**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

**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.)
* 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