

User Stories Document - Safe Mode

Pandashop.md E-commerce Platform

Document Information

- **Project:** Pandashop.md User Stories (Safe Mode)
 - **Version:** 2.0
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 - **Author:** Business Analyst & QA Team
 - **Status:** Ready
 - **Testing Mode:** SAFE MODE - No real orders, No SMS testing
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Document Purpose

This document contains user stories for testing Pandashop.md safely. Each story has clear acceptance criteria that help create test cases. We will test all website features without creating real orders or using SMS services.

Safety Rules:

- No real order creation (stop at order review)
 - No SMS testing (email only)
 - No real payments (form testing only)
 - Safe test data only
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Epic 1: Product Search and Catalog

US-001: Product Search

As a customer

I want to search for products using keywords in Russian or Romanian

So that I can quickly find items I want to buy

Business Value: Help customers find products faster

Priority: High

Story Points: 8

Sprint: 1

Acceptance Criteria

AC-001.1: Basic Search Works

- **Given** I am on any page of the website
- **When** I type a search word in the search box
- **Then** I should see matching products in 2 seconds or less
- **And** the search word should show in the results page
- **And** at least 5 matching products should appear (if they exist)

AC-001.2: Search Suggestions

- **Given** I am typing in the search box
- **When** I have typed at least 3 letters
- **Then** I should see search suggestions dropdown
- **And** suggestions should match what I typed
- **And** I can click a suggestion to search for it

AC-001.3: Search in Both Languages

- **Given** the site language is Russian
- **When** I search for "телефон"
- **Then** I should see phone products
- **Given** the site language is Romanian
- **When** I search for "telefon"
- **Then** I should see the same phone products

AC-001.4: Search Results Look Good

- **Given** I have searched for something
- **When** the results page loads
- **Then** each product should show:
 - Product photo
 - Product name
 - Current price

- Old price (if there is a discount)
- Cashback amount
- Star rating (if available)
- "Add to Cart" button

AC-001.5: No Results Message

- **Given** I search for something that does not exist
- **When** the search finishes
- **Then** I should see "No products found" message
- **And** I should see suggestions for similar products or categories

AC-001.6: Search Speed

- **Given** I search for anything
- **When** I click search or press Enter
- **Then** results should appear in less than 2 seconds
- **And** the page should not freeze during search

Test Coverage: 25 test cases (API: 10, UI: 10, E2E: 5)

US-002: Product Catalog Navigation

As a customer

I want to browse products by categories

So that I can discover products I might want

Business Value: Help customers explore products and increase sales

Priority: High

Story Points: 5

Sprint: 1

Acceptance Criteria

AC-002.1: Category Menu Works

- **Given** I am on the homepage
- **When** I hover over or click "Каталог товаров"
- **Then** I should see all 13 main categories:

- Электроника (Electronics)
- Бытовая техника (Home Appliances)
- Дом и сад (Home & Garden)
- Строительство и ремонт (Construction)
- Товары для животных (Pet Supplies)
- Спорт (Sports)
- Активный отдых и туризм (Tourism)
- Хобби и творчество (Hobby)
- Детские товары (Kids Products)
- Автотовары (Auto Products)
- Красота и здоровье (Beauty & Health)
- Fashion
- Товары для бизнеса (Business Products)

AC-002.2: Category Pages Load Fast

- **Given** I click on any category
- **When** the category page opens
- **Then** I should see products for that category only
- **And** the page should load in 3 seconds or less
- **And** products should show in a grid layout

AC-002.3: Breadcrumb Navigation

- **Given** I am on a category or product page
- **When** the page loads
- **Then** I should see breadcrumb links
- **And** breadcrumbs should show: Home > Category > Subcategory (if exists)
- **And** I can click each breadcrumb to go back

AC-002.4: Product Grid Shows Well

- **Given** I am viewing a category page
- **When** the page loads
- **Then** products should show in a neat grid

- **And** each product should show all information clearly
- **And** grid should work on mobile (2 columns), tablet (3 columns), computer (4+ columns)

AC-002.5: Page Numbers Work

- **Given** a category has more than 20 products
- **When** I view the category page
- **Then** I should see page numbers at the bottom
- **And** I should see "Previous" and "Next" buttons
- **And** page numbers should be easy to see
- **And** current page should be highlighted

Test Coverage: 20 test cases (API: 8, UI: 8, E2E: 4)

US-003: Product Details

As a customer

I want to see detailed product information

So that I can decide if I want to buy it

Business Value: Help customers make good buying decisions

Priority: Medium

Story Points: 5

Sprint: 1

Acceptance Criteria

AC-003.1: Product Information Shows

- **Given** I click on any product
- **When** the product detail page loads
- **Then** I should see all product information:
 - Product name and brand
 - High-quality product photos
 - Current price clearly shown
 - Original price (if discounted)
 - Discount percentage (if applicable)

- Cashback amount easy to see
- If product is in stock or not
- Product rating and number of reviews

AC-003.2: Product Photos Work Well

- **Given** I am on a product detail page
- **When** the page loads
- **Then** I should see product photo gallery
- **And** I can look at different product photos
- **And** I can zoom in on photos for more detail
- **And** photos should load quickly and look good

AC-003.3: Product Details Listed

- **Given** I am viewing a product
- **When** I scroll to the details section
- **Then** I should see detailed product specifications
- **And** specifications should be organized in clear groups
- **And** all technical details should be accurate and complete

AC-003.4: Customer Reviews Show

- **Given** I am on a product detail page
- **When** I scroll to the reviews section
- **Then** I should see customer reviews and ratings
- **And** overall rating should be calculated correctly
- **And** individual reviews should show reviewer name and date
- **And** if there are many reviews, they should be on separate pages

AC-003.5: Add to Cart Works

- **Given** I am viewing a product detail page
- **When** I click "В корзину" button
- **Then** the product should be added to my cart
- **And** cart counter should update immediately

- **And** I should see confirmation message
- **And** button might change to quantity controls

Test Coverage: 18 test cases (API: 6, UI: 8, E2E: 4)

Epic 2: Shopping Cart Management

US-004: Shopping Cart

As a customer

I want to manage items in my shopping cart

So that I can review and change my selection before buying

Business Value: Give customers control over their purchases

Priority: High

Story Points: 8

Sprint: 1

Acceptance Criteria

AC-004.1: Add Products to Cart

- **Given** I am looking at any product
- **When** I click "В корзину" button
- **Then** the product should be added to my cart
- **And** cart icon counter should increase by 1
- **And** I should see confirmation that item was added
- **And** product should appear in cart with correct details

AC-004.2: View Cart Contents

- **Given** I have items in my cart
- **When** I click on the cart icon or go to cart page
- **Then** I should see all items in my cart
- **And** each item should show:
 - Product photo and name
 - Price per item and quantity
 - Total price for that item

- Controls to change quantity (+ / -)
- Button to remove item

AC-004.3: Change Item Quantities

- **Given** I have products in my cart
- **When** I change the quantity of any item
- **Then** the item total should update right away
- **And** the cart subtotal should recalculate
- **And** cashback amount should be updated
- **And** quantity changes should show in cart counter

AC-004.4: Remove Items from Cart

- **Given** I have products in my cart
- **When** I click remove button for any item
- **Then** the item should disappear from cart immediately
- **And** cart totals should be recalculated
- **And** cart counter should update
- **And** I should see confirmation that item was removed

AC-004.5: Cart Math is Correct

- **Given** I have items in my cart
- **When** I view my cart
- **Then** I should see correct calculations for:
 - Subtotal (sum of all items)
 - Discount amount (if applicable)
 - Cashback amount
 - Estimated delivery cost
 - Final total amount

AC-004.6: Cart Saves My Items

- **Given** I have items in my cart
- **When** I close the browser or switch devices

- **Then** my cart should be saved for registered users
- **And** guest cart should be saved for at least 24 hours
- **And** cart should work on different devices for logged-in users

AC-004.7: Stock Checking

- **Given** I have items in my cart
- **When** an item becomes out of stock
- **Then** I should be told about stock problem
- **And** the item should be marked as unavailable
- **And** I should be able to remove it or save for later

Test Coverage: 30 test cases (API: 12, UI: 12, E2E: 6)

Epic 3: User Account Management (Email Only - Safe Mode)

US-005: User Registration (Email Only)

As a new customer

I want to create an account using my email address

So that I can save my information and track orders

Business Value: Build customer database safely

Priority: High

Story Points: 6

Sprint: 2

Acceptance Criteria

AC-005.1: Registration Form Access

- **Given** I am on the website
- **When** I click "Регистрация" link
- **Then** I should go to registration form
- **And** form should work in both Russian and Romanian
- **And** all form fields should have clear labels

AC-005.2: Registration Form Checking

- **Given** I am filling out registration form
- **When** I enter information
- **Then** the form should check:
 - Email format (must be valid email)
 - Phone number format (Moldova format +373XXXXXXXX)
 - Password strength (minimum 8 characters, letters and numbers)
 - Confirm password matches main password
 - All required fields are filled

AC-005.3: Email Already Used Check

- **Given** I enter an email address
- **When** I submit the registration form
- **Then** system should check if email is already used
- **And** if email exists, I should see error message
- **And** I should be directed to login page with password reset option

AC-005.4: Account Creation (No SMS - Safe Mode)

- **Given** I have filled valid registration information
- **When** I click "Зарегистрироваться" button
- **Then** my account should be created immediately
- **And** I should see success message
- **And** I should be automatically logged in
- **And** I should NOT need to verify phone number with SMS

AC-005.5: Welcome Bonus

- **Given** I have successfully registered
- **When** registration process completes
- **Then** I should receive 100 lei welcome bonus
- **And** bonus should show in my account immediately
- **And** I should see welcome message with bonus information

AC-005.6: Auto-Login After Registration

- **Given** I have successfully completed registration

- **When** account creation finishes
- **Then** I should be automatically logged in
- **And** I should go to my account page or homepage
- **And** I should see my name in the header

Test Coverage: 22 test cases (API: 10, UI: 8, E2E: 4)

US-006: User Login

As a registered customer

I want to log in to my account

So that I can access my information and order history

Business Value: Provide secure access to customer accounts

Priority: Medium

Story Points: 4

Sprint: 2

Acceptance Criteria

AC-006.1: Login Form Access

- **Given** I am not logged in
- **When** I click "Вход" link
- **Then** I should see login form with email and password fields
- **And** form should include "Remember me" checkbox
- **And** I should see "Forgot password" link

AC-006.2: Successful Login

- **Given** I have a valid account
- **When** I enter correct email and password
- **Then** I should be logged in successfully
- **And** I should go back to previous page or homepage
- **And** I should see my name in header
- **And** "Вход" should change to "Профиль" or user menu

AC-006.3: Login Checking

- **Given** I am on login form
- **When** I enter wrong email or password
- **Then** I should see appropriate error message
- **And** I should stay on login page
- **And** password field should be cleared for security

AC-006.4: Account Security

- **Given** I enter wrong password many times
- **When** I fail to login 5 times in 15 minutes
- **Then** my account should be temporarily locked
- **And** I should see lockout message
- **And** lockout should end after 30 minutes

AC-006.5: Remember Me Feature

- **Given** I check "Remember me" during login
- **When** I close browser and come back later
- **Then** I should still be logged in
- **And** session should last for 30 days
- **And** I should still see my personal content

AC-006.6: Password Recovery

- **Given** I click "Forgot password" link
- **When** I enter my email address
- **Then** I should receive password reset email
- **And** email should contain secure reset link
- **And** link should work for 24 hours only
- **And** I should be able to set new password using the link

AC-006.7: Logout Feature

- **Given** I am logged in
- **When** I click logout option
- **Then** I should be logged out immediately
- **And** I should go to homepage

- **And** all personal information should disappear from view
- **And** my session should end securely

Test Coverage: 18 test cases (API: 8, UI: 6, E2E: 4)

Epic 4: Language Switching

US-007: Language Switching

As a customer

I want to switch between Russian and Romanian languages

So that I can use the website in my preferred language

Business Value: Serve Moldova's bilingual market

Priority: High

Story Points: 8

Sprint: 3

Acceptance Criteria

AC-007.1: Language Switcher Easy to Find

- **Given** I am on any page of the website
- **When** the page loads
- **Then** I should see language switcher in header
- **And** current language should be highlighted (Py/Ro)
- **And** switcher should be easy to see and click

AC-007.2: Language Switch Works Fast

- **Given** I am on Russian version of site
- **When** I click "Ro" language option
- **Then** entire page should switch to Romanian
- **And** switch should happen immediately (under 1 second)
- **And** page layout should stay the same

AC-007.3: Content Translation

- **Given** I switch to Romanian language

- **When** the page reloads
- **Then** all interface parts should be translated:
 - Navigation menu items
 - Button labels
 - Form labels and placeholders
 - Error messages
 - Product category names
 - Footer links and information

AC-007.4: Cart Stays During Language Switch

- **Given** I have items in my cart
- **When** I switch language from Russian to Romanian
- **Then** all cart items should stay there
- **And** product names should appear in Romanian
- **And** quantities and prices should not change
- **And** cart should work normally

AC-007.5: User Login Stays

- **Given** I am logged in
- **When** I switch languages
- **Then** I should stay logged in
- **And** my user information should be kept
- **And** personal content should continue to work

AC-007.6: Language Memory

- **Given** I select Romanian as my language
- **When** I close browser and come back later
- **Then** website should remember my language choice
- **And** should automatically load in Romanian
- **And** choice should be remembered on different devices (for logged-in users)

AC-007.7: Search in Different Languages

- **Given** I am on Romanian version

- **When** I search for products
- **Then** I should be able to search in Romanian
- **And** search results should show in Romanian
- **And** I should also find products when searching with Russian words

Test Coverage: 25 test cases (API: 8, UI: 12, E2E: 5)

Epic 5: Checkout Process (Safe Mode - No Real Orders)

US-008: Order Form Filling

As a customer

I want to fill out complete order forms

So that I can review my order details before deciding

Business Value: Test complete checkout process safely

Priority: High

Story Points: 10

Sprint: 2

Acceptance Criteria

AC-008.1: Checkout Start

- **Given** I have items in my cart
- **When** I click "Оформить заказ" button
- **Then** I should go to the checkout process
- **And** I should see steps showing checkout progress
- **And** my cart summary should be visible throughout checkout

AC-008.2: Customer Information Step

- **Given** I am in the checkout process
- **When** I reach the customer information step
- **Then** I should be able to enter or confirm:
 - Full name (first and last name)
 - Email address
 - Phone number

- Create account option (for guest users)

AC-008.3: Delivery Address Step

- **Given** I am in the delivery address step
- **When** I enter address information
- **Then** I should be able to fill:
 - City (with checking for Moldova cities)
 - Street address
 - Building number
 - Apartment number (optional)
 - Postal code
 - Special delivery instructions (optional)

AC-008.4: Delivery Method Selection

- **Given** I have entered a valid delivery address
- **When** I select delivery method
- **Then** I should see available options:
 - Courier delivery with cost calculation
 - Store pickup (if available)
 - Express delivery (if available)
 - Estimated delivery time for each option

AC-008.5: Payment Method Selection

- **Given** I have selected delivery method
- **When** I choose payment method
- **Then** I should see available payment options:
 - Cash on delivery
 - Card payment online
 - Bank transfer
 - Bonus points usage (if available)

AC-008.6: Order Review (SAFE MODE - STOPPING POINT)

- **Given** I have completed all checkout steps

- **When** I review my order
- **Then** I should see complete order summary:
 - All products with quantities and prices
 - Delivery method and cost
 - Payment method
 - Total amount breakdown
 - Terms and conditions
- **And** I should see all information is correct
- 🚨 **SAFE MODE: Test stops here - no real order placement**

AC-008.7: Form Validation Works

- **Given** I am filling checkout forms
- **When** I try to skip required fields
- **Then** I should see error messages for missing fields
- **And** I should not be able to continue until all required fields are filled
- **And** error messages should be in the correct language

Test Coverage: 30 test cases (API: 12, UI: 12, E2E: 6)

Epic 6: Mobile Experience

US-009: Mobile Features

As a mobile user

I want to use all website features on my phone

So that I can shop conveniently anywhere

Business Value: Capture mobile users and improve accessibility

Priority: High

Story Points: 8

Sprint: 3

Acceptance Criteria

AC-009.1: Mobile Navigation

- **Given** I am using a mobile device

- **When** I visit the website
- **Then** navigation should work well on mobile
- **And** menu should turn into hamburger menu
- **And** all menu items should be easy to reach
- **And** buttons should be big enough for fingers (minimum 44px)

AC-009.2: Mobile Product Browsing

- **Given** I am browsing products on mobile
- **When** I view product lists
- **Then** products should show in mobile-friendly grid (2 columns)
- **And** product cards should be easy to touch
- **And** images should load quickly and be right size

AC-009.3: Mobile Product Details

- **Given** I view product details on mobile
- **When** the page loads
- **Then** all product information should be easy to read
- **And** images should support pinch-to-zoom
- **And** "Add to Cart" button should be easy to reach
- **And** product details should be in sections I can expand/collapse

AC-009.4: Mobile Cart Management

- **Given** I manage my cart on mobile
- **When** I add, remove, or change items
- **Then** cart should work smoothly
- **And** quantity controls should be easy to touch
- **And** cart summary should be clearly visible

AC-009.5: Mobile Checkout Process

- **Given** I checkout on mobile device
- **When** I go through checkout steps
- **Then** forms should work well on mobile
- **And** input fields should show right keyboards

- **And** progress indicator should be visible
- **And** checkout should work completely without computer

AC-009.6: Click-to-Call Feature

- **Given** I see phone numbers on mobile
- **When** I tap on any phone number
- **Then** it should start a phone call
- **And** all contact numbers should be clickable:
 - 022 815-819
 - 079 815-819
 - 060 815-819

AC-009.7: Mobile Performance

- **Given** I use the site on mobile
- **When** I navigate between pages
- **Then** pages should load quickly (under 3 seconds)
- **And** site should respond quickly to touch
- **And** mobile performance score should be above 90

Test Coverage: 30 test cases (API: 8, UI: 15, E2E: 7)

Test Coverage Summary

Epic	User Stories	Total Test Cases	API Tests	UI Tests	E2E Tests
Product Discovery	3	63	24	26	13
Shopping Cart	1	30	12	12	6
User Management	2	40	18	14	8
Language Switching	1	25	8	12	5
Checkout (Safe Mode)	1	30	12	12	6
Mobile Experience	1	30	8	15	7
TOTAL	9	218	82	91	45

Additional test cases:

- Cross-browser compatibility testing (+40 cases)
- Form validation testing (+25 cases)
- Performance testing (+20 cases)
- Safety validation testing (+15 cases)

Grand Total: ~320 test cases across all test types

Safety Notes

Important Safety Features:

- ☒ No SMS testing - email registration only
- ☒ No real orders - stop at order review
- ☒ No real payments - form validation only
- ☒ Safe test data - @example.com emails only
- ☒ Cart testing - full functionality without checkout completion
- ☒ Language testing - complete bilingual validation

Testing Goals:

- Test all e-commerce functionality safely
- Validate bilingual (Russian/Romanian) features
- Ensure mobile responsiveness and click-to-call
- Verify form validation and user experience
- Practice automation skills without real business impact

Document Approval

Role	Name	Signature	Date
Business Analyst			
QA Lead			
Product Owner			
Safety Officer			

This document serves as the foundation for safe test case development using B2 level English for team accessibility.