1- User Story

Title: As a customer, I want to filter products by category, so I can easily find items that match my interest.

Acceptance Criteria

1. The user must be able to see a list of product categories on the shop page.
2. The user must be able to select one or more categories from the list.
3. The product list must update to show only the products that belong to the selected categories.
4. The user must be able to clear the category filters to see all products again.
5. The number of products displayed must update dynamically as filters are applied or cleared.
6. The selected filters must be clearly visible to the user.
7. The filtering must work on both desktop and mobile views.

2- User Story

Title: As a citizen, I want to apply for a new passport online, so I can avoid visiting the passport office in person.

Acceptance Criteria

1. The user must be able to access the passport application form from the government website's home page.
2. The user must be able to fill out personal information(full name - ID number), contact details(phone number - Email), and upload

necessary documents. (ID - personal photo) extension (pdf) (Max size 1 Mbyte)

3. The form must validate the entered data in real-time, providing error messages for any invalid or missing information.
4. The user must be able to save their progress and continue the application at a later time. (48 hrs)
5. The user must be able to submit the completed application form.
6. Upon submission, the user must receive a confirmation email with a reference number.
7. The user must be able to check the status of their application using the reference number.(pending - in progress - Ready)

   Pending : Document not reviewed yet
   In progress : Document is being reviewed
   Ready : reviewed and validated

8. Status : ready The user must be able to pay the application fee online securely.
   (bank account 174 -xxx-xxx - vodafone cash (010xxxxxxx))

3- User Story:
As a patient, I want to schedule an appointment with my doctor online so that I can choose a convenient time without calling the office.

Acceptance Criteria:

1. The system should provide a calendar view of available appointment slots for each doctor.
2. The patient should be able to select their preferred date and time for the appointment.

3. The system should send a confirmation email and SMS to the patient after booking the appointment.
4. The appointment details should be visible in the patient's online account.
5. The system should allow the patient to reschedule or cancel the appointment with at least 24 hours' notice.
6. The system should notify the patient and doctor of any changes to the appointment status.