a) We need a Product Vision – idk how tho

b)

1. List of requirements

2. Transform these into user stories:

“As a \*role\* I want: \*some goal\*, so that: \*some reason\*.”

Mobile phone

List of requirements:

* register to create a profile + confirmation email
* browse and search for packages and deals (make it work on mobile phone)
* make enquiries about deals
* a sales system + app purchases give a 15% discount
* view/amend account - bills (can only be done by credit card – must be verified by a Visa system) + automatic receipt email
* identification process (phoning)
* system should allow staff to view all packages
* staff should be able to deal with inquires
* inventory system (check availability of packages + calculate total + process payment)
* should be able to apply special offers
* staff should be able to profile customers and create packages tailored to them

2. Break into user stories:

“As a \*role\* I want: \*some goal\*, so that: \*some reason\*.”

1. As a customer I want to register so that I can access the app
2. As a customer I want to get a confirmation email so I can confirm I have access to my account
3. As a customer I want to be able to browse and search through packages and deals
4. As a customer I want to make enquires so that all my issues can be clarified.

(Later have a system that takes you to different parts depending on the type of inquiry)

1. As a customer I want to be able to order online/in person/via phone/via mobile app so that I can have flexibility with my purchase method.
2. As a customer I want to be able to register an account, if I don’t already have one, so that I can proceed with my purchase and also view the details of the bill.
3. As a customer I want my app purchase to give an automatic 15% discount so that my promotion is applied.
4. As a customer I want to view details for my account in the mobile app so that I can ensure all data is relevant and accurate.
5. As a customer I want to be able to settle my bills in the mobile app so that I can upgrade early and make sure my account is not in arrears.
6. As a customer I want to automatically receive an email to verify that my payments has been accepted successfully
7. As a customer service representative I want to have a verification process so that I can identify the phoning customer and if they have an existing account or want to create a new one
8. As a customer service representative I want to be able to access all packages so that I can accurately assess the customer with any enquiries
9. As a customer I want to be able to check the availability of the packages
10. As a customer I want the system to automatically calculate the total.
11. As a customer I want the system to process the payment and verify the card details
12. As a customer service representative I want to be able to present customers with special offers on the app based on profiling the packages they used.
13. As a customer I want to be able to input specific codes into the app so that I can redeem special offers.

**High Priority User Stories**

1. As a customer I want the system to process the payment and verify the card details
2. As a customer I want the system to automatically calculate the total.
3. As a customer I want to be able to browse and search through packages and deals
4. As a customer I want to register so that I can access the app
5. As a customer I want to be able to register an account, if I don’t already have one, so that I can proceed with my purchase and also view the details of the bill.