Customer Stories

**Story ID:** CUS-01

**Story Title:** Select event types.

**User Story:** As a customer, I would like to go through what kind of events there are and what kind of events there are sub-types so I can select the appropriate setup that I need to have. Importance: High

**Estimate:** 3

**Story ID:** CUS-02

**Story Title:** Customize Decor User Story: As a customer, I would prefer customizing the decor of the event (themes, flowers, lighting, seating) to my preferences.

**Importance:** High

**Estimate:** 5

**Story ID:** CUS-03

**Story Title:** Select Catering Options.

**User Story:** As a customer, I prefer to order catering (breakfast, lunch, dinner, hi-tea) so that my guests could be given food in proper way.

**Importance:** High

**Estimate:** 5

**Story ID:** CUS-04

**Story Title:** Add Event Add-ons

**User Story:** As a consumer, I would expect to be able to offer more services (photography, cake, live music) to be able to make the event better.

**Importance:** Medium

**Estimate:** 4

**Story ID:** CUS-05

**Story Title:** Choose the date and place of the event. User Story: As a client, I would prefer to choose the time and the venue of my occasion so that the reservation can be made in time. **Importance:** High

**Estimate:** 3

**Story ID:** CUS-06

**Story Title:** Preview Event Plan. User Story: As a customer, I would like to view my full event plan (decor + catering + add-ons) to ensure that I check before I pay.

**Importance:** High

**Estimate:** 4

**Story ID:** CUS-07

**Story Title:** Online payment security.

**User Story:** As a consumer, I would like to make payments online safely, to ensure that my event booking is immediately confirmed.

**Importance:** High

**Estimate:** 5

**Story ID:** CUS-08

**Story Title:** Confirmation of Booking.

**User Story:** As a customer, I would like to receive booking confirmation and invoice as a confirmation that I made an order.

**Importance:** High

**Estimate:** 2

**Story ID:** CUS-9

**Story Title:** Leave comments.

**User Story:** As a client, I would like to provide feedback and rating of my experience at the end of my event because then I could share my experience with others.

**Importance:** Medium

**Estimate:** 3

Admin Stories

**Story ID: ADM-01**

**Story Title:** Manage Event Categories  
**User Story:**  
Using this as the admin what I would like to do is to create and maintain event type and sub-type of events such that customers will always have the current and most up to date and pertinent event types.  
**Importance:** High  
**Estimate:** 3

**Story ID: ADM-02**

**Story Title:** Manage Décor Packages  
**User Story:**  
I, as an admin, would wish to update and define decor packages therefore allowing customers to obtain already-predefined and updated packages.  
**Importance:** High  
**Estimate:** 4

**Story ID: ADM-03**

**Story Title:** Manage Catering Menus  
**User Story:**  
Catering menus (breakfast, lunch, dinner, hi-tea) are salient items I would like to add and or update as an admin so that customers may make selection easily within the available options.  
**Importance:** High  
**Estimate:** 4

**Story ID: ADM-04**

**Story Title:** Manage Add-ons  
**User Story:**  
As an administrator, I would like to specify add-on services (photography, music, cake, decor extras) such that clients can improve their events with extra functionality.  
**Importance:** Medium  
**Estimate:** 3

**Story ID: ADM-05**

**Story Title:** Track Bookings  
**User Story:**  
I as an admin would wish to track all customer bookings in order to make sure that everything runs smoothly or I deliver the needed services on time.  
**Importance:** High  
**Estimate:** 3

**Story ID: ADM-06**

**Story Title:** Confirm Payments  
**User Story:**  
Being an admin, I want to verify and confirm whether payment is made in order to understand what bookings were actually taken  
**Importance:** High  
**Estimate:** 2

**Story ID: ADM-07**

**Story Title:** Manage Availability  
**User Story:**  
Being an admin, I prefer to create and manage availability calendars on venues and services to prevent double-bookings.  
**Importance:** High  
**Estimate:** 3

**Story ID: ADM-08**

**Story Title:** Handle Cancellations  
**User Story:**  
As an admin, I would like to control the booking cancellations and refunds, so that the trust and contentment of the customers will remain.  
**Importance:** High  
**Estimate:** 4

**Story ID: ADM-09**

**Story Title:** Manage Feedback  
**User Story:**  
I, as an admin, would like to control the feedback representatives of the customers, so I would be able to better our services and the general experience.  
**Importance:** Medium  
**Estimate:** 3

**Payment & Booking Stories**

**Story ID: PAY-01**

**Story Title:** Installment Payments  
**User Story:**  
As a consumer, I would prefer to pay in installments so that I can comfortably afford expenses of grand events.  
**Importance:** Medium  
**Estimate:** 5

**Story ID: PAY-02**

**Story Title:** Refund Handling  
**User Story:**  
As a customer, I would prefer to be refunded on money in case of cancellation of my booking within considered time period so that I would not seem to go wasted on my event booking.  
**Importance:** Medium  
**Estimate:** 4

**Story ID: PAY-03**

**Story Title:** Apply Discounts  
**User Story:**  
As a customer, I would like to take a discounted code or even voucher to save on my booking the event.  
**Importance:** Medium  
**Estimate:** 3

**Story ID: PAY-04**

**Story Title:** Download Invoice  
**User Story:**  
The invoice is a product that as a customer I would wish to download another item after booking to enable me have document about payment and information future incorporation.  
**Importance:** High  
**Estimate:** 2

**General Features**

**Story ID: GEN-01**

**Story Title:** Search by Location  
**User Story:**  
As a customer, I wish to be able to search with the available services according to the location as this way I could easily locate the decor and catering around the area where my event takes place.  
**Importance:** High  
**Estimate:** 3

**Story ID: GEN-02**

**Story Title:** Real-Time Availability  
**User Story:**  
I, as a customer, need to see the availability of all decor and catering options in real time to prevent the problem of last minute booking.  
**Importance:** High  
**Estimate:** 4

**Story ID: GEN-03**

**Story Title:** Wishlist  
**User Story:**  
As a customer, I would like to be able to save packages of events I like to a wishlist, to come later and finalize and book them.  
**Importance:** Low  
**Estimate:** 2

**Story ID: GEN-04**

**Story Title:** Event History  
**User Story:**  
Being a customer I would like to see my old bookings and details of any event which I would be able to easily re-arrange any next time and similar things.  
**Importance:** Medium  
**Estimate:** 3

**Story ID: GEN-05**

**Story Title:** AI Chatbot FAQs  
**User Story:**  
Being a customer, I prefer to have a chatbot-Robot Q&A to provide an answer to some general doubts instantly, without having to wait until the staff receives the request.  
**Importance:** High  
**Estimate:** 6