

# Project

⊕ Class type	Project
✓ Reviewed?	<input type="checkbox"/>

## Deliverable I

### Requirements elicitation: stakeholder roles, user stories, backlog planning.

#### 1. Stakeholder roles

Primary stakeholders:

- **Vendors (Business Owners):**
  - **Goals:** Create and manage listings for their products or services to gain visibility in the community.
  - **Needs:** Simple mobile-friendly form to add listings, image uploads, category selection, and contact options.
  - **Pain Points:** Complex registration processes, unclear approval rules, low visibility.
  - **Success Metric:** Ability to create and publish a listing in under 10 minutes.
- **Customers (Residents / Potential Clients):**
  - **Goals:** Easily find local services or shops and contact them directly.
  - **Needs:** Fast search, relevant filters (category, location, price), clear contact options.
  - **Pain Points:** Too many irrelevant results, outdated listings, hidden contact info.
  - **Success Metric:** Search results show relevant vendors in <1 second; ≥70% of users find what they search for.
- **Admin/Moderator:**
  - **Goals:** Maintain quality and trust of listings by approving or disabling content.
  - **Needs:** Dashboard for moderation, ability to edit categories, and view reports.
  - **Pain Points:** Too many manual approvals, unclear rejection reasons.

- **Success Metric:** Review and approve listings within 24 hours.

## 2. User Stories

- **Accounts & Authentication**

- 1. **Sign up & verify**

- *Story:* As a vendor, I want to create an account and verify my email so I can log in and manage listings.
    - *Acceptance Criteria:*
      - When I submit a valid email and password, I receive a verification email.
      - When I click the verification link, my account is marked verified and I can log in.

- 1. **Login/Logout**

- *Story:* As a user, I want to log in and log out securely so that my session is protected.
    - *Acceptance Criteria:*
      - Login form accepts only verified users.
      - Logout clears the session token and redirects to the homepage.

- 2. **Forgot Password**

- *Story:* As a user, I want to reset my password so I can recover my account if I forget it.
    - *Acceptance Criteria:*
      - Requesting a reset sends a time-limited email link.
      - Setting a new password requires confirmation and minimum complexity.

- **Vendor Listings**

- 1. **Create a listing**

- *Story:* As a vendor, I want to create a listing with title, category, description, price, and photo.
    - *Acceptance Criteria:*

- All required fields are validated before saving.
- Listing status = “draft” until published.
- Vendor can preview before submitting.

## 2. Publish a listing

- *Story:* As a vendor, I want to publish a listing for review so that it becomes visible to customers once approved.
- *Acceptance Criteria:*
  - Publishing changes status from “draft” → “pending\_review”.
  - Admin must approve before it appears on the public page.

## 3. Edit or delete a listing

- *Story:* As a vendor, I can update or remove my listings to keep them accurate.
- *Acceptance Criteria:*
  - Editing reverts the listing to “pending\_review”.
  - Deleting moves it to “archived” status, not permanently removed.

## 4. View listing analytics

- *Story:* As a vendor, I can view analytics on my listings so I can improve performance.
- *Acceptance Criteria:*
  - The vendor dashboard displays key metrics (e.g., views, clicks, inquiries) for each listing.
  - Analytics update automatically when listings receive new interactions.
  - The system summarizes data in simple charts or statistics visible only to the listing owner.

## • Search & Discovery

### 1. Keyword search

- *Story:* As a visitor, I want to search listings by keywords so that I can quickly find relevant businesses.
- *Acceptance Criteria:*

- Searching returns paginated results ranked by relevance.
- Search matches title, description, and tags.

## 2. Filter by category and location

- *Story:* As a user, I want to filter by category and location to narrow down results.
- *Acceptance Criteria:*
  - Selecting a category reloads the results in real-time (without full refresh).
  - Selected filters appear as removable “chips”.

## 3. Sort results

- *Story:* As a user, I can sort results by newest or most relevant to find updated listings.

## • Favorites & Interaction

### 1. Favorite listings

- *Story:* As a logged-in user, I want to favorite listings so I can view them later.
- *Acceptance Criteria:*
  - Heart icon toggles on/off and persists in the database.
  - “My Favorites” page lists all saved listings.

### 2. Send inquiry

- *Story:* As a customer, I want to contact vendors through a message form.
- *Acceptance Criteria:*
  - A message thread is created between user and vendor.
  - Vendor receives an email notification with the message content.

## • Admin & Moderation

### 1. Approve or disable listings

- *Story:* As an admin, I can approve or disable vendor listings.
- *Acceptance Criteria:*

- Approved listings become visible publicly.
- Disabled listings are hidden but remain stored in the database.

## 2. Manage categories

- *Story:* As an admin, I can add, rename, or delete categories.
- *Acceptance Criteria:*
  - All changes are reflected instantly in the vendor creation form.

## 3. Backlog Planning

### Epics Overview

Epic ID	Epic Title	Description
E1	Account & Authentication	Covers user registration, email verification, login, logout, and profile management.
E2	Vendor Listings	Enables vendors to create, edit, publish, and manage product or service listings.
E3	Search & Discovery	Allows visitors to search listings using keywords, categories, locations, and sorting options.
E4	Favorites & Interaction	Supports user engagement features such as inquiries, messaging, and saving favorite listings.
E5	Admin & Moderation	Provides admin tools for approving or disabling listings, and managing listing categories.

### User Story Overview

ID	Epic	User Story
US1	E1	As a <i>vendor</i> , I want to create an account and verify my email so I can log in and manage listings.
US2	E1	As a <i>user</i> , I want to log in and log out securely so that my session is protected.
US3	E1	As a <i>user</i> , I want to reset my password so I can recover my account if I forget it.

ID	Epic	User Story
US4	E2	As a <i>vendor</i> , I want to create a listing with title, category, description, price, and photo.
US5	E2	As a <i>vendor</i> , I want to publish a listing for review so that it becomes visible to customers once approved.
US6	E2	As a <i>vendor</i> , I can update or remove my listings to keep them accurate.
US7	E3	As a <i>visitor</i> , I want to search listings by keywords so that I can quickly find relevant businesses.
US8	E3	As a <i>user</i> , I want to filter by category and location to narrow down results.
US9	E3	As a <i>user</i> , I can sort results by newest or most relevant to find updated listings.
US10	E4	As a <i>logged-in user</i> , I want to favorite listings so I can view them later.
US11	E4	As a <i>customer</i> , I want to contact vendors through a message form.
US12	E5	As an <i>admin</i> , I can approve or disable vendor listings.
US13	E5	As an <i>admin</i> , I can add, rename, or delete categories.
US14	E2	As a <i>vendor</i> , I can view analytics on my listings so I can improve performance.

## MoSCoW Backlog Priority

Priority	Stories	Description
MUST	US1, US2, US4, US5, US7, US8, US12	Core features required for MVP functionality.
SHOULD	US3, US6, US10, US11, US13	Important enhancements that improve usability and completeness.
COULD	US9, US14	Optional or nice-to-have features for later iterations.
WON'T (this time)	Payment processing, booking system, vendor analytics dashboard.	Excluded from current phase (for later project stages).