IT314 Software Engineering

Lab 3
Group 12

User Stories:

User Story 1: User Registration

As a new user, I want to create an account on the online mobile recharge portal so that I can easily recharge my mobile devices.

Acceptance Criteria:

- When I visit the portal's registration page, I should see fields for entering my name, email address, and password.
- After submitting the registration form, I should receive a verification email.
- Clicking on the verification link in the email should confirm my account and allow me to log in.

User Story 2: User Login

As a registered user, I want to be able to log in to the online mobile recharge portal using my credentials.

Acceptance Criteria:

- The portal should have a login page where I can enter my registered email and password.
- Upon successful login, I should be directed to my account dashboard.
- If I enter incorrect credentials, I should receive an error message.

User Story 3: Mobile Recharge

As a user, I want to be able to recharge my mobile phone using various payment options.

Acceptance Criteria:

- I should be able to select my mobile operator from a dropdown list.
- After selecting the operator, I should enter my mobile number and choose a recharge plan.
- The portal should display plan details including validity, data limits, and talk time.

- I should be able to proceed to payment and select payment options such as credit/debit cards, net banking, and digital wallets.
- After successful payment, I should receive a confirmation of the recharge via email and SMS.

User Story 4: Browse Recharge Plans

As a user, I want to browse available mobile recharge plans based on my preferences.

Acceptance Criteria:

- I should be able to filter plans by mobile operator, plan type (data, talk time, combo), and pricing range.
- The plan details should include validity, data limits, talk time, and pricing.
- I can click on a plan to see more information before selecting it.

User Story 5: Transaction History

As a user, I want to view a history of my past recharge transactions.

Acceptance Criteria:

- In my account dashboard, there should be a section displaying a list of my past recharge transactions.
- Each transaction entry should include details like transaction date, amount, mobile number, and recharge plan.

User Story 6: Account Settings

As a user, I want to be able to update my account settings.

Acceptance Criteria:

- I should be able to change my password from my account settings.
- I should be able to update my email address.
- I can add or remove saved payment methods.

User Story 7: Recharge Reminders

As a user, I want to receive notifications about upcoming recharge plan expirations.

Acceptance Criteria:

- I should receive an email or SMS notification a day before a recharge plan is about to expire.
- The notification should include details about the expiring plan and options to renew.

User Story 8: Secure Payment Handling

As a user, I want my payment information to be handled securely.

Acceptance Criteria:

- The portal should use encryption (HTTPS) to secure the payment process.
- Payment details should not be stored on the portal after the transaction is complete.

User Story 9: Support and FAQs

As a user, I want access to customer support options and FAQs.

Acceptance Criteria:

- The portal should have a clearly visible link to FAQs and customer support.
- The FAQs should cover common user queries about registration, recharge process, and troubleshooting.

User Story 10: Promo Codes and Offers

As a user, I want to apply promo codes and avail special offers while recharging.

Acceptance Criteria:

- The portal should allow me to enter a promo code during the checkout process.
- Applying a valid promo code should reflect the discount or benefit in the final payment amount.

User Story 11: Multiple Payment Options

As a user, I want flexibility in choosing payment methods.

Acceptance Criteria:

- The portal should support credit/debit cards, net banking, digital wallets, and UPI as payment options.
- During checkout, I should be able to select my preferred payment method.

User Story 12: Multi-Language Support

As a user, I want the portal to support multiple languages.

Acceptance Criteria:

- The portal should have language options visible on the landing page.
- Changing the language should update the entire portal's content to the selected language.

User Story 13: Admin Dashboard

As an admin, I want to access the admin dashboard to view and manage user accounts, transactions, and system settings.
- Present a user list with information such as name, email, account balance, and registration date.

- Provide a secure login page for admin access.
- Display an admin dashboard with options for user management, transaction logs, and system configuration.

User Story 14: Handling Customer Support

As an admin, I want to handle customer support requests and issues reported by users effectively
- Implement a customer support dashboard to track and manage user-reported issues.
- Allow admins to assign, prioritize, and resolve issues, providing communication channels with users.

User Story 15: Handling Transactions

As an admin, I want to have the ability to refund transactions and resolve disputes when necessary.
- Provide a refund process for failed or disputed transactions, with proper authorization.
- Ensure that refunds are reflected accurately in user account balances.

User Story 16: Administering Changes

As an admin, I want to configure and manage supported mobile carriers, recharge amounts, and payment gateways.
- Enable admins to add, modify, or remove supported mobile carriers.

- Allow admins to set up and adjust predefined recharge amounts based on carrier and user feedback.
- Provide options to configure and integrate payment gateways securely.

User Story 17: Notification System

As an admin, I want to receive notifications for critical system events, such as payment gateway failures or unusual activities.
- Set up email alerts or notifications to inform admins about system issues or security concerns.
- Implement alert thresholds for specific events to trigger notifications.

User Story 18: User Performance (End User)

As an end user, I expect the online mobile recharge portal to provide quick response times, ensuring that I can complete my recharge transactions without experiencing delays or slow loading.

Acceptance Criteria:

- The portal's average page load time should be less than 3 seconds for end users.
- Recharge transactions should be completed within 10 seconds after payment confirmation.
- User experience should remain consistent even during peak usage times.

User Story 19: System Scalability (System Administrator)

As a system administrator, I need the online mobile recharge portal to be scalable to accommodate increased user traffic and ensure uninterrupted service during peak periods.

Acceptance Criteria:

- The system should be capable of handling at least a 50% increase in user traffic without degradation in performance.
- Autoscaling mechanisms should be in place to add resources dynamically based on traffic patterns.
- Scalability tests should be conducted periodically to verify the system's ability to handle increased loads.

User Story 20: System Availability (System Administrator)

As a system administrator, I expect the online mobile recharge portal to maintain high availability, minimizing downtime and ensuring users can access the service whenever needed.

Group Mentor:

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