The system checks for missing information and displays an error message.
* The user is prompted to complete the form and resubmit.

**Success Criteria:**

* The system prevents incomplete orders and clearly displays error messages for missing information.
* Once the user resolves the issue, they can successfully proceed with the checkout.

**10. Handling Product Unavailability - NOT APPLICABLE FOR THIS WEBSITE**

**Business Scenario:**  
A customer tries to add a product to their cart, but the product is out of stock or no longer available.

**Steps:**

* User attempts to add an unavailable product to the cart.
* The system detects that the product is out of stock and displays an error or notification.
* The product cannot be added to the cart.

**Success Criteria:**

* Out-of-stock products cannot be added to the cart.
* The system provides a clear message informing the customer of the unavailability.