

# E-commerce Platform Feature Breakdown

## 1. Customer Features (Frontend User)

### Account & Profile:

- Sign up / Log in (email, phone, social)
- Profile and address management
- Password reset

### Browsing & Search:

- Smart search bar with suggestions
- Product filters (price, brand, category)
- Product sorting (newest, price, rating)

### Product Interaction:

- Add to cart / wishlist
- View detailed product page
- Read/write reviews & ratings
- View similar/recommended products

### Checkout & Payment:

- Add/manage delivery addresses
- Apply coupons & gift cards
- Secure multiple payment options (UPI, cards, COD)
- View order summary before placing

### Post-Purchase:

- Order tracking & history
- Cancel/return/exchange
- Download invoice
- Contact customer support or chatbot

# E-commerce Platform Feature Breakdown

## 2. Admin Features (Website Owner/Manager)

### Dashboard & Reports:

- Overview of orders, users, revenue
- Sales analytics (daily/weekly/monthly)
- User activity logs

### Product & Inventory Management:

- Add/edit/delete products & categories
- Bulk product import/export
- Inventory alerts (low stock)

### Order & Transaction Management:

- View/manage all customer orders
- Refund processing
- Payment reconciliation

### User & Seller Management:

- Approve/ban users or vendors
- Set seller commissions or subscription plans
- Monitor seller performance

### Content & Promotions:

- Manage banners, offers, home page content
- Set discounts, flash sales, and coupons
- SEO tools (meta tags, URLs, etc.)

### Security & Settings:

- Role-based access control
- Manage site settings (currency, language, etc.)

## E-commerce Platform Feature Breakdown

- SSL and GDPR compliance

### 3. Seller/Vendor Features (for Multi-Vendor Platforms)

#### Vendor Dashboard:

- View orders, earnings, stock levels
- Sales performance graph

#### Product Management:

- Add/edit products and descriptions
- Set prices, discounts, shipping details
- Bulk upload option

#### Order Management:

- Process orders (accept, pack, ship)
- Update order status (shipped, delivered)
- Manage returns & refunds

#### Customer Interaction:

- Respond to product questions
- View customer reviews
- Send offers or coupons

#### Account Settings:

- Set shop profile, logo, banners
- Manage bank/payment details
- View payout history