Vendorlution Phase 3: Features, Personas, User Stories & Requirements

# 1. Features List

## Must Have Features

- User registration and authentication  
- Product listing for sellers  
- Cart & checkout system  
- Escrow payment mechanism (buyer must confirm delivery)  
- Buyer-seller chat functionality

## Should Have Features

- Product filtering and search system  
- Seller dashboard with performance analytics  
- Buyer profile management and order history  
- Product wishlist and ratings

## Could Have Features

- Notification system  
- Promotional banners for trending products  
- Multi-language support

# 2. Personas and Scenarios

## Persona 1: Thabo (Seller)

- Age: 28  
- Occupation: Small electronics vendor

### Scenario:

Thabo registers as a seller on Vendorlution. He uploads his products and begins to receive inquiries via the built-in chat feature. After a buyer purchases a Bluetooth speaker, the payment is held until the buyer confirms delivery. Once confirmed, Thabo receives the funds in his wallet.

## Persona 2: Ayesha (Buyer)

- Age: 21  
- Occupation: University student

### Scenario:

Ayesha logs in to Vendorlution to find a pair of wireless earphones. She browses the trending products and filters by category. After adding an item to the cart, she checks out. She receives a confirmation email and later confirms delivery.

## Persona 3: Kelly (Freelancer)

- Age: 34  
- Occupation: Graphic Designer

### Scenario:

Kelly uses Vendorlution to list her design services. She uses the dashboard to track visits to her profile and communicates with clients through the chat system before offering PayPal invoicing.

# 3. User Stories

- As a buyer, I want to filter and browse products by category so that I can find relevant items easily.

- As a buyer, I want to chat with sellers so that I can negotiate price or ask delivery questions.

- As a buyer, I want my payment to be held securely until I confirm delivery so that I don’t get scammed.

- As a seller, I want to list products easily so that I can showcase my offerings.

- As a seller, I want a dashboard to see my sales performance so that I can evaluate growth.

- As a user, I want to securely register and log in so that I can use the platform safely.

# 4. Feature to Requirements Mapping

## Feature: Escrow Payment

Functional Requirements:  
- Hold payment until buyer confirms receipt  
- Trigger payout after confirmation  
  
Non-Functional Requirements:  
- Payment should process within 5 seconds  
- Payment data must be encrypted

## Feature: Chat System

Functional Requirements:  
- Send/receive messages in real-time  
- Link messages to product context  
  
Non-Functional Requirements:  
- Chat history must load within 2 seconds  
- System must support 5000 concurrent users

## Feature: Product Listing & Management

Functional Requirements:  
- Sellers must add/edit/delete product listings  
  
Non-Functional Requirements:  
- Image uploads must not exceed 5 MB  
- Listings should save within 3 seconds