Expanded User Journey - [Reverse Shopping App](#)

1. **Account Creation**:
   - Users sign up using email, social media, phone number, or other.
   - Profile setup includes adding preferences, payment methods, and delivery addresses as well as disability access and other limitations.
   - Users can personalize their experience through a quick voluntary survey.
2. **Request Submission**:
   - Users post simple requests for products or services, specifying type, budget, quantity, and delivery preferences. With little or a lot of input detail.
   - Requests can be made via text or voice input in any language.
3. **AI Matching**:
   - The app uses AI to match requests with relevant businesses, providing instant confirmation that the request is being processed.
4. **Offer Reception**:
   - Users receive tailored offers from multiple businesses, including details on price, delivery time, and other terms. Both manually and using artificial intelligence.
5. **Offer Comparison**:
   - Users compare offers based on price, delivery time, and other factors.
   - Reviews, ratings, and business profiles help users make informed decisions.
6. **Chat and Clarification**:
   - Users can engage in secure communication with businesses to clarify details or negotiate terms. Using encrypted private one to one systems.
7. **Purchase Decision**:
   - Users select the preferred offer and complete the purchase using one-click options like Google Pay, Apple Pay, or cryptocurrency.
   - Confirmation is sent to both the user and the business.
8. **Order Tracking**:
   - Users receive real-time updates on the order status, including detailed tracking through integrated logistics providers leveraging the API or direct connection.
9. **Delivery and Fulfillment**:
   - Users receive the product or service as agreed, confirming receipt in the app and are invited to leave a review or feedback about the experience.
10. **Post-Purchase Interaction**:
    - Users leave feedback or reviews, which influence future recommendations.
    - Transaction history is stored for easy reordering repeatedly ongoing.
11. **Customer Support**:
    - Users access support via chat, email, or phone if issues arise, with escalation options available when interfacing with the business they choose to buy from.
12. **Loyalty and Repeat Transactions**:
    - Users earn rewards and savings for repeat transactions or referrals.
    - The app suggests future purchases based on past behavior, facilitating seamless repeat transactions and improved user intent targeting.

Expanded Business Journey - Reverse Shopping App

1. **Onboarding**:
   ○ Businesses sign up, creating a profile with company details, payment information, and product/service categories.
   ○ API integration is completed to sync inventory, pricing, and order management systems as well as fulfillment and customer service.
2. **Customization**:
   ○ Businesses customize the API for operational needs, enabling automated responses or manual offer submissions based on consumer requests.
3. **Real-Time Request Handling**:
   ○ Businesses receive consumer requests in real-time through the dashboard or API integration, preparing tailored offers aligned with consumer specifications.
4. **Offer Submission**:
   ○ Offers are submitted, detailing pricing, availability, delivery options, and terms.
   ○ The app facilitates direct communication with consumers to clarify details or negotiate terms.
5. **Dynamic Pricing and Inventory Management**:
   ○ Businesses adjust pricing and inventory in real-time, responding to demand and ensuring stock levels align with active consumer requests.
6. **Order Processing**:
   ○ Upon offer acceptance, businesses process the order, handling logistics, packaging, and shipping.
   ○ The API automates fulfillment processes, integrating with existing logistics systems.
7. **Revenue Management**:
   ○ Businesses receive payments through the app's automated system, which manages revenue sharing and financial transactions.
   ○ Detailed financial reports are available for tracking and accounting purposes.
8. **Data Analytics and Consumer Insights**:
   ○ Businesses access consumer behavior analytics to refine marketing strategies, improve product offerings, and drive innovation.
   ○ Predictive analytics support inventory and pricing adjustments, helping businesses stay ahead of market trends.
9. **Customer Interaction and Feedback**:
   ○ Businesses engage directly with consumers post-purchase, gathering feedback and building customer loyalty.
   ○ The platform supports ongoing consumer interaction, fostering long-term relationships.
10. **Scalability and Global Expansion**:
   ○ As the platform grows, businesses can scale operations, reaching a global consumer base.
   ○ The API supports localization, enabling businesses to tailor offerings for different regions and languages, facilitating cross-border commerce.