

## User Stories – Bus operator

As a bus operator, I want to be able to view information from surveys so that I can see customers' feedbacks.

Acceptance Criteria:

- The user should be logged in as a bus operator.
- The information is correctly displayed.
- The information is updated when the operator refreshed.
- The information is displayed with
  - the time the survey submitted
  - the user ID who submitted the survey
  - the type of survey (on-board experience, trip, driver, infrastructure)
  - the bus service ID, vehicle ID or driver ID depends on the type of survey
- The information is able to be ordered/grouped by
  - the time the survey submitted
  - the type of survey
  - the bus service ID
- The information should not be modified by bus operator
- The bus operator is able to make comments for a survey.
- The bus operator is able to response a survey (to the passenger who submitted it).
- The information should not be deleted by bus operator.

As a bus operator, I want to be able to receive notification about incidents so that I can be notified immediately.

Acceptance Criteria:

- The user should be logged in as a bus operator.
- The notification is pushed to a bus operator immediately once a passenger submitted an incident report.
- The number of unread notifications is displayed.
- The state(unread or read) of a notification is able to be modified by bus operator and it is also automatically set to be read after the bus operator read it.

If the bus operator choose to read it:

- The incident report is correctly displayed.
- The displayed incident reports are validated. (all submitted by validated passenger)
- The incident report is displayed with
  - the submitted time
  - the user ID who submitted
  - the bus service ID
  - the location of incident
  - the type of incident (traffic incident, sick passenger, anti-social behaviour, lost item, etc..)
  - the severity of incident
  - and more information submitted by passengers
- The incident report is able to be ordered/grouped by
  - the submitted time
  - the bus service ID
  - the type of incident
  - the severity of incident

- The content of the incident report should not be modified by bus operator.
- The bus operator is able to add comments for each incident report.
- The incident report should not be deleted by bus operator.