**USERS**

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| --- | --- |
| **Name** | **Description** |
| User / Customer | Customer is able to log into the application which displays their account details, make changes. Customer be able to log in fault and add images at stages which are required. Customer to follow the troubleshoot procedure so resolve any common faults and issue. |
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**Personas**

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| --- | --- |
| **Persona** | **Description** |
| Joe (Standard User) | Joe is 35 year old adult that owns a phone repair shop phone line, Broadband service, and card payment services for his small business. |

**USER STORY**

**Story for Joe (User/Customer)**

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| --- | --- | --- |
| **User Story** | **Notes** | **Acceptance Test** |
| Joe wants to log into his account using his email address and password. | This will allow Joe to access the benefits of a customer, I.e. viewing account details, logging faults | Joe logs in to this account: |