Project Design Phase-II

TechnologyStack(Architecture&Stack)

Date	20-06-2025
Team ID	**LTVIP2025TMID55453**
Project Name	Shopsmart:Your digital grocery store experience
MaximumMarks	4

Steps	Experience	Flow	Interactions	Digital Touchpoints & Places	People
Visit ShopSmart to shop for groceries	Enters ShopSmart and explores categories	ShopSmart WebApp	ShopSmart Web App	User Interface (Web/Mobile)	General Shoppers
Add items to cart	Registers/Logs in, starts adding items	Product cards add to Cart	Checkout Page	UI Seller Panel	Time-sensitive Customers
Proceed to checkout	Proceeds and confirms order	Payment via Payment Gateway	Payment via Gateway, Order Confirmation	Payment Gateway UI, Email/SMS Notification	Decision-Making Shoppers
Track order	Smooth UI and optimized coupons	Tracking delivery notification	Tracking updates, delivery notifications	Cloud Communication APIs	Voice-enabled, Busy Professionals

Goals & Motivations

S.No	Goal / Motivation Description
1	Quickly browse and buy groceries online from nearby trusted stores
2	Avoid stockouts and incomplete or canceled orders
3	Receive a smooth, fast, and responsive experience on both web and mobile
4	Have access to smart suggestions and easy re-order options
5	Track orders and receive real-time updates throughout the order life cycle

Pain Points

S.No	Pain Point Description
1	Delays in product availability updates from sellers
2	Longer checkout process during high load/peak hours
3	Lack of accurate delivery time estimates
4	Insufficient personalization in recommended products
5	Limited communication during the order processing and delivery phase

Areas of Opportunity

S.No	Opportunity Description
1	Enable **real-time synchronization** of seller inventory with ShopSmart platform
2	Implement **AI-powered product recommendations** based on past purchases
3	Use **maps & location APIs** for more accurate live delivery tracking
4	Add **multi-channel notifications** (email, SMS, in-app) for order updates
5	Optimize checkout process using **smart caching & server load distribution**